

We are here to help

If you are having any difficulty paying your rates and charges, there are many ways we can assist you.

Options for support include:

- Payment plans;
- Deferral of rates;
- Waiver of interest or
- Waiver of rates.

Please contact us for a confidential discussion and we can work out a way to best support you.

If you know that you cannot meet the payment due date/s the earlier you contact us the better.

Payment plans

We can work with you to set up a payment plan. Payment plans allow you to pay smaller amounts either weekly or fortnightly and payments can be spread across multiple years. They are also easy to apply for by just calling us.

If you are on a payment plan you will not be charged interest, so you have an extended time to pay.

Deferral of rates

If you are experiencing hardship, we can delay the date that payment is required and give you more time to pay the full amount. Interest will not be charged during this time. Contact us for a confidential discussion and to get the necessary application form.

Waiver of interest

We can waive interest on accounts if you have an approved payment plan in place. We can also waive interest if you are suffering hardship. Contact us for a confidential discussion and to get the necessary application form.

Waiver of rates

If you are experiencing Financial Hardship, we may also consider whether the payment of your rates and charges should be waived. Contact us for a confidential discussion and to get the necessary application form.

Customer Service Centres

Bairnsdale

273 Main Street

Lakes Entrance

18 Mechanics Street

Mallacoota

70 Maurice Avenue

Omeo

179 Day Avenue

Orbost

1 Ruskin Street

Paynesville

55 Esplanade

East Gippsland Shire Council

Contact us



(03) 5153 9500



PO Box 1618, Bairnsdale VIC 3875



feedback@egipps.vic.gov.au



www.eastgippsland.vic.gov.au



2025/2026 Rates Information

DID YOU KNOW YOU CAN NOW GET YOUR VALUATION
AND RATE NOTICES BY EMAIL?



Visit erates.eastgippsland.vic.gov.au

and follow the prompts

Frequently asked questions

How is my property valued?

The Valuer General Victoria (VGV) is responsible for all valuations used by councils. Valuations are affected by property sales and rentals. Every year, all properties are revalued in accordance with the *Valuation of Land Act 1960*.

What are the three valuations on my notice?

Site Value (SV) – this is the value of the land only, as if the land was vacant with no improvements. This valuation is used by the State Revenue Office to calculate land tax.

Capital Improved Value (CIV) – this is the assessed market value of the property, including the land and all improvements. This valuation is used to calculate your Council Rates and the Emergency Services Volunteer Fund.

Net Annual Value (NAV) – this is 5% of the CIV for residential and primary production properties. It is either 5% of the CIV or the estimated annual market rental (less expenses) for commercial or industrial properties.

What is the Australian Valuation Property Classification Code (AVPCC)?

Each property is given a code by the VGV based on the use of the land. The code is shown on the annual valuation and rate notice and is used to determine the classification of a property for calculating the Emergency Services Volunteer Fund. It does not refer to the zoning of a property or how the Council rates are calculated.

I think my valuation or Australian Valuation Property Classification Code (AVPCC) is wrong. What can I do?

You can lodge an objection. You **must** do this within two months of the date of issue shown on your annual valuation and rate notice. You can object directly to the VGV at ratingvaluationobjections.vic.gov.au or you can contact us for further information.

How are rates calculated?

Each property is allocated into one of the following classes: General, Commercial/Industrial or Farm. The rate in the dollar for the class of property is then multiplied by the CIV of the property.

The rate in the dollar for each class is:

- General: 0.00271314 (100%)
- Commercial/Industrial: 0.00349995 (129%)
- Farm: 0.00200773 (74%)

Each property also has a Municipal Charge (\$257) and a Waste Levy (\$51). Additional charges for waste collection may also be charged for properties in a collection area.

The Emergency Services Volunteer Fund (ESVF) is then applied to each property based on the AVPCC.

What is the Emergency Services Volunteer Fund?

The Emergency Services Volunteer Fund (ESVF) has been introduced by the Victorian Government to replace the Fire Services Property Levy. Under the new legislation, Council must collect the ESVF on behalf of the Victorian Government.

Active volunteers and life members from the CFA and VICSES will be eligible for a rebate on the ESVF. The rebate is not administered by Council.

You can get more information on this charge and the rebates at www.sro.vic.gov.au/esvf or by calling the Victorian Government support line on 1300 819 033.

Are there any exemptions for farm properties?

If you own more than one farm property you may be eligible for an exemption from the Municipal Charge, the Waste Levy and the fixed amount of the ESVF on some of the properties. Please contact us for more information and an application form.

I am a pensioner; can I get a discount on my rates?

If you hold a Pensioner Concession Card or a Department of Veterans Affairs Gold Card showing War Widow or TPI and live at the property, you may be eligible for the following concessions:

- Victorian Government Concession of up to \$266.00
- Council Concession of \$65.47
- Emergency Services Volunteer Fund Concession of \$50.00

What are the payment options?

You can pay your rates in full at any time before 15 February 2026 or in four payments under the instalment option.

You can also make small payments towards your rates at any time to ensure that the total rates are paid in full by the due date. Payment options are shown on your notice and we can also help you work out the amount to pay.

You can pay your rates by BPAY, by mail, by telephone, through a Centrelink deduction, online, by direct debit or in person at Australia Post or one of our service centres.

What can I do if I have arrears and cannot pay them?

If you cannot pay the full amount by the due date/s we can work with you to create a suitable payment plan that extends past the due dates without incurring interest charges. Contact us for more information.

How do I pay by Instalments?

If you want to pay under the instalment option, the first payment **must** be made by 30 September 2025.

All instalment payment dates and amounts are shown on your valuation and rate notice.

If you pay the first instalment payment late, please contact us and let us know so that we can add you to the instalment payment option.

How do I change my contact details and postal address?

We can send you a form or you can complete it online at www.eastgippsland.vic.gov.au/forms/postal-address-and-contact-details-change

Where can I get more information?

More information on Council rates and valuations, including many of our forms is available on our website at www.eastgippsland.vic.gov.au/council/rates-and-valuations