

## HOW YOUR RATES ARE SPENT

Your rates are used to deliver a vast array of services and cater for a population of more than 300,000 people in the Wyndham community. Rates also contribute towards the construction and upgrade of roads, community centres, sporting infrastructure and more.

### THE COMPONENTS OF YOUR ANNUAL COUNCIL RATES BILL



## PAYING RATES

### RATES ARE PAYABLE BY INSTALMENTS AND CAN BE PAID:

**Online:** [www.wyndham.vic.gov.au](http://www.wyndham.vic.gov.au)

**Payments Via:** BPay, Australia Post (Post BillPay) and Direct Debit and Phone: 131816. Biller Code and Bank Reference Number on your bill is required.

### In person at one of our Customer Service Centres:

**Civic Centre:** Card, Cheque and Cash payments  
**Tarneit, Manor Lakes and Point Cook Community Learning Centres:** Card payments only

### LATE PAYMENTS / DIFFICULTY PAYING

Contact Wyndham City if you are experiencing difficulty in paying your rates and charges. You may be eligible for a payment plan or qualify for assistance under Wyndham City's Financial Hardship Policy.

### PENSIONER REBATE

Pensioners may qualify for the municipal rates concession from the State Government. Please visit Council's website as provided below for further information.

**To discuss late payments, payment plans, difficulty paying or any queries about your rate notice.**

### CONTACT:

**P:** 1300 023 411

**E:** [mail@wyndham.vic.gov.au](mailto:mail@wyndham.vic.gov.au)

**For further information visit:** [www.wyndham.vic.gov.au](http://www.wyndham.vic.gov.au)

*This information can be translated by contacting Translating and Interpreting Services on 131 450 and asking to be connected to Wyndham City on 1300 023 411*



# PROPERTY RATES & VALUATIONS

## HOW IT AFFECTS YOU



## HOW REVALUATIONS AFFECT YOUR RATES

The State Government has capped the amount by which most Councils can increase their rates revenue for 2023/24 at 3.5 per cent and Wyndham City has complied with this requirement.

However, individual properties may be affected differently as the total rate revenue is distributed by the value of the property. For example, a residential property worth \$750,000 will carry a bigger share of the total rate revenue than a residential property worth \$400,000.

As required under the Local Government Act, the annual property valuations have been undertaken as of 1 January 2023 and form the basis for the 2023/24 rates calculation.

The valuation process is conducted by an independent valuer and certified by the Valuer General Victoria.

It is important to note that increases in property valuations does not mean that council gets to collect more rates, there is no windfall gain. The total amount of rates that Council receives is still capped at the State Government imposed 3.5 per cent.

The impact for individual properties will depend on how the property value has changed relative to other properties. For some properties, there may be an increase in rates higher than 3.5 per cent while others will see a decrease.

## INFORMATION REGARDING RATES AND VALUATIONS

If you have any questions about your Rates or Valuation please contact the Rating Services Department on **1300 023 411**.

If you would like to find out more general information about how Rates are calculated or about the Valuation process please go to Council's website [www.wyndham.vic.gov.au](http://www.wyndham.vic.gov.au)

## RATING DIFFERENTIALS TABLE

In accordance with the requirements of Section 5 of the Local Government (General) Amendment Regulations 2023, you are now provided with a table of differentials on your annual rates notice detailing what general rates would have been payable for your property for each differential category under Councils, Revenue & Rating Plan. Please note that property classifications are applied by the Valuer General Victoria. Further information on council's differentials can be found on our website: [www.wyndham.vic.gov.au/services/rates-valuations/valuations](http://www.wyndham.vic.gov.au/services/rates-valuations/valuations)

## 2023/2024 BUDGET

### KEY NUMBERS

- **\$33.2 million** - Road construction, upgrades and renewals
- **\$5 million** - Active Transport Network
- **\$11 million** - Tarneit North Master Plan Implementation
- **\$10.1 million** - Truganina Community Centre
- **\$8.3 million** - Alfred Road Reserve Implementation
- **\$4.75 million** - Webster Street Reserve
- **\$3 million** - Jamieson Way Master Plan Stage One
- **\$5 million** - Black Forest Road South Community Centre
- **\$3.6 million** - Manor Lakes North Reserve Master Plan Implementation
- **\$1.45 million** - Community Grants
- **\$20 million** - Kindergartens and Children's Services
- **\$10.8 million** - Libraries

For more information visit:  
[www.wyndham.vic.gov.au/2023-2024annualplanandbudget](http://www.wyndham.vic.gov.au/2023-2024annualplanandbudget)

## MESSAGE FROM THE MAYOR



Wyndham City's Annual Plan and Budget for 2023-24 has now been formally adopted by Council.

It presents a vision for the Wyndham community amid ongoing economic uncertainty and was one of the most challenging to produce in recent years.

The Budget aims to deliver a more liveable city, while recognising that we are currently in an unpredictable economic environment.

Like all businesses and families in Wyndham, Council has been impacted by the cost of building materials, utility costs, interest rates and inflation.

Wyndham is now the fastest growing municipality in Australia. And while that brings many benefits, it also increases cost pressures, that's why we have prioritised the things we believe that matter most to our residents.

The Budget includes \$167 million for our Capital Works program, including \$38 million to build new roads, resurface and renew old ones and improve our Active Transport Network.

A further \$41 million has been allocated to maintain reserves and open spaces, playgrounds and key services related to the beautification of Wyndham such as mowing, watering and tree planting.

This Budget isn't just about infrastructure – service delivery is also at the forefront. We're spending more than \$432 million on key services our residents want and need including \$20 million for Kindergartens and Children's services, \$11.9 million for Maternal Child and Health Immunisations and \$10.8 million for Libraries.

The Budget includes funding for community grants totalling \$1.45 million, putting more money in the hands of community groups and organisations to run programs and events that make a difference locally.

Remembering of course residents who are having difficulty paying their rates by the due date, should contact 1300 023 411 to discuss options including a payment plan.

We certainly all face many challenges but by working together we can continue to build a better Wyndham.

Susan McIntyre, Mayor, Wyndham City