

Payment options

Due dates

Rates are payable in four instalments as per s167(1) and (2) of the Local Government Act 1989.

- 30 September
- 30 November
- 28 February
- 31 May

If you want to pay all four instalments at once, you must do so by the due date of the first instalment.

Direct debit – Flexipay

Pay in smaller amounts to suit your budget, such as weekly, fortnightly and monthly.

See your annual rate notice for information about how to register.

Payment plans and financial hardship

If you are having difficulty paying rates or facing financial hardship you can contact the rates department to discuss your options, or you can submit a payment plan via our website.

Payment plans provide flexible options that suits your individual circumstances and are valid for the length of the rating year.

Interest is not charged when an active payment plan is in place.

Email notices

To receive notices via email and have access to all rate notices (current and past) in one place for free, see your annual rate notice for information about how to register.



Cardinia Shire Council

Civic Centre
20 Siding Avenue, Officer

PO Box 7
Pakenham 3810

Phone: **1300 787 624**
Email: mail@cardinia.vic.gov.au
Web: www.cardinia.vic.gov.au

National Relay Service (NRS)

TTY: 133 677 (ask for 1300 787 624)

Speak and Listen (speech-to-speech relay):

1300 555 727 (ask for 1300 787 624)

Translator Interpretation Service

131 450 (ask for 1300 787 624)



Published July 2024



Your rates at work

2024 - 2025



Property rates and charges explained

Why we collect them

Rate revenue is crucial to ensure we can continue to maintain community assets, build new infrastructure, and provide over 120 services to our community.

How are they calculated

Once Council's budget has been declared and we determine our total revenue required, the rate in the dollar is set for each differential rate.

The different levies are based on property types (i.e. residential, commercial, agricultural, vacant land) and distinguish between the growth corridor and outer communities.

Rates are then calculated using the Capital Improved Value (CIV) of the property and the assigned differential rate. For example:

\$600,000 (CIV) x 0.0021041 (base rate) = \$1,262.46

In addition to rates, waste charges and the State Fire Service Property Levy will apply to your annual notice.

Fire Service Property Levy

The Victorian State Fire Services Property Levy (FSPL) funds vital services provided by the Country Fire Authority and Metropolitan Fire Brigade.

Each property is assigned an Australian Valuation Property Classification Code (AVPCC) according to how your land is used (residential, farming, industrial, etc).

It is listed on your rates notice, just below the property details and determines how the levy will be calculated.

How does rate capping work?

Each year the Minister for Local Government sets a rate cap for all Councils which applies to the percentage increase of council's total rate revenue only.

The rates cap does not apply to individual properties or other charges on your notice such as waste, FSPL or supplementary rates.

Individual rates bills may increase or decrease by more (or less) than the rate cap percentage due to their valuation movements.

We have complied with the Victorian Government's rates cap of 2.75% increase for the 2024/25 rating year.

Property valuations

Valuations are conducted each year by the Valuer-General of Victoria (VGV).

It provides valuations to councils and the State Revenue Office. Valuations are used to set council rates, land tax and the Fire Services Property Levy.

Your property's valuation for 2024/25 is set at its market value as at 1 January 2024, and used to calculate the 2024/2025 annual rates.

If you don't agree with your property's valuation, you can lodge an objection within 60 days of the issue date of your rates notice or supplementary rates notice.

See our website for information about how you can lodge an objection.

For every \$100 of revenue, we spend:



Rates are a contribution by property owners to the cost of building and maintaining infrastructure and facilities, and to providing services for the community. For more information, visit www.cardinia.vic.gov.au/rates