

**FINANCIAL HARDSHIP ASSISTANCE**

Support measures are available under our Financial Hardship Assistance Policy to help people who are experiencing financial hardship. If you are having difficulty paying your rates, please contact us as soon as possible on 03 6238 2711, or apply online for financial hardship assistance.

To view the City of Hobart’s Financial Hardship Assistance Policy or to apply online, visit [hobartcity.com.au/rates-assistance](https://hobartcity.com.au/rates-assistance).

**AM I ENTITLED TO A RATES DISCOUNT?**

Eligible pensioner concession card holders get a discount on their rates for their principal place of residence. The state government decides who is eligible for a discount and its value. In 2021-22, the discount is capped at \$326 for pensioners who are also customers of TasWater, and \$479 for those who are not customers of TasWater. Eligible card holders may also receive a 20 per cent rebate on the Fire Service Rate for their principal place of residence and a \$10 rebate from the City of Hobart. If you received a pensioner concession last year and are still eligible, it will show on your rate notice. If a concession is not shown and you are an eligible cardholder, you can apply for the discount on or after 1 July 2021 at the Customer Service Centre, 16 Elizabeth Street, Hobart.

**CHOOSE YOUR PAYMENT METHOD**

There are multiple payment options available, offering convenience and versatility. You can choose to pay your rates by direct debit through weekly, fortnightly or monthly payments that are automatically debited from your bank account. Or set up a direct debit to coincide with the four instalment dates (15 August, 15 November, 15 February, 15 April). For further information about payment of rates by direct debit, visit [hobartcity.com.au/paymyrates](https://hobartcity.com.au/paymyrates). A full list of payment methods can be found on the back of your rates notice.

**RATE PAYMENT SCHEDULE**

The City of Hobart 2021–22 rates are due for payment on the following dates:

- First instalment: 15 August 2021
- Second instalment: 15 November 2021
- Third instalment: 15 February 2022
- Fourth and final instalment: 15 April 2022

City of Hobart rates may be paid:

- In full by the first instalment date.
- Half on the first instalment date and half on the third instalment date.
- In four equal amounts on each instalment date.

Payment methods are listed on the back of your rates notice. We will send you a reminder notice about one month before the November, February and April due dates. Payment via direct debit offers further flexibility for when rates can be paid.

**GET YOUR RATES NOTICE ELECTRONICALLY**

We are taking steps to reduce our impact on the environment by moving to paperless systems where possible. Sending electronic notices also helps to reduce printing and postage costs. If you would like your rate notices to be emailed instead of posted, please send your preferred email address to [coh@hobartcity.com.au](mailto:coh@hobartcity.com.au) and include your:

- property address
- property number
- contact phone number.



**FOR MORE INFORMATION ABOUT RATES:**

**General enquiries**

03 6238 2711  
[coh@hobartcity.com.au](mailto:coh@hobartcity.com.au)

**Customer Service Centre**

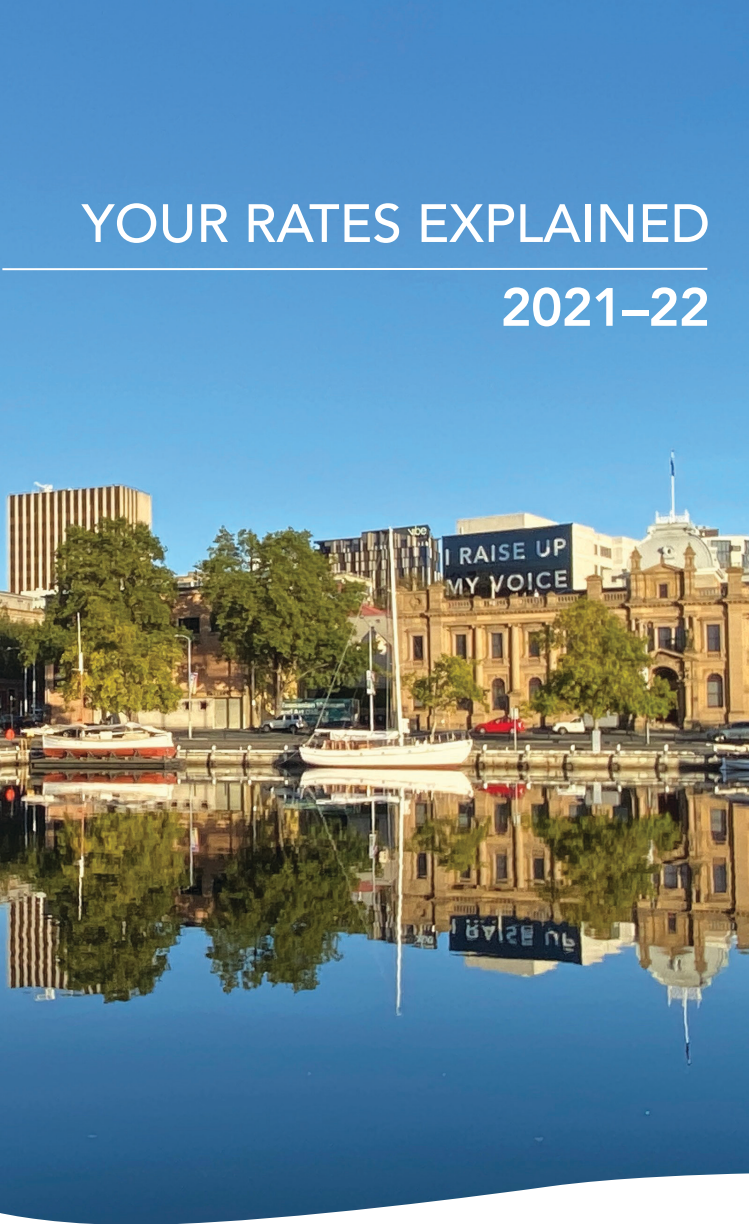
16 Elizabeth St, Hobart  
Office Hours: Mon–Fri 8.15 am – 5.15 pm

**Postal address**

GPO Box 503  
Hobart Tasmania 7001  
[hobartcity.com.au](https://hobartcity.com.au)

JUNE 2021

**YOUR RATES EXPLAINED**  
**2021–22**



City of **HOBART**

CITY OF HOBART 2021-22 BUDGET

The City of Hobart will return to a surplus position and a more sustainable outlook in 2021-22, following a significant deficit in 2020-21 as a result of the COVID-19 pandemic.

We understand the financial impacts the pandemic continues to have on our community and have taken steps to reduce pressure on ratepayers, while still meeting the needs of residents.

Significant cost-savings have been achieved across the organisation, allowing us to continue to provide the programs, services and works expected of a capital city council without the need for a large rate increase. Development activity during the past 12 months has also helped to keep the rate increase low.

THE 2021-22 BUDGET INCLUDES:

- 2.73% increase in rates for the average residential ratepayer, before the state government Fire Levy
- 0% increase in waste and FOGO collection and landfill rehabilitation service charges
- \$141.2m operating budget for the delivery of services to the community
- \$42.9m capital works program, which includes \$8.4m in grant funded capital works



Fern Tree Park










CITY OF HOBART 2021-22 BUDGET

2021-22 OPERATING BUDGET  
\$141.2M

AVG RATE INCREASE  
2.73%

CAPITAL WORKS SPEND  
\$42.9M

KEEPING OUR CITY MOVING		
	Roads & footpaths	\$18m
	Cycling infrastructure	\$2.7m
KEEPING OUR CITY CLEAN		
	Household waste/recycling/FOGO collections	\$4.4m
	City cleaning	\$3.1m
	Public bin waste collection	\$333 000
PROTECTING OUR COMMUNITY		
	Stormwater upgrades & renewal	\$3m
	Bushfire management	\$924 000
	Fire trail maintenance & upgrades	\$548 000
GROWING OUR ECONOMY		
	Economic development	\$1.2m
	Tourism services	\$980 000
	Summer waterfront activation	\$250 000

SUPPORTING OUR COMMUNITY		
	Supporting community events	\$2.1m
	Community, creative & sustainability grants	\$412 000
	Community programs	\$2.4m
	Creative programs	\$656 000
	Positive Ageing programs	\$592 000
	Youth programs	\$380 000
FOSTERING AN ACTIVE LIFESTYLE		
	Maintain and manage parks/reserves/sports facilities	\$4.6m
	Bushland management & infrastructure	\$4.1m
	Parks infrastructure	\$2.4m
	Sporting infrastructure	\$2m
	Public toilets & amenities	\$1.8m



STATE GOVERNMENT FIRE LEVY

The Tasmanian Government imposes an annual Fire Protection Levy, which funds the State Fire Commission's work to respond to and manage fire and other emergencies, and assist the community to manage fire risks.

Under the Fire Services Act 1979, local government is required to collect the levy on behalf of the state government and pay it directly to the State Fire Commission. The City of Hobart has no control over levy increases. We have been advised that the Fire Protection Levy has increased by 10.23 per cent this year. For the average residential ratepayer, the increase represents \$32 of the total rates increase.

FOGO

Food Organics & Garden Organics

The fortnightly kerbside Food Organics Garden Organics (FOGO) collection service collects food, garden clippings and other organic waste for composting.

If you do not yet have a FOGO service, you can opt in by phoning the City of Hobart or visiting [hobartcity.com.au/FOGO](http://hobartcity.com.au/FOGO).

The annual charge for FOGO collection of \$60 per property will not increase this year.

Weekly collection is now available for businesses, at an additional cost of \$90 per bin, per year (total \$150 per bin, per year). Contact the City of Hobart to arrange.