



YOUR RATES AT WORK

+ FINANCIAL HARDSHIP ARRANGEMENTS

Your rates help deliver projects and services included in the City of Greater Bendigo's 2021/2022 Budget.

The Budget will invest \$55.3M in key construction projects to develop and maintain various public spaces and critical infrastructure and \$202M to continue delivering important services for the community including waste collection, maintenance of parks, gardens and recreation facilities, aged care, childcare, maternal and child health, library services, planning, and much more.

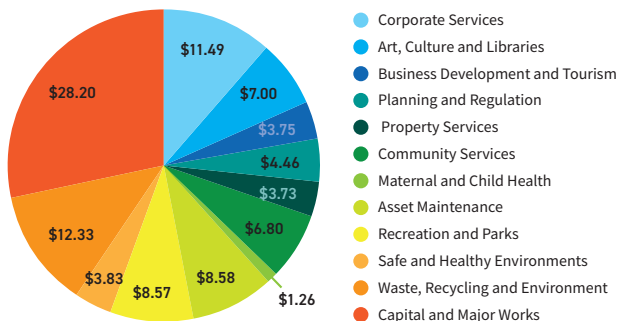
SOME OF THE NEW PROJECTS TO RECEIVE FUNDING

- A new pavilion at Kennington Recreation reserve (Harry Trott Oval)
- Stage 1 of the Municipal Baths redevelopment, a key initiative of the Rosalind Park Masterplan
- Construction of the Bendigo Botanic Gardens central hub
- Stage 1 of the renewed skate park in Ewing Park
- Recreational facilities at Catherine McAuley College, Junortoun for shared use between the school and the community
- Significant renewal works at Faith Leech and Brennan Park outdoor pools

CRITICAL INFRASTRUCTURE INVESTMENT

- \$13.6M will go toward renewing local roads
- \$1.2M on bridge upgrades and renewals
- \$3.2M for drainage projects and renewals
- \$3M on footpaths and shared paths
- \$3.7M for public furniture and fittings covering sports field lighting, playgrounds, bus shelters and public furniture such as park benches

WHERE EVERY \$100 OF RATES AND CHARGES GOES



I AM ON A PENSION, AM I ELIGIBLE FOR ANY CONCESSIONS?

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 – War Widow (WW)
- Department of Veterans' Affairs Gold Card – Totally and Permanently Incapacitated (TPI)

For more information, visit www.bendigo.vic.gov.au/rates

MAKING IT EASIER TO MANAGE PAYMENTS

When to pay your rates:



Pay in full with discount
by September 30, 2021



Pay in full by February 15, 2022



Pay by four instalments by
September 30, 2021,
November 30, 2021, February 28,
2022 and May 31, 2022

Payments received after September 30, 2021 are accepted as part payments towards the full balance to be paid by February 15, 2022.

How to pay your rates

- Direct debit is available for all payment options, including fortnightly and monthly payments
- Part payments or payments in advance can be made at any time
- All other payment methods can be found on your rate notice
- Please note the City's Customer Service Centres only accept cheque and EFTPOS payment methods. Cash is no longer accepted. Please refer to your rate notice for other payment options

For a direct debit application form or more information, go to www.bendigo.vic.gov.au/rates or contact Customer Support.

RECEIVE YOUR RATES NOTICE ELECTRONICALLY

- Receive your rate notice via email by registering at erates.bendigo.vic.gov.au You can also create an account to view previous years notices
- Apply through your online banking to receive your rate notices via BPAY View. Go to <https://bpay.com.au/bpay-for-you#receive-bills> for more information

DOWNSIZE YOUR WASTE BIN AND SAVE

Residents can downsize their 240L garbage bin to a smaller 140L garbage bin. This will save you up to \$149.00 in 2021/2022.

Residents can also swap their 240L recycling bin to a 360L recycling bin for no additional cost.

FINANCIAL HARDSHIP ARRANGEMENTS

The City of Greater Bendigo is committed to helping customers who are facing financial hardship.

We understand that sometimes a situation may happen in your life that can affect your ability to pay for services. This could be an illness, accident, loss of employment, some family issues, the impact of COVID-19 or a change in your circumstances.

We have recently updated our Financial Hardship Guidelines which allow for flexible payment arrangements, including the ability to temporarily defer a rate payment on eligible properties.

To make a payment arrangement or request a short-term payment deferral please complete our online form or contact our Customer Support team for assistance.

Council recognises that some businesses may be experiencing continued financial hardship due to the COVID-19 pandemic. The City continues to offer relief from many local laws and environmental health fees for those effected business. Please contact our Customer Support team for more information.

For details on the Financial Hardship Guidelines or to find out how to arrange a payment plan please visit www.bendigo.vic.gov.au/rates or contact our Customer Support team on (03) 5434 6000.



Scan me

CONTACT US

Email: requests@bendigo.vic.gov.au

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

Main office: 15 Hopetoun Street, Bendigo

Postal address: PO Box 733,
Bendigo 3552

Telephone: 03 5434 6000

National Relay Service: 133 677

Operating hours: Monday to Friday
8.30am – 5pm