

## HOW YOUR RATES ARE SPENT

Your rates are used to deliver a vast array of services and cater for a population of more than 288,000 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

*Note: American Express is not accepted.*

*Please note: Some Council facilities may be impacted by COVID-19 restrictions. Please visit [www.wyndham.vic.gov.au/covid19](http://www.wyndham.vic.gov.au/covid19) for the latest information on Council facilities or phone 1300 023 411.*

### 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, difficulty paying or for 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

wyndhamcity

## HOW REVALUATIONS AFFECT YOUR RATES

The State Government has capped the amount by which most Councils can increase their rates revenue for 2021/22 at 1.5 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 at 1 January 2021 and form the basis for the 2021/22 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 1.5 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 1.5 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)

## 2021/2022 BUDGET

### KEY NUMBERS

- **\$27.2 million** Upgrading and building new local roads
- **\$12.9 million** Local road reconstruction and resurfacing
- **\$29 million** Sports and recreation infrastructure
- **\$2.02 million** Playground and parks upgrades
- **\$18.09 million** Kindergarten and children centre services
- **\$13.91 million** Maternal child and health and immunisation services
- **\$9.76 million** Library services
- **\$7.05 million** Black Forest Road South Level 2 Community Centre
- **\$4.68 million** Manor Lakes Northern Hub – Integrated Family Centre Master Plan Implementation
- **\$12.31 million** Truganina South East Master Plan Delivery
- **\$5.6 million** Sports pavilion upgrades
- **\$12.17 million** Tarneit North Master Plan Implementation
- **\$11.5 million** Regional Soccer Facility
- **\$5.09 million** Youth programs and services
- **\$4 million** Active Transport Network
- **\$1.15 million** Alfred Road Reserve Master Plan design
- **\$0.52 million** Presidents Park Master Plan design
- **\$5 million** Widening Little River roads
- **\$3.8 million** Lighting the West
- **\$3.2 million** Greening the Pipeline
- **\$1.06 million** K Road Cliffs Master Plan Implementation

For more information visit:  
[www.wyndham.vic.gov.au/2021-2022annualplanandbudget](http://www.wyndham.vic.gov.au/2021-2022annualplanandbudget)

## MESSAGE FROM THE MAYOR



Each year Council releases its annual Plan and Budget which outlines our priorities for the coming financial year.

Covid-19 restrictions have again impacted our services this year, and while the vaccination rollout continues, we anticipate there may be further bumps along the road as we try to steer our way through this pandemic.

The annual Plan and Budget has now been formally adopted by Council. It presents a vision for the Wyndham community to rebound from the pandemic and build a strong foundation for the future.

It is a responsible and considered Budget that delivers a record capital works investment of \$196.5 million.

But this Budget isn't just about infrastructure – service delivery is at the forefront of our plan. We're spending \$18 million on the provision of kindergarten and children services, \$13 million on maternal and child health and immunisations services and \$9.76 million to operate our local libraries.

The Budget is designed to enhance and protect the local environment and build a healthy and resilient community.

We are investing heavily in our local environment, providing money to restore the K-Road Cliffs, to plant thousands of new trees and to install new energy efficient lights across the municipality.

For the first time, Council undertook a deliberative engagement process with the community to help inform and shape this Budget. We listened to what our residents had to say and used that feedback to inform our decisions.

This Budget is aimed at providing all our residents with the support and services they need as we continue to navigate our way through this global pandemic.

I'd like to take this opportunity to thank each and every resident. You have responded magnificently in what has again been another challenging year. Council offers a range of support services and I'd encourage any resident to get in touch if you need our assistance.

Stay safe,  
Adele Hegedich  
Mayor, Wyndham City