

# Appeal against rates

If you do not agree with a rate or charge and believe that:

- (a) a rate has been declared in respect of non-rateable land;
- (b) the rate or charge assessment has been incorrectly calculated; or
- (c) the wrong person has been levied with the rate or charge,

please contact Council's Rating Services Unit on 1300 023 411 to discuss the matter further.

If you are not satisfied with the outcome of your enquiry you may, within 60 days of receiving this notice, appeal to the County Court under section 184 of the *Local Government Act 1989*, and notify Council in writing of your intention to appeal.

#### Notice of valuation

Council has valued your property for rating purposes in accordance with the *Valuation of Land Act 1960*. The valuation of all rateable land in the municipality was made as at 1 January 2022 for the 2022 general valuation.

Council's general valuation may be used by other rating authorities to assess rates and taxes. The State Revenue Office (SRO) uses the general valuation to assess land tax. Further information on this use can be found on the SRO website (www.sro.vic.gov.au).

# Objection against valuation

Any person aggrieved by a valuation of land made by Council may object to that valuation in accordance with section 16 of the *Valuation of Land Act 1960.* Objections must be made in writing or lodged online via the Rating Valuation Objections Portal on the Land Use Victoria website, and must set out the grounds for objection and contain the prescribed information as set out in regulation 13 of the *Valuation of Land Regulations 2014.* Objections must be lodged within 60 days of the issue date of this notice. Please contact Rating Services Unit on 1300 023 411 to discuss your appeal.

The lodging of an objection does not constitute grounds for non-payment of the council rate as assessed on this notice. Payment is required to be made by the due date pending the outcome of any objection.

## **Capping of Council rates**

Council has complied with the Victorian Government's rates cap of 1.75 per cent. The cap applies to the average annual increase of rates and charges.

The rates and charges for your property may have increased or decreased by a different percentage amount for the following reasons—

- the valuation of your property relative to the valuation of other properties in the municipal district;
- (ii) the application of any differential rate by Council;
- (iii) the inclusion of other rates and charges not covered by the Victorian Government's rates cap.

## Payment of rates

Council has declared that rates and charges are to be paid by instalment. Full payment may not be made at a later date. Notices will be sent for the second, third and fourth instalments.

All payments will be allocated in the following order:

- 1. Legal costs owing (if any)
- 2. Interest owing (if any)
- 3. Arrears owing (if any)
- 4. Current rates and charges owing (if any)

# Arrears and late payments

Interest will be charged on arrears outstanding and on any payments received after the due date at the rate set by the *Penalty Interest Rates Act 1983*. The current penalty interest rate is 10 per cent. Council may refer any arrears balance to a debt collection agency and commence legal action for its recovery. Please contact council if you are experiencing difficulty in making payment.

#### Pensioner rebate

Pensioner Concession Card holders may be entitled to a rebate on rates, charges and the fire services property levy. To find out whether you are eligible for a rebate, contact Council's Rating Services Unit on 1300 023 411.

Please note: health care cards are not accepted for pensioner rebates.

## **Financial hardship**

If you are experiencing financial hardship, contact Council's Debtor Management Unit on 1300 023 411 to discuss alternative payment arrangements.

# **Differential rates**

Information regarding differential rates is available on Council's website <u>www.wyndham.vic.gov.au</u> by searching 'differential rates'.

#### Updating details

If the postal information on this notice is incorrect, please update your details by completing an online form at <u>www.wyndham.vic.gov.au</u> If you cannot update your details online, please contact Council on 1300 023 411.

## **Privacy Statement**

Your personal information is being collected by Wyndham City Council for the purpose of identifying you when communicating with Council and for the delivery of services and information. The personal information will be securely stored in Council's Customer Database. We will not disclose your personal information without your consent, except where required or authorised to do so by law. The personal information will be handled in accordance with the Privacy and Data Protection Act 2014 and Council's <u>Privacy Policy</u>, available at <u>www.wyndham.vic.gov.au/privacy-policy</u> You may contact Council with concerns about the privacy of your personal information at <u>mail@wyndham.vic.gov.au</u>

Community Learning Centres accept card payment only.

Please contact Council's Rating Services Unit on 1300 023 411 with any enquiries.

# **METHODS OF PAYMENT - (Credit cards (excluding Diners Club and American Express) accepted)**

Online www.wyndham.vic.gov.au Quote your Bank Reference Number shown on the front of this notice. MasterCard & Visa only.	<b>BPAY BPAY VIEW.</b> Contact your participating financial institution to make a payment.	Australia Post Post Billpay In-store:- Present this account & your payment	Payment in Image: Constraint of the second seco	
Direct Debit To apply, please download and complete a Direct Debit Application Form visit: www.wyndham.vic.gov.au Complete and return via: Mail: PO Box 197 Werribee, Victoria 3030 Email: mail@wyndham.vic.gov.au In Person: Civic Centre, 45 Princes Highway, Werribee.	Biller Code 76869 Reference number 1957 250	in-store at Australia Post. Cash, cheque, EFTpos, Credit card accepted. <b>By phone:</b> 131816 Credit card accepted. <b>Online:</b> auspost.com. au/postbillpay Credit card accepted. <b>Billpay Code 0396</b> <b>Reference number</b> 1957 250	Covide Centre. Subject to COVID-19 restrictions. Civic Centre Mon – Fri 9am – 4pm. Point Cook Community Learning Centre Mon - Fri 9am - 5pm Tarneit Community Learning Centre Mon - Fri 9am - 5pm Manor Lakes Community Learning Centre Mon - Fri 9am - 5pm	Wyndham City PO Box 197 Werribee Victoria 3030 <b>Please note:</b> Receipts will not be issued.