

2026–27

RATES

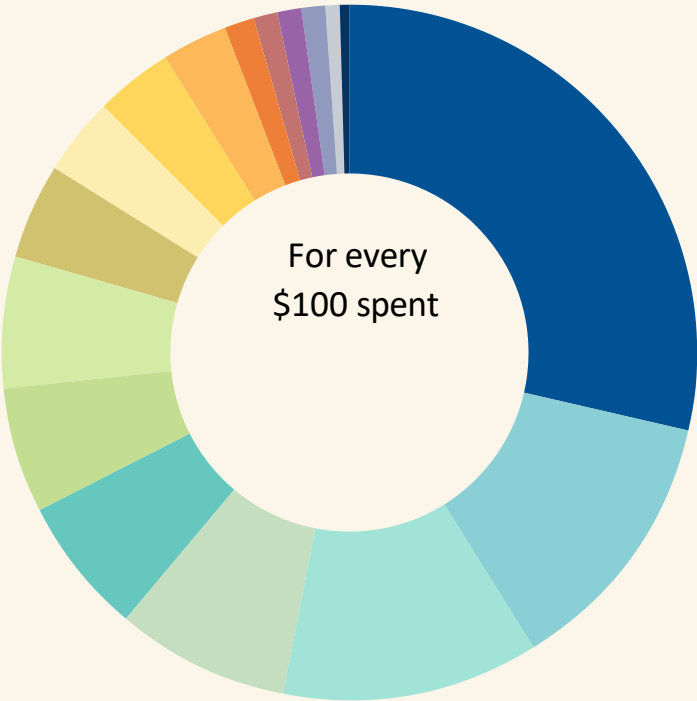
YOUR QUESTIONS ANSWERED



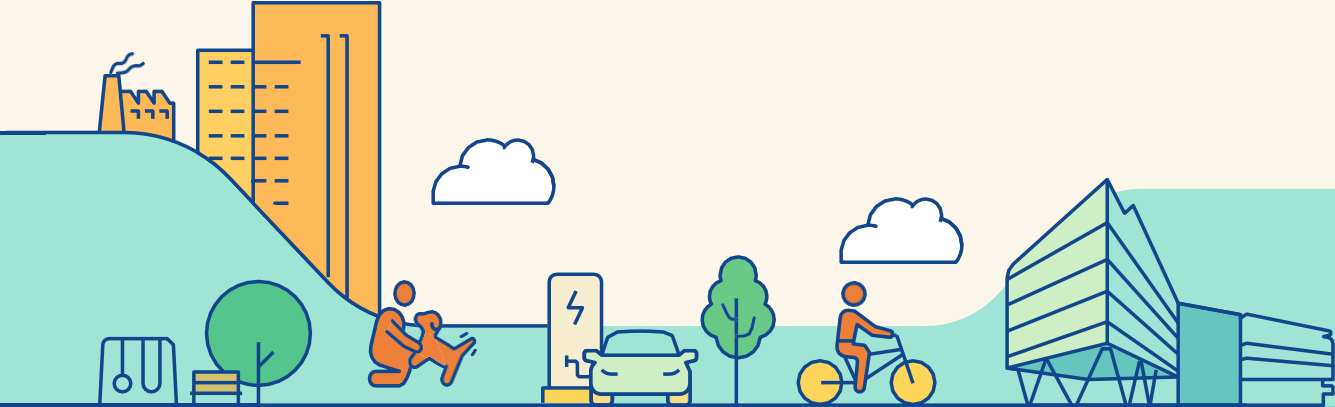
WHAT DO MY RATES PAY FOR?

To deliver our diverse range of community and business services, we collect rates and charges from all property owners in the municipality.

Here’s a breakdown, showing how every \$100 will be spent in the 2026–27 Budget.



- \$28.82 | Capital projects
- \$12.53 | Waste management
- \$11.79 | Internal services
- \$8.08 | Asset management and maintenance
- \$6.29 | Parks and natural assets
- \$6.05 | Family and children’s services
- \$5.92 | Leisure and recreation
- \$4.45 | Planning and building
- \$3.66 | Ageing and youth services
- \$3.65 | Community development
- \$3.01 | Local laws and animals
- \$1.34 | Health, safety and inclusion
- \$1.26 | Arts, culture and heritage
- \$1.20 | Tourism and events
- \$1.11 | Marketing and communications
- \$0.55 | Customer service
- \$0.29 | Economic development



WHEN ARE MY RATES DUE?

1. Pay in four instalments, due by
 - Wednesday 30 September 2026
 - Monday 30 November 2026
 - Sunday 28 February 2027
(due by Monday 1 March 2027)
 - Monday 31 May 2027.
2. Pay in one full payment by Monday 15 February 2027.

To pay your rates by instalments, you must pay your first instalment in full by 30 September 2026, otherwise your balance will be due by 15 February 2027.

HOW CAN I PAY MY RATES?

You can pay your rates online, by phone on 1300 858 058 (24 hours a day), in person at Australia Post, at one of our Customer Service Centres (Wurriki Nyal, Corio Village shopping centre and the Boronggook Drysdale library), by direct debit, through Centrepay or via BPAY.

WHAT ARE THE DIRECT DEBIT PAYMENT OPTIONS?

- one annual payment
- four instalments on due date
- nine monthly instalments
- 20 fortnightly instalments.

You can sign up to direct debits online, in person or by mail.

HELP KEEP OUR COMMUNITY CLEAN

Dispose of hard waste or mattresses the right way.

Eligible residential properties have two hard waste and two mattress collections each financial year. For full details and to book, visit geelong.link/HardWaste

CAN I SET UP A REGULAR PAYMENT PLAN?

You can set up personalised weekly or fortnightly payments at any time and spread them over the current financial year. Call or email us for help.

WHAT ASSISTANCE IS AVAILABLE?

For the 2026–27 financial year the following rates assistance measures are available:

1. Rates deferral* – if you're experiencing financial hardship, we will consider an individual payment plan. Call or email us for help.
2. Personalised payment plans – Call or email us for help.
3. Rates waiver* – for low-income households experiencing a valuation increase over 50 per cent, without property improvements.
4. Pensioner rebate* – You may be eligible to apply for a rebate if you hold a current Pensioner Concession Card or a Veteran Gold Card marked TPI or War Widow(er). Health Care Card holders are not eligible for this rebate. Apply by 30 June 2027. You do not need to reapply if you received the rebate last year and remain eligible.

* Sections 27 and 28 of the *Emergency Services and Volunteers Fund Act 2025* also allow qualifying ratepayers to use these assistance measures.



CAN I GET MY RATES NOTICE ONLINE?

Yes, for eligible ratepayers, switching to online delivery is an easy, practical and environmentally friendly way to receive your rates notice. Register online or call us to find out how.

HOW IS LAND TAX CALCULATED?

The State Revenue Office uses the site value in its assessment for land tax. For more information, visit sro.vic.gov.au

WHAT IS THE EMERGENCY SERVICES AND VOLUNTEERS FUND LEVY?

The Victorian Government have legislated that we collect this levy on their behalf. This levy has been added to your rates notice. Learn more at sro.vic.gov.au

DOES THE CITY MAKE MORE MONEY WHEN PROPERTY VALUES GO UP?

No. Revaluation does not increase total revenue. The overall amount we collect from general rates stays the same.

We set rates using a 'rate in the dollar' applied to property values. When the total value of all properties change, we adjust the rate in the dollar to compensate. There is no extra financial gain.

HOW DO I UPDATE MY ADDRESS?

To update your residential or mailing address, visit geelong.link/Rates or email propertycustomerdata@geelongcity.vic.gov.au

WHY HAS MY PROPERTY BEEN REVALUED?

Property values are reviewed every year. A property may also be revalued during the year if something changes that affects its value (for example, building works or subdivision).

In Victoria, the Valuer-General oversees all valuations and qualified valuers carry out the assessments using standard guidelines set by the Valuer-General. Learn more about these guidelines at land.vic.gov.au

OBJECTING TO A VALUATION

You can object to your property valuation, but you must still pay your rates by the due date.

Include evidence to support your objection, such as recent sales data or an independent valuation. Valuations for rates are based on the value as at 1 January each year.

Keep this date in mind, as property values can change during the year.

Objections are received on both the Capital Improved value (CIV) and Site Value (SV). Do not add the SV with your CIV as it is already included in this valuation.

Time limits apply and late objections cannot be accepted:

- lodge **within 2 months** of the initial rate notice date of issue, or
- **within 4 months** if a rate notice was not issued to you as the occupier of the land.

We will refer your objection to the Valuer-General Victoria where required. Lodge your objection directly via ratingvaluationobjections.vic.gov.au

To read more about objection timelines, visit geelong.link/ValuationObjection





NEED MORE INFORMATION?

Scan the QR code or visit
geelong.link/Rates



If you need an interpreter, call the Translating and
Interpreting Service (TIS National) on
131 450 and ask them to phone 03 5272 5272.

CITY OF GREATER GEELONG

WADAWURRUNG COUNTRY PO

Box 104

Geelong VIC 3220

P: 03 5272 5272

E: revenue@geelongcity.vic.gov.au

W: geelongcity.vic.gov.au

CUSTOMER SERVICE CENTRE

Wurriki Nyal

137-149 Mercer Street

Geelong VIC 3220

Monday to Friday

8.00am–5.00pm

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