







Your Rates Explained 2023/24

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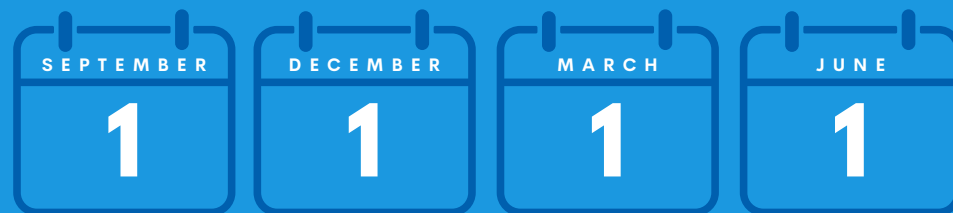
PAYING YOUR RATES

Paying your rates plays a vital role in supporting the broader objectives of Alexandrina Council, which go beyond the traditional "roads, rates, and rubbish" focus. Australian councils, including Alexandrina, have transformed themselves to actively promote the social, economic, environmental, and cultural wellbeing of communities. While major investments are made in crucial areas like roads and rubbish, your contribution through rates helps fund a wide range of community initiatives and services that enhance the overall quality of life in our region.

Visit Council's website for more information on paying your rates
www.alexandrina.sa.gov.au/live/rates

Rates due dates

Payment of rates is required in four instalments, with each instalment due on the first day of September, December, March, and June.



[Click here to view
Council's 2023/24
Annual Business Plan](#)



RATES AND CHARGES 2023/24

Alexandrina Council's Rates and Charges for 2023/24 were declared by Council on 10 July 2023.

GENERAL RATES

- **Land Use Categories:** Residential (1), Commercial shops (2), Commercial Office (3), Commercial Other (4), Industrial Light (5), Industrial Other (6) and Other (9) and Category: Vacant Land (8)
- **Rate: 0.3255** cents in the dollar

PRIMARY PRODUCTION

- **Land Use Category:** Primary Production (7)
- **Rate: 0.2702** cents in the dollar

FIXED CHARGE \$440.00

HILLS AND FLEURIEU REGIONAL LANDSCAPE LEVY

- **Rate: 0.0110** cents in the dollar

(this is a State Government tax that Council collects on their behalf)

COMMUNITY WASTE MANAGEMENT SCHEME (CWMS)

- Occupied **\$670.00** (this is the fee for properties that are currently occupied)
- Unoccupied **\$495.00** (this is the fee for properties that are currently unoccupied)

RATE CAPPING REBATE-RATE RELIEF

- A 12% rebate is applicable if certain criteria are met:
 - The property in question is your principal place of residence and has been prior to 1 July 2021.
 - Your rates (excluding the Regional Landscape Levy, CWMS and Water Service charges) have increased by more than 12% on the amount paid last year and that this increase is not as a result of:
 - improvements made to the property (including maturing vines) to the value of more than \$50,000 or
 - a change to the land use of the property.
- A 50% rebate is applicable (upon application) for all other properties whose rates have more than doubled.

For more information about Rates, please view

[Council's Rating Policy](#)

Experiencing difficulty paying your rates?

We understand that sometimes it can be hard to make payments of your rates by the due date.

Alexandrina Council is committed to helping ratepayers experiencing financial hardship or impacted by loss of income to manage payments. We encourage you to contact us as soon as you become aware that you may have difficulties in making payments.

Please refer to our [Hardship Policy](#) for further information. Our team may be able to assist by:

- Helping you set up regular payment deductions
- Referring you to a free accredited financial counsellor to help manage your finances and set up regular repayments for your rates
- Postponing your rates if you are a Seniors Card holder
- Protecting you from debt recovery

To learn more, you can speak to our Rates Team on (08) 8555 7000 or email us on alex@alexandrina.sa.gov.au

To make an application for hardship, you will be encouraged to make contact with an accredited financial counsellor to assist you with this process.



**WE'RE HERE
TO HELP**

NATIONAL DEBT HELPLINE

To speak to or find a local financial counsellor, please contact the National Debt Hotline. The financial counsellor will then contact Council either with you or on your behalf to progress your application.

Trained financial counsellors are available for free financial counselling, enquires and assistance through the National Debt Helpline (NDH). For more information visit [National Debt Helpline](#) or call 1800 007 007.



RATES FACTSHEET

Rates are a contribution by property owners to the cost of building and maintaining infrastructure and facilities, and to providing services for the community.

As with other democratically elected governments, such as the State and Federal Governments, Councils have powers to raise revenue (primarily through [Council rates](#)) to provide and maintain infrastructure and services, to regulate activities (such as building development) and to impose penalties if local regulations are breached (for example dangerous dog attacks).

Council funds, occasionally supplemented by funding from state and Commonwealth governments, are used to deliver a diverse range of services to their local communities.

We use the money from your rates to provide services to our community like:

- Maintenance and renewal of roads
- Repairing and maintaining footpaths and kerbing
- Stormwater drainage
- Waste and recycling
- Maintaining our parks, gardens and buildings
- Street lights and cleaning
- Community Connect programs
- Libraries
- Recreation and sport
- Animal control
- Planning and enforcing local laws

You can learn more about our rating process and legislation by reading the Local Government Association of SA fact sheets linked below.

Click the below factsheet links to find out more:

- [Council rates](#)
- [Services Council provide](#)
- [Funding Council services](#)
- [Valuations](#)
- [Council rates and property valuations](#)
- [Financial assistance for ratepayers](#)

