

# Rates and Valuations information for 2024/25

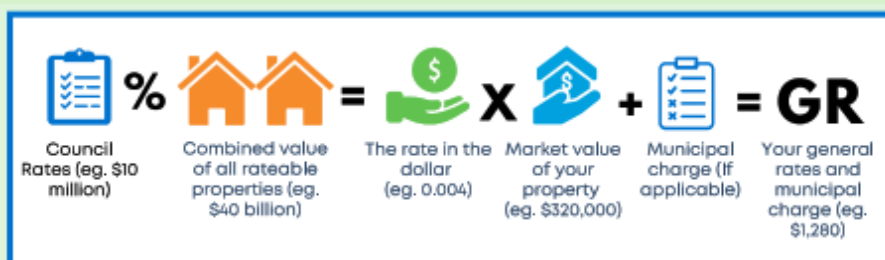
## Key information about rates and valuations

### Why are rates charged?

Rates are a property tax that allow Council to collect revenue to fund essential public services to cater to their community. They help to fund delivery of a broad range of services and community infrastructure such as roads, footpaths and sporting infrastructure across the whole shire.

The rates you pay Council are based on the value of the property you own.

### How are rates calculated?



Council takes the total rate revenue to be collected and divides it by the total value of all properties in the shire to calculate the rate in the dollar. The total rate revenue generated cannot be more than the annual rate cap.

The rates in the dollar is then multiplied by the market value of each property to ensure each ratepayer contributes a fair share.

Rate capping is in existence, and the rate cap applies to the 'average' rate therefore an individual ratepayer may not necessarily see their rates levy increase by the annual rate cap that is set.

### Your rates explained



As explained above, your General Rates are based on the property valuations listed on your rates notice as capital improved value (CIV).

The Fire Services Property Levy is collected by Council on behalf of the State Revenue Office to fund fire services agencies and 100% of this charge is forwarded on to the State Government, in accordance with legislation.

Service charges, such as kerbside collection is also charged. These incorporate the State Government landfill levy which is the charge Council pays to deposit waste at landfill.

### What is the rate cap for 2024/25?

The rate increase is capped at 2.75 per cent in line with the Victorian Government's Fair Go Rate System (FGRS).

**The 2.75 per cent increase applies to the total rates revenue received by Council, not to individual ratepayers.**

More information on the FGRS can be found at [www.localgovernment.vic.gov.au/our-programs/a-fair-go-rates-system-for-victorians](http://www.localgovernment.vic.gov.au/our-programs/a-fair-go-rates-system-for-victorians).

### What will Council collect in rates and charges for 2024/25?

Total revenue from rates and charges for 2024/25 is \$26.9m.

## How is a valuation determined?

Valuations are determined annually through the general valuation process and reflect the fair market value of your property on 1 January each year. To undertake a valuation, certified, practising valuers appointed by the Valuer General Victoria, collect and analyse a range of property and planning information. A level of value is established and applied to each property within a group of properties that have similar characteristics.

## How does a valuation affect your rates?

All rateable properties within Hepburn Shire Council have been revalued at 1 January 2024 and these valuations are effective from 1 July 2024 in accordance with the Local Government Act.

Property valuations are used as the basis for levying rates and the rate of each individual property will be different due to the Capital Improved Value (CIV) of the property.

The valuation impacts the distribution of rating liability across the municipality only. It does not provide Council with any additional revenue within the Shire.

## Pension Concession

The *Local Government Act 1989* provides that eligible pensioners shall receive a reduction of rates levied. Applications must be made via a Municipal rates concession application form.

If individual pension details have not changed, it is not necessary to re-apply for the concession each year. Please visit [www.services.dffh.vic.gov.au/municipal-rates-concession/](http://www.services.dffh.vic.gov.au/municipal-rates-concession/) for further information regarding the concession and for the application form.

*Please Note: A Health Care Card does not entitle the holder to a rate reduction.*

## Financial Hardship

Anyone experiencing financial hardship in relation to any amounts owed to Council, should contact Council's Finance Coordinator (rates) or complete the online form on Council's website.

Complete the Rates Hardship Form online at [www.hepburn.vic.gov.au](http://www.hepburn.vic.gov.au) or call Customer Service on 03 5348 2306 for confidential assistance.

## How can I object to a valuation?

Any person aggrieved by the valuation of their property is entitled to lodge an objection within two months of issuing of the rates and valuation notice.

Objections can be lodged online at:

<https://ratingvaluationobjections.vic.gov.au> or objection forms are available at [www.hepburn.vic.gov.au](http://www.hepburn.vic.gov.au) and can be lodged with Council for forwarding to the valuer.

## Did you know?

Valuations are carried out by independent contractors appointed by the Valuer-General Victoria (VGV), not by Hepburn Shire Council.

Council has no input to the determination of valuations.

**Contact Us: Rates Department | Customer Service 5348 2306**  
**PO Box 21 Daylesford VIC 3460**