

# 2024/25 Budget & Rates

The 2024/25 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 Plan 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 whilst ensuring long-term financial sustainability within the rate capping environment.

A growing population, limited State and Federal Government funding and increasing pressure placed on Local Government to extend and maintain its provision of services remains an ongoing challenge. We are confident that the *2024/25 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 projects and services to continue improving Maroondah; and the provision of a financially prudent future for our community.

The *2024/25 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 40 major initiatives, as identified in the Council Plan.

These initiatives respond to the needs and aspirations of the community as we work towards the future outcomes identified in the *Maroondah 2040 – Our future together* Community Vision.



Mayor Cr Kylie Spears with members of Ringwood Cricket Club at Maroondah Edge.



Artist impression of the 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 [www.maroondah.vic.gov.au](http://www.maroondah.vic.gov.au) for more ways to stay in contact, make a request or 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 and 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.

## 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 volunteers help provide nutritionally balanced meals to residents across Maroondah.*

## Social support for older people

Older residents may be interested in Council's Social Inclusion and Wellbeing Program, which ensures residents that are frail, aged, have a disability, or are socially isolated receive support to remain independent and continue to participate in the community.

These programs are aimed to help residents to stay active, healthy and connected to others and have recently expanded to more classes in more locations including Croydon, Heathmont and Ringwood.

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.

Call Council's Social Inclusion and Wellbeing team on 1300 88 22 33 to find out more and see if you're eligible.

## Maternal, child health and immunisation services

Council provides a safe and reliable immunisation service to Maroondah residents and the wider community, including free public immunisation services for babies, young children, adolescents and adults.

These sessions are held at venues across Maroondah at various times to make them as accessible as possible for the community. Bookings are essential, visit Council's website for more information and to book.

Council's Maternal and Child Health Service is a free service offering Maroondah families information, advice and personal support in caring for their children.

This service includes maternal health and wellbeing appointments, child health and development screening, breastfeeding program, sleep and settling information sessions, first time parent groups, pram walks, supported playgroup and more. Visit Council's website to learn more.



*Maternal child health nurses have regular check ups with new families.*

## Library services for the community

Croydon and Realm Libraries are located in Maroondah, funded by Council and managed by Your Library Ltd, who also provide library services to neighbouring municipalities of Knox and Yarra Ranges.

These libraries offer free access to a vast collection of print and digital resources, historical information and research tools, including free WiFi and computer access.



As well as being a hub for knowledge and learning, the libraries also host a wide range of events for the community, such as storytime sessions for children, school holiday activities, author talks, social programs, board game events, information sessions and workshops on computer essentials.

To become a YourLibrary member or to find out more, visit your local library or [www.yourlibrary.com.au](http://www.yourlibrary.com.au).

## Croydon Community Wellbeing Precinct

A place of connection and a beacon for wellbeing, Croydon Community Wellbeing Precinct will bring together people from all walks of life who are welcomed, supported and empowered to care for the wellbeing of themselves and others. Relocation and site preparation works will continue in 2024, with construction due to commence in 2025.

The next stage of works focus on a new, inclusive and integrated hub to bring together a range of community services, programs and activities for people of all ages.

The space will serve as a central point for several community groups and will also include amenities such as a new library, café, meeting rooms, multipurpose spaces and a performance and event space, as well as Council's Croydon customer service centre.

The precinct will also retain the heritage frontage of EV's Youth Centre, paying tribute to Croydon's history and character while ensuring the new spaces are modern, accessible and fit-for-purpose.



To find out more or view more artists impressions, visit Council's website or scan the QR code.



*Artist impression of the Croydon Community Wellbeing Precinct.*

# A look inside the 2024/25 Budget

The recently adopted 2024/25 Budget will support the delivery of more than 120 services and programs; on behalf of the community, protect Maroondah's \$2.1 billion in community assets; deliver \$65.49 million of responsive and extensive capital projects; and provide an underlying surplus of \$3.2 million. It is a balanced, sustainable and responsible budget that will ensure a strong future for our community.

The 2024/25 Budget and Council Plan 2021-2025 (2024/25 Update) 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 are responsive to community priorities and needs, as well as providing support to our community.

## 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:

- Implementing the *Maroondah Liveability, Wellbeing and Resilience Strategy 2021-2031* (including the *Health and Wellbeing Action Plan* and the *Positive Ageing Framework and Action Plan 2021-2025*).
- Implementing the *Bayswater Business Precinct Transformation Strategy*.
- Designing the Karralyka redevelopment and undertaking staged works.
- Implementing Council's *Sustainability Strategy 2022-2031*, including the development of a Climate Change Plan.
- Implementing Council's *Waste, Litter and Resource Recovery Strategy 2020-2030*.
- Designing and constructing an activity centre car park in Ringwood.
- Working in partnership with the Victorian Government to continue to support the removal of level crossings at Dublin Road, Ringwood East and Coolstore Road, Croydon, and the construction of new stations at Ringwood East and Croydon.
- Developing a new Croydon Structure Plan (including urban design guidelines).

## Total income

	\$ Millions	Approx. % of the total
Rates & Charges	\$111.67	56%
Capital Grants	\$26.71	13%
User Fees	\$33.13	17%
Operating Grants	\$9.03	4%
Contributions monetary	\$7.70	4%
Statutory Fees & Fines	\$6.14	3%
Other	\$5.39	3%
<b>Total</b>	<b>\$199.77</b>	<b>100%</b>

## Expenditure per \$100



- Undertaking a staged development of the Croydon Community Wellbeing Precinct.
- Developing the Customer Service Strategy 2025-2029 to continue to advance Council's commitment to be highly responsive and customer-focused.
- Working in partnership with the Victorian Electoral Commission to coordinate a Council Election in October 2024 for the 2024-2028 period.
- Advocating on key local issues on behalf of the Maroondah community in the lead up to the Australian and Victorian Government elections.
- Services and programs for young people aged 10 to 25, including drop-in programs and support services.
- The creation and distribution of more than 48,000 Meals on Wheels every year, made possible with the support of volunteers
- Training and coordinating 95 school crossing supervisors who support safe passage to and from school at 73 school crossings across Maroondah.

## 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:

- Occupational Therapist-led programs and groups supporting people impacted by too much clutter.
- Maternal and Child Health services delivered through seven centres across the municipality, including infant health checks and parent support groups, including a pilot program of groups connecting new dads.
- Immunisation services that deliver more than 8,000 vaccinations annually, for babies, children, secondary school age children and adults.
- Support to help people who have a disability navigate the Commonwealth NDIS system.
- Social Inclusion and Wellbeing Programs meeting the diverse needs and interests of older residents, including people with a disability.

## Capital works highlights

Council maintains \$2.1 billion in assets on behalf of the community, including 522 buildings and structures, 578 parks and reserves, 131 public playgrounds, 482km of local roads, 786km of stormwater pipes and 752km of footpaths.

Council has allocated \$65.49 million in the 2024/25 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.



## 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 2024/25 rates notices are based on valuation levels determined by the Valuer General as at 1 January 2024.

## 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 each property classification. This ensures rate revenue is collected in a fair and equitable manner. For information purposes only, the below table details what the differential rate amount would be for this property under the different classifications:

Type of property	Rate in the Dollar
Residential	0.00191336
Commercial	0.00229603
Cultural and recreational	0.00124368
Industrial	0.00229603
Vacant land	0.00287004
Derelict	0.00574008

The *Council Plan 2021-2025* (Year 4 update) and *2024/25 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 \$850,000.
- General rate in the dollar: 0.00191336.
- Total general rates payable \$1,626.35.
- Plus fire services levy.
- Plus waste services charge.

## Waste service charges

Service	Amount
Residential 80 litre bins	\$365
Residential 120 litre bins	\$439
Second and subsequent bins*	\$466
Additional residential 120 litre bin*	\$280
Additional residential Food Organics Garden Organics*	\$230
Commercial 240 litre service	
One per week#	\$786
Three times per week#	\$1,722
Additional recycling – non-residential#	\$175
Commercial & industrial Food Organics Garden Organics**	\$253
Industrial 120 litre service#	\$422
Industrial 80 litre service#	\$355

\* 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 offset the additional costs of alternative sources of funding.

## Payment options and due dates

Any overdue amount listed must be paid immediately.

**In full:** Current rates are to be paid on or before 15 February 2025.

**Four instalments:** First instalment must be paid on or before 30 September 2024.

**Nine instalments (direct debit only):**

Debited from your nominated bank account, on the last day of each month from September to May. If this day falls on a weekend or public holiday, the debit will take place on the next business day.

## Financial assistance

If the standard payment options do not suit you, Council offer a Financial Assistance Program that allows you to pay your account on a fortnightly basis or request an extension. This can be applied for via Council's website.

## Financial hardship

Council offer a Financial Hardship program for those experiencing genuine hardship. Please refer to Council's Financial Hardship Policy and application form available on our website or at a Customer Service Centre.

## Municipal rates concession

For 2024/25 the Victorian Government rebate is 50 percent of the current year rates to a maximum of \$259.50.

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).

*If your card is currently recorded by Council, we have already deducted the rebate. If you become eligible for a concession during the year, complete an application form (available in person or on Council's website) and return to Council.*

## Supplementary valuations and rates

If a change is made to your property that effects the valuation or classification a supplementary rate notice will be issued.

The supplementary rate notice will reflect your new property data and replace any previous rates notice. Examples include, demolition or construction of a building, subdividing land, renovations and additions.

## 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)