

July 2023

CITY NEWS

25TH
YEAR
ANNIVERSARY




City of
Joondalup



BUDGET EDITION


The City's 2023/24 Budget Highlights

New funding approved for exciting projects and upgrades in your local community.



\$3.45m

Hillarys Cycle Network Expansion



\$1.53m

Joondalup Drive/Hodges Drive Intersection Upgrade



\$822,000

Hepburn Avenue/Karuah Way Intersection Upgrade

\$750,000

Warwick North Cluster Parks Revitalisation






\$733,000

Sorrento Surf Life Saving Club Redevelopment


\$713,000


Percy Doyle Skate Park



\$670,000

Pinnaroo Point Parking Improvements






\$635,000

Ocean Reef Road/Gwendoline Drive Intersection Upgrade

\$626,000

Hepburn Avenue/Amalfi Drive roundabout improvements



On-the-ground support for those doing it tough

A trial program is underway within the cities of Joondalup and Wanneroo to address the issue of homelessness in the region.

Modelled on the Homeless Engagement Assessment Response Team (HEART) that has operated in Perth and Northbridge since 2021, two full-time outreach workers are engaging with those currently experiencing some level of homelessness across the two local government areas.

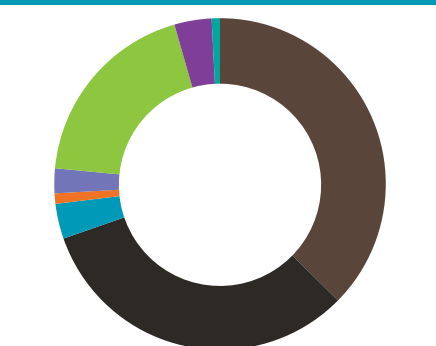
The six-month trial, which began in February, is being funded by the State Government, through the Department of Communities, and delivered by Uniting WA.

As well as engaging with chronic rough sleepers and linking them to services specific to their needs, such as mental health and substance abuse support, the outreach workers will facilitate long-term accommodation options where possible.



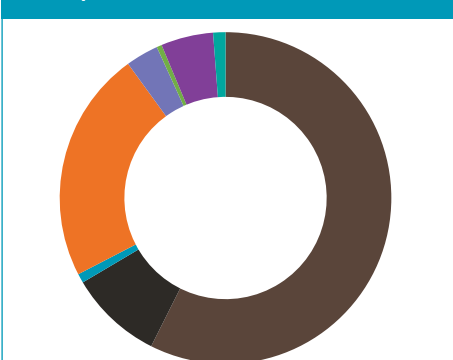
Caption: From left to right: Wanneroo Mayor Linda Aitken, HEART outreach worker William, Uniting WA Co-CEO Jen Park, HEART outreach worker Paul and Joondalup Mayor Albert Jacob.

2023/24 BUDGETED EXPENDITURE



Employee Costs	37.9%
Materials and Contracts	32.0%
Utilities	3.4%
Insurance and Interest Expense	1.0%
Vehicles, Plant and Equipment	2.4%
Capital Works	18.9%
Other Capital Expenditure Items	3.6%
Loan and Lease Liability Payments	0.8%

2023/24 BUDGET FUNDINGS



Rates including SARs	57.4%
Government Grants and Subsidies	9.1%
Contributions, Reimbursements and Donations	0.9%
Fees and Charges	22.6%
Interest and Other Revenue	3.2%
Proceeds on Asset Disposal	0.5%
Net Transfers, equity distributions, non current items	5.1%
Carry Forward Surplus from Previous Year	1.2%



Mayor's Column

Hon. Albert Jacob

Welcome to the 2023/24 Budget Edition of City News.

The Joondalup Council approved the City's 2023/24 Budget, including an increase of 2.75% to general rates revenue.

This is well below current levels of CPI and recognises the challenges that residents are facing with inflation and other cost of living pressures.

It also positions the City of Joondalup as having one of the lowest rates in the dollar for any local government area in Western Australia.

It is a strong Budget that balances the tough economic pressures that affect our ratepayers with ensuring that the City can continue to meet their expectations to deliver the services, projects and programs that they expect.

We know that in the current economic environment of high inflation and successive interest rate rises that our residents are doing it tough, and that is why we have worked hard to reduce their burden.

2023/24 is also a revaluation year, in which the State Government's Valuer General revalues all properties in the City every three years. Gross Rental Values have risen considerably, with the average GRV increasing by 19% since the last revaluation in 2020/21.

The decisions we make as a Council have a significant impact on the valuations of people's properties in our suburbs, such as the major projects we assist in delivering like Ocean Reef Marina, investing in and maintaining high quality parks and leisure facilities, improving the quality of our roads and lighting, and providing libraries and cultural experiences.

In its early years, the City of Joondalup focused on investing heavily in our community infrastructure, operations and major projects, and as we celebrate our 25th birthday we are fortunate that those decisions have reaped significant benefits for our residents and our quality of life.

The 2023/24 Budget includes several highlights including a

commitment to the Hillarys Cycle Network Expansion, the redevelopment of Sorrento Surf Life Saving Club, funding for outdoor youth recreation facilities at Percy Doyle Reserve, upgrades to three parks in Warwick, various intersection works and other road projects.

Residents can visit the City's website for more information on these and other exciting projects that will be undertaken over the City's 22 suburbs in the next 12 months.

I also encourage residents to read this special edition of City News, which provides a breakdown of expenditure and sources of funds for the 2023/24 financial year.

Setting the Budget is one of the most challenging tasks for the Council and administration, and it is even harder in a revaluation year, but if you have any feedback or queries, please contact myself or your Ward Councillor as your views are important to us.

I thank you for your ongoing support of the Council and we are looking forward to serving you again in 2023/24 and ensuring Joondalup remains a destination of choice to live, work and play.

Hon. Albert Jacob
City of Joondalup

YOUR COUNCIL

CENTRAL WARD

Kallaroo | Craigie | Beldon | Woodvale



Cr Christopher May

E: christopher.may@joondalup.wa.gov.au
Term Expires: October 2025



Cr Russell Poliwka

E: russell.poliwka@joondalup.wa.gov.au
Term Expires: October 2023

NORTH WARD

Joondalup | Burns Beach | Currabmine | Kinross | Iluka



Cr Adrian Hill

E: adrian.hill@joondalup.wa.gov.au
Term Expires: October 2025



Cr Tom McLean JP

E: tom.mclean@joondalup.wa.gov.au
Term Expires: October 2023

SOUTH EAST WARD

Kingsley | Greenwood



Cr John Chester

E: john.chester@joondalup.wa.gov.au
Term Expires: October 2025



Cr John Logan

E: john.logan@joondalup.wa.gov.au
Term Expires: October 2023

DEPUTY MAYOR

NORTH CENTRAL WARD

Ocean Reef | Heathridge | Mullaloo | Edgewater | Connolly



Cr Daniel Kingston

E: daniel.kingston@joondalup.wa.gov.au
Term Expires: October 2025



Cr Nige Jones

E: nige.jones@joondalup.wa.gov.au
Term Expires: October 2023

SOUTH WEST WARD

Padbury | Hillarys | Sorrento



Cr Christine Hamilton-Prime

E: christine.hamilton-prime@joondalup.wa.gov.au
Term Expires: October 2025



Cr John Raftis

E: john.raftis@joondalup.wa.gov.au
Term Expires: October 2023

SOUTH WARD

Warwick | Duncraig | Marmion



Cr Russ Fishwick JP

E: russ.fishwick@joondalup.wa.gov.au
Term Expires: October 2025



Cr Suzanne Thompson

E: suzanne.thompson@joondalup.wa.gov.au
Term Expires: October 2023

Please be advised from Saturday 21 October the ward boundaries will be amended. For further information visit joondalup.wa.gov.au or call 9400 4000.

25 GLORIOUS YEARS FOR JOONDALUP



Caption: Looking back Wanneroo hospital now Joondalup Health Campus.

1998. It's the year the Adelaide Crows won their second consecutive AFL premiership, Aussie rockers Powderfinger released their album *Internationalist*, setting them on the path to global stardom, mobile phones were the size of house bricks, The Wiggles' first self-titled television series aired on Channel 7 and the likes of *Good Will Hunting* and *The Wedding Singer* were playing at movie theatres.

It was also a big year for the northern corridor of Perth as the City of Joondalup split from Wanneroo and became a city on 1 July 1998.

The Joondalup story, in fact, began more than four decades earlier in 1955 with the *Plan for the metropolitan region, Perth and Fremantle, Western Australia*, also known as the Stephenson-Hepburn Report.

In the late-1970s the *Joondalup Centre Act* was proclaimed and the Joondalup Development Corporation (JDC) established.

The JDC's task was a complex one: Deliver on the vision set out by Sir Charles Court for a satellite city on the shores of Lake Joondalup that would become the civic, cultural and economic capital of Perth's northern corridor.

At that time, aside from the then City of Wanneroo Administration building (1979) and hospital (1980), Joondalup was all but bushland.

The Joondalup as we now know it began to develop in earnest through the 1980s and early 90s, coinciding with the Mitchell Freeway extensions (Construction of Stage 5 began in December 1984 with stages 5 and 6 officially opening on 6 August 1986) and Joondalup train line expansion (opened December 1992) that closed the distance between Perth CBD and the northern suburbs.

Away from the city centre, residential growth grew significantly across 22 suburbs. More and more people were attracted by the lifestyle opportunities and headed north to build homes on big blocks and raise families.

So, what is Joondalup today?

"Everything good about the Australian way of life can be found in this stretch of paradise known as Joondalup," current Mayor Albert Jacob said.

"We are a destination city, a bold, creative, prosperous city that continues to make its mark on the global stage. It's been a successful journey so far, but there are still many chapters to be written in the Joondalup story."

Here's to the next 25 years and beyond!

DID YOU KNOW?

The City's friendly Contact Centre team is available to assist callers by answering queries or directing callers to the right person or department. Simply call 9400 4000 for all your enquiries and follow the cues.

Stay Informed

The City holds a range of events and programs throughout the year. Follow the City on:

 /cityofjoondalup

 @city_joondalup

 /cityofjoondalup

 /city-of-joondalup

 @city_of_joondalup

 Subscribe to eNewsletters at joondalup.wa.gov.au



Caption: Mackenzie Clinch Hoycard (right) and Devondrick Walker (left) are stars for the defending NBL1 National Champions Warwick Senators and Rockingham Flames.

BASKETBALL BONANZA

In a coup for WA basketball, Joondalup will host the 2023 National Basketball League 1 (NBL1) National Final Series in August 2023.

The NBL1 National Final Series is one of the biggest events on the national basketball calendar, bringing together 12 teams from across all Australian States and Territories for a three-day tournament.

All matches will be played at Arena Joondalup from **Friday 18 – Sunday 20 August**.

NBL1 is the official pathway to the elite levels of basketball in Australia and overseas.

The Joondalup Wolves and Warwick Senators are the City's local NBL1 teams, with the Warwick Senators Women's team winning the 2022

NBL1 West Premiership and the 2022 NBL1 National Championship.

The NBL's decision to bring the tournament to Joondalup strengthens the City's reputation as the basketball capital of Perth's northern corridor.

The City is sponsoring the tournament.

City increases funding for Ocean Reef Sea Sports Club



Caption: Construction continues at a fast pace.



Caption: Emily Hamilton, Andrew Williams, Mayor Jacob and CEO James Pearson.

Elected members and City representatives toured the Ocean Reef Marina site in late-May to check out its progress before joining Joondalup MLA Emily Hamilton and DevelopmentWA Acting Chief Operations Officer Andrew Williams in signing the Land Transfer Deed and Development Agreement.

Earlier in the year, Joondalup Council agreed to increase its financial contribution towards the construction of the Ocean Reef Sea Sports Club (ORSSC), due to pressures experienced in the construction market.

ORSSC is one of the City's largest clubs that has operated for almost five decades.

Construction of ORSSC is expected to start in late-2023/early-2024 and is expected to be completed within 18 months.

The building will feature multi-functional dining, event and meeting spaces to cater for the increasing membership demands of the club and to support further opportunities for sporting and recreational activities.

A Rate Notice under the microscope



RATE NOTICE

Tax Invoice ABN 64 245 472 416

FINANCIAL PERIOD 1 JULY 2023 - 30 JUNE 2024

PROPERTY N°	PROPERTY ASSESSED	ISSUE DATE
123456	Lot 001 P 00001 Vol 0001 Fol 001 9 Eagle Street ILLUKA WA 6028	28/07/2023

VALUATION 30,680	RATE (Cents in \$) 5.3237	ESL RATE (Cents in \$) 1.3953
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Assessed as at 1/8/21.
See the City's website for further information.

Should you have any queries regarding this matter, please contact the City's Rating Services by telephoning 9400 4000

Carolyn Lorraine Citizen & Ian John Citizen
9 Eagle Street
ILLUKA WA 6028

CITY OF JOONDALUP
Boas Avenue Joondalup WA 6027
PO Box 21 Joondalup WA 6919
T: 9400 4000
E: info@joondalup.wa.gov.au

2023/24 Greens Tipping Vouchers online at joondalup.wa.gov.au/greentippingvouchers

RATE (Cents in the \$)
Turn to page 8 for more information about how the City determines the rate in the dollar for your property.

YOUR RATES are calculated by multiplying the VALUATION by the RATE. There is a minimum payment for residential improved properties of \$873.00 and the minimum payment for residential vacant, commercial or industrial properties is \$954.00.

LATE PAYMENT INTEREST
Late payment interest is charged on outstanding rates and charges that are NOT being paid in instalments and on amounts where an instalment payment is overdue. The interest rate is 3% per annum for rates and charges, and 11% per annum for the Emergency Services Levy. ESL penalty interest is charged on outstanding Emergency Services Levy monies that are NOT being paid in instalments and on amounts where an instalment payment is overdue. The interest rate

DESCRIPTION AND CALCULATION METHOD	AMOUNT
Emergency Services Levy Cat 1 - Residential	\$428.08
General Rate - Residential Improved	\$1,633.31
Pool Fence Insp Fee (Inc GST)	\$43.90
Refuse Charge	\$360.00
Specified Area Rate - Illuka	\$181.98
Goods & Service Tax	\$0.00
TOTAL AMOUNT	\$2,647.27

INTEREST IS CHARGED ON LATE AND OVERDUE RATES AND CHARGES AT 3.00%
INTEREST IS CHARGED ON LATE AND OVERDUE ESL AMOUNTS AT 11.00%

VALUATION (GRV)
The GRV on vacant residential land is calculated on the basis of 3% of its capital value and for commercial and industrial vacant land at 5% of its capital value. Every three years the Valuer General is required to reassess the GRVs for all properties within the metropolitan area and this process is called a "Revaluation". The new GRVs came into effect on the 1 July 2023 which means that these GRVs will be used to calculate the 2023/24 rates.

YEARLY FEES
Turn to page 10 for more information about:

- Emergency Services Levy
- Pool Fence Inspection Fee
- Refuse Charge
- Specified Area Rate

PLEASE NOTE: Payment of the first instalment amount by the due date, as shown below, activates the chosen instalment option for 2023/24. Therefore, if the first instalment is not received by 01/09/2023 the instalment option will not be available and full payment will be required.

OPTIONS	DUE DATE	AMOUNT DUE
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is set by the Minister for Emergency Services.

FIRST INSTALMENT DUE DATE AND AMOUNT
To qualify for any instalment plan the 'Amount Due' for the First Instalment MUST be received by the due date.

FULL PAYMENT	01/09/2023	\$2,647.27
TWO PAYMENTS	01/09/2023	\$1,330.00
Total	03/11/2023	\$1,329.27
Cost of Option		\$12.00
FOUR PAYMENTS	01/09/2023	\$671.00
Total	03/11/2023	\$671.00
Cost of Option	05/01/2024	\$671.00
	08/03/2024	\$670.27



IF PAYING BY CHEQUE DETACH BOTTOM PORTION AND RETURN WITH PAYMENT

Property No: 123456
 Option 1 \$2,647.27
 Option 2 \$1,330.00
 Option 3 \$671.00

AMOUNT BEING PAID

\$

IMPORTANT:
Please ensure you use the correct Reference Number when making payment. Fees will apply if incorrect number is used.

Biller Code : 18143
Reference Number : 12345678

Reference Number : 12345678



Name: Carolyn Lorraine Citizen & Ian John Citizen
 Property: 9 Eagle Street, ILUKA WA 6028

Register for eRates at joondalup.wa.gov.au to receive future Rates and Instalment Notices via email.
Important: See reverse for information on Council's rating and requirements on Vacant Land and Firebreaks.

COST OF OPTION
The cost of option for instalment plans for 2023/24 is based on an administration charge of \$12.00 for each instalment notice issued.

BPAY INFORMATION
Please use these details when choosing to pay by BPAY.

CREDIT CARD PAYMENTS
Please use these details when paying by Credit Card. A surcharge of 0.5% will apply to credit card payments made by Visa or Mastercard.

Interim Rates

Interim Rates are charged when there is a change to the property during the year, for example, where a new house is built, a pool or a new room is added, a property is demolished, or there is a new subdivision.

When there are property changes, the City receives an interim valuation and an effective date from the Valuer General and is required to issue an Interim Rate Notice. The resulting increase or decrease for the balance of the year is calculated as interim rates.

Revaluation 2023/24 and what it means to my 2023/24 rates – Frequently Asked Questions

Under the *Valuation of Land Act 1978*, the Valuer General is required to maintain valuation rolls for all properties in Western Australia for rating and taxing purposes.

On behalf of the Valuer General, Landgate valuers provide independent and unbiased valuations of your property. These are called Gross Rental Values (GRVs) and they are used by local governments, government agencies, including the Water Corporation and emergency services as a basis to determine property rates, service charges and levies.

Every three years the Valuer General is required to reassess the Gross Rental Values for all properties within the metropolitan area. Therefore, the 2023/24 rates will be based on the new Gross Rental Value (GRV).

What is a Gross Rental Value (GRV)?

For land that is developed, the GRV represents the gross annual rental that a property might reasonably be expected to earn annually if it were rented. The GRV is calculated based on rental evidence from property managers, owners and other sources for all rateable properties at a “snapshot in time”, regardless of whether the property is occupied by the owner or a family member, rented or unoccupied.

For land that is not developed, as rental evidence cannot be used, a statutory valuation of 3% of the Unimproved (or capital) value of the land is applied to properties designated as residential and 5% for properties designated as non-residential (commercial/industrial).

What affects my GRV?

The GRV of a property is affected by many factors including the age of a house, the number of bedrooms and bathrooms it has, whether it has a pool and the property’s location. This means that your GRV may be different from your neighbour, or from someone in a different suburb with a similar property.

What is a Revaluation?

Every three years the Valuer General is required to reassess the GRVs for all properties within the metropolitan area and this process is called a “Revaluation”.

How and when is the GRV determined?

All properties within a local government area are assessed at the same date. This date is used by valuers to ensure a fair and equitable assessment is completed for all properties at a given point in time.

The assessment date, which is known as the date of valuation, or DOV, is conducted every three years for the metropolitan area. The GRV remains in force for the respective three-year period until the next GRV is calculated, unless the property GRV is reassessed due to an addition, demolition etc.

Valuers at Landgate collect rental evidence at the date of valuation. The rental evidence is analysed to establish property market levels, with individual property attributes considered to determine a fair rental value for each property.

The City of Joondalup does not have input into the GRV set by Landgate’s independent process.

What is the Date of Valuation (DOV) for the 2023/24 Revaluation?

The DOV for the 2023/24 revaluation is **Sunday 1 August 2021**. Rating valuations are therefore assessed at this “snapshot in time” which reflects the property rental market for the metropolitan area at the same date, which ensures consistency across the metropolitan area.

When will the new GRVs come into effect?

The new GRVs came into effect on **Saturday 1 July 2023** which means that these new GRVs will be used to calculate the 2023/24 rates.

Why is this information so ‘out of date/old’?

There is a delay between the date of valuation and the date the valuations are applied by local governments due to the time it takes for Landgate to collect and analyse evidence and calculate new GRVs for all Western Australian properties.

For local governments in the metropolitan area this timeframe is 23 months between the date of valuation and the effective date.

How are my rates calculated?

The City of Joondalup determines the revenue required to complete the essential services that the City provides as part of the annual budget process. The City uses a differential rates system which means that different rate levels are charged for residential, commercial and industrial properties.

A rate in the dollar is applied to each rating category (residential, industrial, commercial, vacant or improved). The general rates are calculated by multiplying the GRV by the applicable rate in the dollar. This means that your rates may be different from your neighbour, or from someone in a different suburb with a similar property.

$$\text{Your General Rates} = \text{GRV} \times \text{Rate in the \$}$$

Other charges may also appear on your rate notice such as Refuse Charge, Pool Inspection Fee, Specified Area Rate or Emergency Services Levy. The Emergency Services Levy is levied and collected by local government on behalf of Department of Fire and Emergency Services (DFES).

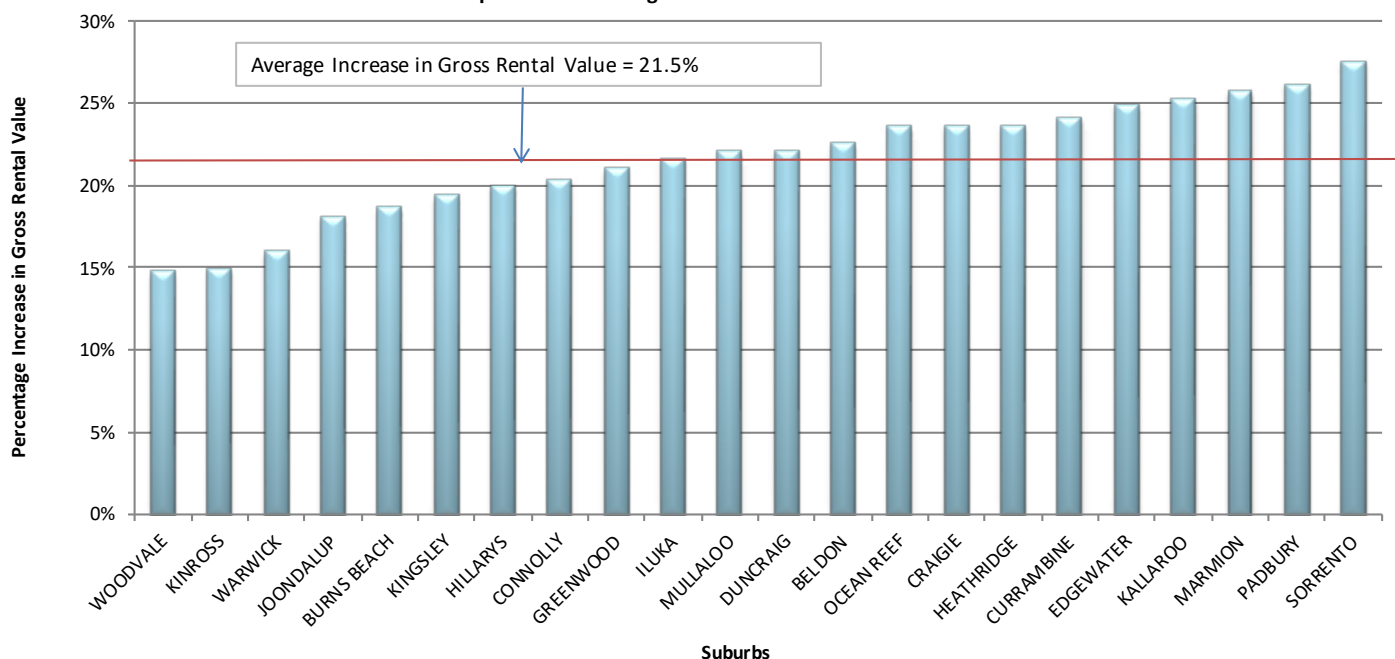
What is the impact of the Revaluation on my rates?

The total revenue Council needs each year is set through its annual budget process.

The graph below illustrates the increase in GRV by suburb, since the last revaluation period in 2021/22.

REVALUATION 2023-24

Residential Properties - Percentage Increase in Gross Rental Value for each Suburb



In a Revaluation year, the “rate in the \$” set by Council in the budgeting process is normally reduced to counteract the impact of the GRV increases which occur from the revaluation process.

The average increase in GRV’s across the City in 2023/24 is approximately 21%. However, individual properties can vary from this, depending on their particular location and attributes in the rental market.

Can I object to my valuation (GRV)?

A property owner may lodge an objection against the valuation of a property with Landgate within 60 days of the date of issue of a rates notice. For information on how your values are calculated and how to lodge an objection, please visit Landgate’s website at landgate.wa.gov.au/valuations or call Landgate Customer Service on 9273 7373.

The City has no control over the GRVs and any objections must be lodged with Landgate.

Rates must be paid by the due date of the rate notice, irrespective of whether an objection has been lodged. If your objection is successful, the rates will be reassessed. Any credit that results from this reassessment will either be allocated to any balance outstanding or can be refunded on request.

For further information visit joondalup.wa.gov.au or call 9400 4000.

Walk of Fame – Class of 2023

One of the country’s most celebrated weightlifters and two prominent First Nations leaders are the three latest inductees into the City of Joondalup’s Walk of Fame, which coincided with Joondalup’s 25th Anniversary on **Saturday 1 July 2023**.

Salvatore ‘Sam’ Castiglione, Dr Rishelle Hume and Sharon Wood-Kenney have had their names immortalised on bronzed-plated pavers that can now be found along Joondalup’s Central Walk.

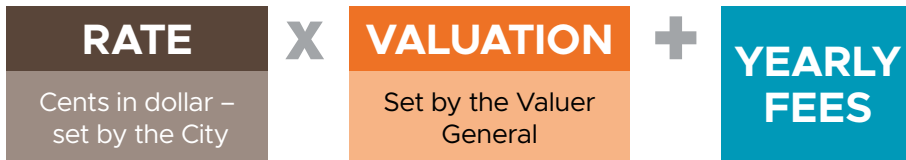
The trio joins Justin Langer (cricket), Daniel Ricciardo (Formula 1), Greg Hire (basketball), Matt Priddis (football), Casey Dellacqua (tennis), Jessica Bratich Johnson (karate), Brian Bratich (karate), Shaun Tan (artist/illustrator, comic books and film), Michael Malone (iiNet), Mike Hussey (cricket) and David Hussey (cricket).

The profiles of all members can be viewed via the City’s website, joondalup.wa.gov.au



Caption: Walk of Fame inductees Sharon Wood-Kenney, Salvatore ‘Sam’ Castiglione and Dr Rishelle Hume.

How your rates are calculated



Rate

Different rate levels are charged for residential, commercial, industrial and rural properties. Rates are calculated to provide the income needed to fund the 2023/24 Budget, after taking into account all other sources of revenue for the City.

What do the different rate levels mean to you?

As a resident – The rate level for residential categories has been set to ensure that the proportion of rate revenue derived is consistent with previous years.

As a business owner – The rate level for commercial and industrial categories has been set to ensure that the proportion of rate revenue derived is consistent with previous years and to recognise the higher demand on City infrastructure and services from commercial and industrial properties.

As an owner of vacant land – The rate level for vacant residential, commercial and industrial land is higher than occupied land in an

effort to promote development and thereby stimulate growth in the community.

The rate level for residential vacant land is equal to that of commercial and industrial vacant land so all vacant land is treated in the same way.

As an owner of rural land – There are some properties in the City that fall into a rural category. The rate level for this category has been set to ensure that the proportion of rate revenue derived is consistent with previous years.

Minimum payment – Minimum payments are set in recognition that every property receives some minimum level of benefit from works, services and facilities provided by the City. The minimum payment for residential improved properties is \$873.00 while the minimum payment for residential vacant, commercial or industrial properties is \$954.00. The minimum payment for residential vacant land is equal to the commercial and industrial minimum rate.

Yearly Fees

Yearly fees are clearly outlined on your Rate Notice and may include:

Refuse Charge – To cover the collection of bins (household and recycling), bulk waste and to provide green waste tip passes. The refuse charge per annum is \$360.00. For further information regarding Waste Management contact the City on **9400 4000**.

Pool Fence Inspection Fee – City Pool Inspectors visit all properties with pools once every four years. They carry identification and will leave a report after each inspection. The charge for the program is \$43.90 per annum. Property owners must advise the City if a pool has been removed from a property. For further information on the inspection program contact the City on **9400 4000**.

Emergency Services Levy (ESL) – This levy is charged to all property owners in Western Australia to fund fire and emergency services in the region.

The City is required to collect this levy on behalf of the State Government Department of Fire and Emergency Services (DFES) in order to fund Western Australia’s (WA) fire and emergency services.

Further information about this charge can be found on the DFES website at dfes.wa.gov.au

Specified Area Rate – Property owners in Harbour Rise, Iluka, Woodvale Waters and New Burns Beach are subject to an area specific landscaping rate which is used to provide additional landscaping and park services.

CATEGORY OF PROPERTY	CENTS IN \$	MINIMUM PAYMENT	NO. OF PROPERTIES
GENERAL RATE – GROSS RENTAL VALUE			
		\$	
Residential Improved	5.3237	873	61,367
Residential Vacant	10.3461	954	1,424
Commercial Improved	6.9993	954	1,015
Commercial Vacant	10.3461	954	20
Industrial Improved	6.3422	954	389
Industrial Vacant	10.3461	954	3
GENERAL RATE – UNIMPROVED VALUE			
Residential	1.0657	933	1
Rural	1.0639	933	2
SPECIFIED AREA RATE			
Harbour Rise	0.66266		518
Iluka	0.59316		1,982
Woodvale Waters	0.65700		138
New Burns Beach	0.37921		1,395

Payment Options

You have three different options for paying your rates:

1. In full within 35 days
2. By instalment
3. By special payment arrangement.

1. Paying in full within 35 days

You can opt to pay your rates within 35 days of issue of your Rate Notice. The due date is listed on your Rate Notice.

2. Instalment options

Paying by instalment enables you to break your rates up into two or four smaller payments over a longer period of time. Please note that fees apply for paying your rates by instalment.

The instalment options and conditions are on your Rate Notice.

If an instalment amount is overpaid or accidentally paid more than once, the overpaid amount can simply be credited towards your next instalment. If you wish the amount to be refunded to you, an administration fee of \$11.00 (including GST) will be charged, which will be taken off the refunded amount.

You can choose to change from instalments at any time during the financial year to either:

- > Pay the balance in full. The 'cost of option' (as shown on your Rate Notice) must also be paid; or
- > Pay by special payment arrangement (refer to option 3).

Please note: If any two consecutive instalments remain unpaid, the City may request payment of the balance in full and take steps to recover the outstanding balance via legal action if necessary.

3. Special payment arrangement

If you are unable to pay your rates in full or according to the instalment plans offered by the City, a special payment arrangement can be set up to take weekly, fortnightly or monthly payments (via direct debit) from your bank account.

A special arrangement direct debit form is included with your Rate Notice. An administration fee of \$34.00 applies for each special payment arrangement. Late payment interest of 3% per annum for rates and charges, and 11% for the Emergency Services Levy will apply on any outstanding balances until the account is cleared (excluding fully entitled pensioners/seniors).

If you wish to make a special payment arrangement without a Direct Debit Authority (the administration fee is \$52.00), please complete a Manual Payment Application Form on the City's website at joondalup.wa.gov.au

Experiencing financial difficulty?

The City has an established process to assist ratepayers in financial difficulty, as outlined in the Rates Hardship Policy. For further information call Rating Services on **9400 4000**.

AdvancePAY
The easy way to pay your rates

AdvancePay can help you get ahead on your rates, reducing the pressure of paying your bill in full as it arrives.

Once your current year's rates are paid, if your financial circumstances allow, you can choose to get a head start on the following year's rates by paying weekly, fortnightly or monthly payments via direct debit over a 12-month period.

For further information visit joondalup.wa.gov.au or contact Rating Services on **9400 4000**.

Fees

The City first introduced the following fees, due to a large increase in the number of requests to transfer or refund monies that had been paid incorrectly. Please make sure you use the correct Reference Number and check the amount when making your payment to ensure no additional fees are incurred to transfer monies.

If a payment is made incorrectly, the following fees apply:

1. If payment is made using an incorrect Reference Number, a \$13.00 fee (including GST) will apply to transfer the payment to the correct account. Please note, proof of payment will be requested.
2. If payments are made in excess of the amount due and a refund is then required, a fee of \$13.00 (including GST) will apply. Please note, proof of payment will be requested.

If you have any queries regarding these fees, please call Rating Services on **9400 4000**.

Make it simple, sign up to eRates

A convenient and paperless way to receive rate notices and instalment reminders. Register now at joondalup.wa.gov.au/erates to use this fuss free, easy to navigate platform which has many benefits including reducing expenditure on printing, distribution and administration costs plus it's an environmentally friendly and cost effective way to do business.

Please note the following conditions before registering for eRates:

- > Only the owner of a property can apply. If your property is managed by an agent, the property is not eligible to be registered for eRates.

- > If the property is owned by a company, the property is not eligible to be registered for eRates.

- > Only one owner can apply for a property if jointly owned.

- > There can only be one email address registered for each Rate Notice.

- > Once you register for eRates you will receive your Rate Notice and rates information by email, and a paper Rate Notice will no longer be sent.

To register you will need to have a copy of your last Rate Notice handy. Register to receive eRates at joondalup.wa.gov.au/erates

Pensioner and senior concessions

If you have a valid concession card you could qualify for a rebate or a deferment on paying your rates.

To qualify, ratepayers must meet all the following criteria:

- > You must be the owner and occupier of the property at **Saturday 1 July 2023**; and
- > You must hold a valid Pensioner Concession Card, State Concession Card, WA Seniors Card, or both a WA Seniors Card and Commonwealth Seniors Health Card.

Ratepayers meeting the above criteria must pay their portion of the general rates (including Specified Area Rate), Emergency Services Levy, all arrears and service charges by **Sunday 30 June 2024**.

It is not possible to get an extension to pay the rebate amount after **Sunday 30 June 2024**.

How do I apply for a pensioner/senior rebate?

- > Complete an application online at watercorporation.com.au and the Water Corporation will then forward a copy of your completed application to the City; or
- > Contact the Water Corporation on **1300 659 951** to complete a phone application. The Water Corporation will then forward a copy of your completed application to the City.

The concession will apply from the date your application is received by the Water Corporation.



What happens if I receive a Seniors Card or a Pensioner Concession Card during the financial year?

Partial concessions are available to pensioners and seniors who become eligible during the financial year. The partial concession will apply from the date your application is received by the Water Corporation.

Do I get a pensioner/senior rebate on the Emergency Services Levy?

Seniors and pensioners who qualify for a rebate for their general rates will receive the same percentage rebate on the Emergency Services Levy. Pensioners who are eligible to defer their general rates may also defer their Emergency Services Levy.

Is there a maximum rebate amount for pensioners/seniors?

Pensioners who meet the eligibility criteria are entitled to claim a rebate of up to 50% of the current years' general rates (including Specified Area Rate), capped to a maximum amount which is reviewed annually by the State Government. The maximum amount for the 2023/24 financial year is \$750.00. There is no maximum capped amount for the pensioners rebate for the Emergency Services Levy.

Seniors who meet the eligibility criteria are entitled to claim a rebate of up to 25% of the current years' general rates (including Specified Area Rate), capped to a maximum amount of \$100.00 for the 2023/24 financial year. There is no maximum or capped amount for the seniors rebate for the Emergency Services Levy.

What are my payment options?

1. Claim your rebate

You will need to pay your portion of the general rates, Specified Area Rate (if any), Emergency Services Levy, all arrears and service charges in full by **Sunday 30 June 2024**, in order to receive your rebate which the City will claim from the State Government on your behalf.

There is no pensioner rebate on the Refuse Charge (including any fee for Additional 240L Refuse Bin) and Pool Inspection Fee and they must be paid **on or before Friday 1 September 2023**.

2. Defer the general rates and Emergency Services Levy on your property

> The Refuse Charge (including any fee for Additional 240L Refuse Bin) and Pool Inspection Fee must be paid **on or before Friday 1 September 2023 and cannot be deferred**.

> The deferral option is not available for life tenants, seniors or pensioners entitled to a rebate of less than 50%.

> If you are eligible and choose to defer your rates, the full rates amount and Emergency Services Levy will be deferred and remain as a charge on your property until it is sold, or you move from the property. No interest will apply to the deferred amount.

What happens if my circumstances change or I no longer receive a pension?

If any of your circumstances change, such as your concession card type, your pension type, you change address, or you are no longer eligible, you must notify the City immediately on **9400 4000**.

Who determines the rulings for pensioners and seniors?

Revenue WA determines all rules in relation to the rebates and deferments for pensioners and seniors. The City administers the rules regarding pensioner/seniors rebates and deferment of rates.

For further information on Pensioner and Senior Concessions, contact the City's Rating Services on **9400 4000**.