

# 2023/24 Budget & Rates

The *2023/24 Budget* outlines the provision of financial resources for the next 12 months and details how these resources will be applied to deliver the more than 120 services and extensive range of programs and activities Council provides to the Maroondah community.

The Budget and the Long Term Financial Strategy have been developed through a rigorous process and will ensure Council continues to meet the high level and variety of services expected by our community, while providing support as part of Council's ongoing plan for recovery from the COVID-19 pandemic and ensuring long-term financial sustainability within the rate capping environment.

As discussed in the Budgets of the past three years, and in other documents, the impact of the pandemic on Council and our community has been profound. As a consequence the *2023/24 Budget* has been reviewed to take into account the financial outcomes of the previous three years, as well as the ongoing impacts for 2023/24. This includes a review of Council's services, income and capital work projects, as well as the review of the Long Term Financial Plan.

A growing population and increasing pressure placed on Local Government to extend its provision of services remains an ongoing challenge. We are confident that the *2023/24 Budget* represents a balanced, sustainable and responsible platform that will ensure enhanced services for our community; the protection of Council's \$2.1 billion in net assets; the delivery of extensive capital projects to continue improving Maroondah; and the provision of a financially prudent future for our community.

The *2023/24 Budget* links to the key directions and priority actions of the four year Council Plan as part of our integrated planning framework and identifies the resourcing to meet 37 major initiatives, as identified in the Council Plan.

These initiatives respond to the needs and aspirations of the community and will contribute to the achievement of the four-year Council Plan key directions and deliver the identified outcomes in our Maroondah 2040 community vision.



*Mayor Cr Rob Steane OAM with two of our FOGO Champions who supported the rollout of the new service.*



*Artist impression of a blackbox theatre, which will be a key feature of the new Croydon Community Wellbeing Precinct.*

## Keep in touch

We support and serve our community at our facilities and across a range of channels. Our Customer Service Team is available at Realm in Ringwood, and at the Croydon Library.

They are also available to help over the phone, on 'live chat' via our website, or you can send us a text message on 0480 020 200 or email us at [maroondah@maroondah.vic.gov.au](mailto:maroondah@maroondah.vic.gov.au)

You can also visit our website for more ways to stay in contact, make a request or report matters to Council. Our website also has a number of ways you can stay in contact, make a request and report matters to Council.



Subscribe to our fortnightly e-newsletter, *Maroondah news*, to receive the latest Council news, delivered straight to your inbox!

To become a subscriber, scan the QR code or visit our website and fill in your details. There's also the choice of subscribing to our range of newsletters on topics such as waste, nature, children, families and health and fitness.

You can also stay in touch and interact with Council on a range of social media channels as well as via our Your Say Maroondah online community engagement portal.

## Service centre hours

### Realm

179 Maroondah Highway, Ringwood  
9am to 8pm Monday to Friday

10am to 5pm Saturday, Sunday and Public Holidays

Closed Christmas Day, Good Friday, Easter Sunday and Anzac Day

### Croydon Service Centre

Croydon Library, Civic Square, Croydon  
9am to 5pm Monday to Friday

# Services and projects for our community

Council provides a range of services, programs, projects and activities to our community. These services include a range of essential services such as Maternal & Child Health, Meals on Wheels, Aged and Disability services, Youth services, Occasional Care, Immunisation, Environmental Health services, Statutory Planning and Building services, roads and footpath maintenance, animal management, and maintenance of buildings, parks, reserves and public toilets.

## Supporting our community

### Meals for people aged 65 years and over

Our Meals on Wheels program is available for people 65 years or over (50 years and over if Aboriginal or Torres Strait Islander identity) who need nutritious food or who have difficulty preparing or shopping for meals. If you or someone you know could benefit from receiving Council's Meals on Wheels service, please contact [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or 1800 200 422.



Meals on Wheels volunteer providing a nutritionally balanced meal to a happy resident.

### Social support for older people

Our Kerrabee Social Support team is supporting clients with initiatives that can include home delivered weekly activity packs, telephone and video group chats, in person activities including quarterly dinner parties and physical activity exercise activities.

If you know a Maroondah resident who is aged 65 years and over (50 years and over if of Aboriginal or Torres Strait Islander identity) they may be eligible for subsidised access to the program through the My Aged Care Commonwealth Home Support Service. A low weekly fee applies.

To find out more about the social support program, visit Council's website or call 1300 88 22 33.

### MaroondahConnect

Individuals, families and communities may find themselves in need of support and while it can be daunting, it is ok to ask for help. If you are feeling lonely, isolated or facing some difficulties our MaroondahConnect service can help you access a range of emotional, practical and social support.

All you need to do is call Council during business hours on 1300 88 22 33 or 9298 4598; live chat on our website or send an email to [maroondah@maroondah.vic.gov.au](mailto:maroondah@maroondah.vic.gov.au)

## Projects

An allocation of \$3.83 million has been made to maintain and upgrade our recreational facilities including playgrounds, golf courses, sportsfields, reserve bridges, parks and open space.

Council's \$65.77 million Capital Works Program ensures our assets meet the needs of our community now and into the future.

This investment includes upgrading playgrounds in Chandra Avenue, Kilsyth South, San Martin Reserve, Croydon North and Little John Reserve, Warranwood.

\$1.90 million will be invested to upgrade and maintain Council's sportsfields and golf facilities, including renewal of golf tees and installation of cart paths and drainage at Dorset Golf.

Maroondah's extensive system of stormwater drains, which extend more than 760 lineal kilometres will receive \$4.925 million for drainage improvement works. Projects include flood mitigation works at Brentwood Park in Croydon and the revitalisation of a section of Jumping Creek from Berry Walk to Kelly Court in Warranwood.

## Your Maroondah – Our Future

We are working with the community to develop a vision for Maroondah in 2050 that captures the long-term aspirations and priorities of our community

For a chance to win one of ten, \$100 Eastland gift vouchers, we would like to



Maroondah Edge indoor cricket nets.

An investment of \$45.21 million has been allocated to 510 Council owned community buildings and structures to improve them to a high standard and ensure the community has access to safe and appropriate facilities.

The projects include the upgrade of the gymnastics stadium at Aquahub in Croydon, foyer renovation works at Karralyka in Ringwood East, stadium flooring upgrades at Maroondah Nets in Heathmont and function room upgrade at Yarrunga Community Centre in Croydon Hills. It also includes undertaking the staged redevelopment of the Croydon Community Wellbeing Precinct; improving accessibility to facilities for people with disabilities; and constructing an activity centre carpark in Ringwood.

Council maintains over 475 kilometres of roads and 600 kilometres of constructed footpaths. A total of \$3.65 million in funding will be provided for roads, local area traffic management and commercial centres and \$3.20 million on footpath construction and replacement works and improved footpath disability access.

These works include the resurfacing of Ringwood Street, Ringwood, carpark improvements at HE Parker Reserve in Heathmont, footpath improvements along Colchester Road, Kilsyth South, and Croydon Main Street shopping centre disabled car park upgrade.



Tree-lined street in Maroondah.



hear your ideas for Maroondah to help shape our next community vision.

Visit [yoursay.maroondah.vic.gov.au/maroondah-2050](http://yoursay.maroondah.vic.gov.au/maroondah-2050) for more information or scan the QR code.



# A look inside the 2023/24 Budget

The recently adopted **2023/24 Budget** will support the delivery of more than 120 services and programs; protect Council's \$2.1 billion in community assets; deliver \$65.77 million of extensive capital projects; and provide an underlying surplus of \$3.9 million. It is a balanced, sustainable and responsible financial plan that will ensure a strong future for our community.

The *2023/24 Budget* and *Council Plan 2021-2025* (Year 3: 2023/24) have been developed to align Council's key strategies with priorities, needs and aspirations of the community. Both documents will continue to focus on initiatives and programs that provide support to our community, including Council's ongoing plan for recovery from the COVID-19 pandemic.

## Priority actions

The Council Plan lists a range of priority actions to be undertaken by Council over the four-year period from 2021/22 to 2024/25. Significant projects identified for delivery over the next 12 months include:

- Continue to monitor the social and economic impacts of the COVID-19 pandemic and deliver the *Maroondah COVID-19 Recovery Plan*
- Implement the *Ringwood Metropolitan Activity Centre Masterplan* including enhancing the Maroondah Highway boulevard and Staley Gardens
- Review, update and implement Council's *Physical Activity Strategy*, and develop and implement a Stadium Sports Strategy
- Implement the *Maroondah Liveability, Wellbeing and Resilience Strategy 2021-2031* (incorporating the *Municipal Public Health and Wellbeing Plan*)
- Implement Council's *Sustainability Strategy 2022-2031*
- Design and construct an activity centre carpark in Ringwood

- Renewal works on the Mullum Mullum Creek and Colchester Road shared trails; and footpath construction in the Principal Pedestrian Network.

## Delivering vital community services

Council continues to receive significant recognition for the innovative and quality services it delivers.

These services are vital to the health and wellbeing of our community, and include:

- Maternal and Child Health services delivered through seven centres across the municipality, including infant health checks and parent support groups
- A fully accredited immunisation service, which delivers more than 10,000 vaccinations annually, including for babies and children, both pre-school and school-aged
- Support services for people who have a disability to navigate the Commonwealth NDIS system
- Social Inclusion and Wellbeing programs for older residents and people with a disability
- Services and programs for young people aged 10 to 25, including drop-in programs and support services
- The creation and distribution of more than 50,000 Meals on Wheels every year
- Training and coordinating 95 school crossing supervisors who support safe passage to and from school at 74 school crossings across Maroondah.



## Capital works highlights

Council maintains \$2.1 billion in assets on behalf of the community, including 510 buildings and structures, 578 parks and reserves, 134 public playgrounds, 486.6 kilometres of local roads, 878 kilometres of stormwater pipes and 647 kilometres of footpaths.

Council has allocated \$65.77 million in the *2023/24 Budget* to ensure our assets continue to meet the current and future needs of our community.

These important and diverse projects include:

- improving accessibility at our facilities
- road sealing and reconstruction works
- footpath replacement and construction works
- stormwater and drainage renewal
- sportsfield resurfacing and lighting
- playground renewals and bridge replacement works in our reserves.



Did you know?

Did you know you can sign up to receive your rates or animal registration notices by email. To register, visit [www.maroondah.vic.gov.au/erates-signup](http://www.maroondah.vic.gov.au/erates-signup) or scan the QR code. For more information, please call us on 1300 88 22 33 or 9298 4598.

## Total income

	\$Millions	Approx. % of the total
Rates & Charges	\$107.639	56%
Capital Grants	\$32.260	17%
User Fees	\$30.334	16%
Operating Grants	\$8.600	4%
Contributions monetary	\$6.948	3%
Statutory Fees & Fines	\$5.404	3%
Other	\$1.980	1%
<b>Total</b>	<b>\$193.165</b>	<b>100%</b>

## Expenditure per \$100



## Valuations

The Victorian Government Valuer-General is responsible for undertaking property valuations (used to calculate rates, fire services levy and land tax) under the Victorian Government's Valuation of Land Act (1960). As of January 2020, valuations are undertaken annually. The 2023/24 rates notices are based on valuation levels determined by the Valuer General as at 1 January 2023.

## Rates and budget

In determining the level of rate income, Council carefully considers:

- the long-term vision, aspirations and needs of the community
- capital works and services required throughout the year
- all sources of non-rate income, such as government grants, fees and charges.

This process then determines the total own source revenue required to meet the delivery of capital works and services for the coming year. This is then calculated and distributed as a 'rate in the dollar' for each dollar of property value. Hence the higher the property value, the more rates paid; the lower the property value, the less rates paid.

## Differential rates

Differential rates mean that there is a different rate in the dollar for different property classifications e.g. residential, vacant and commercial/industrial. The aim of this rating method is to ensure that rate revenue is collected in a fair and equitable manner for the community.

The 2023/24 differential rates are:

Type of property	Rate in the Dollar
Residential	<b>0.00191439</b>
Commercial	<b>0.00229727</b>
Cultural and Recreational	<b>0.00124435</b>
Industrial	<b>0.00229727</b>
Vacant land	<b>0.00287159</b>
Derelict	<b>0.00574317</b>

The *Council Plan 2021-2025* (Year 3 update) and *2023/24 Budget* are available online at [www.maroondah.vic.gov.au](http://www.maroondah.vic.gov.au) or printed copies are available from Council's service centres.

All projects planned for the coming year are detailed in these documents, along with the budgeted amounts.

## How a property's rates are calculated

Rates are calculated by multiplying the rate in the dollar amount by the Capital Improved Value (CIV) of the property.

Example of a rate calculation for a Residential property:

- CIV \$750,000
- General rate in the \$0.00191439
- Total general rates payable \$1,435.79\*
- Plus fire services levy
- Plus waste services charge

## Waste service charges

Service	Amount
Residential 80 Litre Bins	\$357
Residential 120 Litre Bins	\$429
Second and Subsequent Bins*	\$455
Additional Residential 120 Litre Bin*	\$273
Additional Residential Food Organics Garden Organics*	\$230
Commercial 240 Litre Service	
One per week#	\$770
Three times per week#	\$1,680
Additional Recycling – Non-Residential#	\$171
Commercial & Industrial Food Organics Garden Organics##	\$252
Industrial 120 Litre Service#	\$412
Industrial 80 Litre Service#	\$346

\* These figures include GST which applies to these services.

# Approval of waste service is subject to Council assessment.

## Overdue rates and interest

Late payment of rates incurs an interest charge that is fixed by the Victorian Government at 10 percent. When rate payments are received after the due date, the planned income changes and projects must be financed from more expensive funding sources. The charging of interest on overdue rates offsets the additional costs of alternative sources of funding.

## Privacy

Maroondah City Council is committed to complying with the provisions of privacy legislation. Council provides a diverse number of services to the community and information such as name, address and contact numbers are important to the delivery of these services.

This information will remain for the use of Council and will not be disclosed except as required by law, unless consent is provided to do so. An individual is able to gain access to their personal information.

## Rate payment options

To assist the Maroondah community with their rate payments, Council offers flexible payment options. These include:

- Payment in full by 15 February 2024
- Payment in four (4) instalments, with first instalment due by 30 September 2023
- Payment in nine (9) instalments, payable by written direct debit agreement with Council. Forms should be returned to Council by 20 September 2023.

Please note that if you have registered previously for direct debit, this arrangement will continue.

## Government rate rebate

For 2023/24 the Victorian Government rebate is 50 percent of the current year rates to a maximum of \$253.20. The State Revenue Office also grants a \$50 rebate on the Fire Services Levy. Eligible cards include:

- Pensioner Concession Card (PCC)
- DVA Gold Repatriation Health Card – Totally and Permanently Incapacitated (TPI)
- DVA Gold Repatriation Health Card – War Widow (WW)

## Supplementary rates

A supplementary rates notice is issued if there has been a change at your property that impacts the valuation or classification. Examples include, demolition or construction of a building, subdividing land, renovations and additions. The supplementary rate notice will reflect your new property data and replace any previous rates notice.

## Financial Hardship

If you are having difficulty paying your rates by the due date, please contact Council on 1300 88 22 33 or 9298 4598 as early as possible to discuss your individual circumstances. Council will work with individuals experiencing financial hardships to establish an appropriate payment plan. For more information on our financial hardship program please refer to Council's website.

## Further information

Our Revenue Services team can answer specific questions about your rates charge or valuation.

**Phone:** 1300 88 22 33 or 9298 4598

**Email:** [maroondah@maroondah.vic.gov.au](mailto:maroondah@maroondah.vic.gov.au)

**SMS text:** 0480 020 200

**Translating and Interpreting Service (TIS):** 131 450

**National Relay Service (NRS):** 133 677

1300 88 22 33 or 9298 4598

[www.maroondah.vic.gov.au](http://www.maroondah.vic.gov.au)

