

How are my waste charges calculated?

Your general waste, recycling and organics charges are no longer itemised on your rates notice. Here is a breakdown of how you are charged for this service.

If you have:

General waste bin (small 140L)

Organics bin (any size)

Recycling bin (any size)

Amount you are paying = \$461



General waste bin (large 240L)

Organics bin (any size)

Recycling bin (any size)

Amount you are paying = \$652



General waste bin (small 140L)

Organics exemption

Recycling bin (any size)

Amount you are paying = \$368



General waste bin (large 240L)

Organics exemption

Recycling bin (any size)

Amount you are paying = \$559



If you have more than one type of bin, the following additional bin charges have been added to the waste charge on your rates notice:

- Additional general waste bin (small 140L) = \$230
- Additional general waste bin (large 240L) = \$421
- Additional recycling bin (any size) = \$60
- Additional organics bin (any size) = \$56

Please note: The bins and waste services charge is not calculated solely on the number of collections residents receive. Collectively the updated charges on waste cover a range of essential services delivered by the City such as transfer station operations, contractors, landfill remediation, and a small amount of education in local schools and community groups. The City does not profit from charges associated with waste services. These charges go directly toward facilitating these services and recover costs.

Having difficulty with your payments?

At the City we understand that sometimes a situation may happen in your life that can affect your ability to pay for services. This could be illness, accident, loss of employment, some family issues, or a change in your circumstances.

Our Financial Hardship Guidelines allow for flexible payment arrangements, including the ability to temporarily defer a rate payment on eligible properties.

Please contact us immediately to discuss payment options.

Am I eligible for a concession?

Residents who hold any of the following cards may be eligible for a concession:

- Pensioner Concession Card – issued by Centrelink or Department of Veterans' Affairs
- Department of Veterans' Affairs Gold Card – Totally and Permanently Incapacitated (TPI)
- Department of Veterans' Affairs Gold Card – War Widow (WW)

Please note Health Care Cardholders are not eligible. For more information visit: www.bendigo.vic.gov.au/rates



Contact us

Email: ratesenquiries@bendigo.vic.gov.au

Website: www.bendigo.vic.gov.au/rates

Phone: 1300 002 642

National Relay Service: 133 677

Postal address: PO Box 733, Bendigo 3552

Customer Service hours:

- Monday, 9am – 4.30pm
- Tuesday, 9am – 4pm
- Wednesday, 9am – 4.30pm
- Thursday, 9am – 4.30pm
- Friday, 9am – 4.30pm

Please note the Heathcote office is closed from 12.30pm-1.30pm for lunch.



Updated rate payment options

Payments can be made through four payments or a prepayment with a discounted amount on September 30, 2024.



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BENDIGO

February payment in full removed

Removing the payment in full option in February aims to assist ratepayers and provide arrangements for those who may experience financial difficulties. By engaging with us earlier, we can help ratepayers to find other suitable payment options that are smaller and regular to replace the larger one-off payment.

We recommend setting up a regular direct debit for the instalment amounts. For a direct debit application form visit: www.bendigo.vic.gov.au/rates

Once you have received your annual rates notice, reminders will be sent out for instalments in December, February and June.

My valuation

The valuation is provided to the City by the Valuer General of Victoria (VGV). These values are provided independently. For more information on Rating Valuations visit: www.bendigo.vic.gov.au/residents/rates-and-your-property/understand-your-rates

How is my house valued?

To determine your valuation, the valuers collect and analyse property sales, planning and building permits, planning information, external and internal inspection data, and property title and occupancy data. These valuations reflect the position as at January 2024.

Can I object to my valuation?

Yes, within two months of the date on your rates notice. Your objection must be lodged with the VGV. To lodge an objection please visit: www.land.vic.gov.au/valuations/valuations-for-rate-and-land-tax/objection-to-a-rating-valuation

The VGV will respond to your objection within the legislated time frame of four months.



How are rates calculated?



Total rates for the municipality

The City works out the rates revenue needed to deliver services in the annual Budget. It is in line with the rate cap and this year's is 2.75 per cent. This revenue is divided by the combined value of all rateable properties to get the rate in the dollar.

What you pay

To determine your rates for the year, **multiply the value of your property** (e.g. \$700,000) by the **rate in the dollar** (e.g. 0.00287145) = **your rates for the year** (e.g. \$2,010).



Why do some people's rates go up while others go down?

Your rates could increase by more or less than someone else because rates are affected by changes in the value of your property. For a rates notice example, head to: www.bendigo.vic.gov.au/residents/rates-and-your-property/understand-your-rates



Make a request

If you have a rates enquiry, need a payment arrangement or want to change your contact details, scan the QR code or go to: www.bendigo.vic.gov.au/rates

Where do my rates go?

For every \$100 we spend:

