

PAYMENT OPTIONS

Early payment

Pay one lump sum payment by 31 August 2011 to receive a 2.5 per cent discount on your total rates bill.

10 monthly instalments

Payable by direct debit only. Payments will be made from your nominated bank account. To select this payment method, simply complete a Direct Debit Request Form and return it to Council by 26 August 2011. Forms are available by calling 9278 4325 or visit Council's website.

Four instalments

Due on 30 September 2011, 30 November 2011, 29 February 2012 and 31 May 2012. To select this payment method, please pay the first instalment payment by 30 September 2011.

Full rates

Due on 15 February 2012.

Please note

Payments received after 30 September 2011 will not be accepted as an instalment payment and will be treated as part payment only.

Interest will apply to rates and charges outstanding after the due date.

Any ratepayer with financial difficulties should contact the Revenue and Property Section on 9278 4325 to discuss an alternative arrangement.



HOW TO PAY YOUR RATES



Call 131 816



POSTbillpay Any post office, agency or branch



BPAY Via your participating bank



Visit www.boroondara.vic.gov.au



Mail detach the bottom of your rates notice and mail to the City of Boroondara, PO Box 14608, Melbourne, VIC 8001



In person Camberwell and Hawthorn customer service centres are open from **8.45am – 5pm weekdays** and at Kew from **10am – 3.30pm weekdays, 10am – 5pm Saturdays** and **2pm – 5pm Sundays**.

CONTACTS

Camberwell	8 Inglesby Road, Camberwell
Hawthorn	360 Burwood Road, Hawthorn
Kew Library	cnr Cotham Road and Civic Drive, Kew
Phone	9278 4444
Fax	9278 4466
Email	boroondara@boroondara.vic.gov.au
Website	www.boroondara.vic.gov.au

If you require any part of this brochure to be translated, please call the City of Boroondara on 9278 4444.



2011–12 RATES BROCHURE

SHAPING OUR FUTURE

A Guide to the 2011–12 Budget
and Council Plan June 2011

MESSAGE FROM THE MAYOR AND CEO



Every day Boroondara Council provides more than 150 services to the community.

If you've ever visited a maternal and child health centre, borrowed a library book, been to a community concert or festival, received meals-on-wheels or home care services, jogged around a sports ground or eaten at a local restaurant or cafe, then you've benefited from any number of the 150 plus Council services that sustain Boroondara as a wonderful place to live and work.

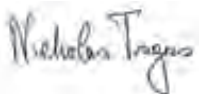
You have every right to know how your dollars are spent and this pamphlet gives you an overview of Council's 2011-12 Budget priorities and how it complements the updated 2011 Council Plan. Detail is available by phoning Council or visiting the Council website www.boroondara.vic.gov.au.

This year we further advance a visionary plan to spend \$200 million revitalising our City. In June, we joined residents to celebrate the transformation of the former Kew Court House and Police Station into a key centre for local arts.

Construction has now begun on the Kew Recreation Centre and the Hawthorn Community Precinct projects. We are building a new Camberwell Library and plans are in progress to create a major arts precinct at Hawthorn Town Hall. Funds are also budgeted for a new Hawthorn Aquatic and Leisure Centre.

Each of these facilities offers Boroondara residents a variety of exciting opportunities and illustrates our commitment to building a City for the future. While these large projects are important, we must never lose sight of the critical day-to-day tasks that ensure we continue to enhance Boroondara's renowned amenity.

All of Council's representatives are committed to listening, contributing ideas and, above all, responding to community aspirations. We are grateful for your support as we strive to achieve more great outcomes for our City.

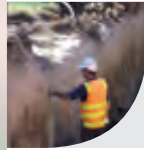





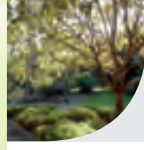



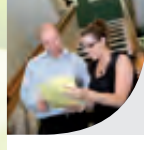



Cr Nicholas Tragas
 Mayor of Boroondara


Dr Catherine Dale
 Chief Executive Officer

BUDGET 2011-12 SNAPSHOT

Where your rates go

For every \$100 of expenditure, Council delivers the following services:

	Capital works and priority projects \$38.75		Library services \$4.15
	Health, aged, community and family services \$11.24		Local Laws enforcement \$4.24
	Environment and waste management \$10.85		Engineering and traffic \$2.24
	Parks, gardens and sportsgrounds \$7.74		Communications and engagement \$2.23
	Roads, footpaths, safety and drainage \$5.48		Metropolitan Fire Brigade \$1.82
	Planning and building \$5.34		Rates and property services \$1.70
	Culture, leisure, recreation and civic centres \$3.81		Economic development \$0.41

All the above expenditure includes an allocation of corporate services, governance, risk management, building maintenance and public lighting across these service areas.

YOUR RATES EXPLAINED

A valuation and rate notice shows the amount of rates and charges to be paid each year, a valuation of the property, payment options, penalty interest provisions and other important information.

What are my rates paying for?

Council rates are supplemented by other government grants and cover the cost of supporting the community at a local level. Council delivers some 150 services along with asset renewal and capital works programs.

How does Council calculate my rates?

Rates are calculated based on Capital Improved Value (CIV) – the total market value of the land, buildings and other improvements. The latest CIV was adopted in 2010 and applies to all properties in Boroondara.

Required Rate Revenue = Required Expenditure – Other Revenue

Rate in the dollar = $\frac{\text{Required Rate Revenue}}{\text{Total Rateable Property Valuations}}$

Household Rates = Rate in the dollar x Individual CIV

What will my rates be this year?

The rate increase for 2011-12 is 5%, a decrease on last year's 5.25%. Rate variations between properties are due to the Capital Improved Value (CIV) of each. The rate in the dollar is the same.

Did you know?

Boroondara maintains one of the lowest 'rates in the dollar' in Victoria. The rate is 0.1557% of CIV in 2011-12.

Revaluation

The next general property revaluation will be conducted as at 1 January 2012. This will result in a rise or fall in your rates depending on the CIV of your property.