

## YOUR RATES EXPLAINED 2020–21

Supporting Hobart's recovery



### FINANCIAL HARDSHIP ASSISTANCE

Many people are doing it tough right now and we have put support measures in place to assist ratepayers experiencing significant financial hardship. If you are having difficulty paying your rates, please contact the Rates Team as soon as possible on 03 6238 2787, 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.

Eligible card holders may also receive a 20 per cent rebate off 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 2020 at the Customer Service Centre, 16 Elizabeth Street, Hobart.

### 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 [rates@hobartcity.com.au](mailto:rates@hobartcity.com.au) and include your:

- property address
- property number
- contact phone number.

### CHOOSE YOUR PAYMENT METHOD

There is a variety of options available to pay your rates, 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, contact the Rates Office on 03 6238 2787.

Payment is now available using BPay® via telephone and internet banking from your credit account. Look for the biller code and reference number on your rates notice.

A full list of payment methods can be found on the back of your rates notice.

### RATE PAYMENT SCHEDULE

The City of Hobart 2020–21 rates are due for payment on the following dates:

- First instalment: 15 August 2020
- Second instalment: 15 November 2020
- Third instalment: 15 February 2021
- Fourth and final instalment: 15 April 2021.

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.

### FOR MORE INFORMATION ABOUT RATES:

#### General enquiries

T 03 6238 2711

E [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)





## CITY OF HOBART 2020–21 BUDGET

The City of Hobart – along with local businesses, residents and ratepayers – has been impacted heavily by COVID-19. In response, we have delivered a 2020–21 budget that balances providing support for our community with financial sustainability and responsible management. An operational deficit of \$11.8 million is forecast as we work to establish a longer-term recovery plan.

To support our community through this difficult time, we have frozen general and service rates and most fees and charges. Our \$135.5 million operating budget has been shaped by the economic impacts of COVID-19, including an estimated \$17.7 million loss of revenue in the coming financial year. Spending has been reduced to offset these impacts and the \$34.1 million capital works program focuses on maintaining and upgrading existing assets, rather than building new.

Our focus in the coming months will be on delivering essential services and community support. A mid-year revised budget and long-term financial management plan will be released in December, once the full impacts of COVID-19 become clearer. This updated budget and plan will be shared with you in due course.

### The 2020–21 budget includes:

- 0% general and service rate increase
- 0% increase on fees and charges (exception being a \$10 charge for properties that receive a FOGO collection service)
- \$34.1m capital works program
- \$4.6m COVID-19 hardship support for ratepayers
- \$1.2m community, creative and business grants to support the community's recovery




## CITY OF HOBART 2020–21 BUDGET

2020–21 OPERATING BUDGET  
**\$135.5M**

RATE INCREASE  
**0%**

CAPITAL WORKS SPEND  
**\$34.1M**


### BUILDING OUR CITY

	Road infrastructure	\$10m
	Stormwater upgrades and renewal	\$3.6m
	Salamanca pedestrian improvements stages 2 and 3	\$2.3m

### KEEPING OUR CITY CLEAN

	Household waste/recycling/FOGO collections	\$4m
	City cleaning	\$3.4m
	Public bin waste collection	\$320 000

### PROTECTING OUR COMMUNITY

	Fire management operations	\$1.7m
	Fire trail upgrades	\$600 000
	Public health	\$1m

### SUPPORTING OUR COMMUNITY

	COVID-19 hardship support	\$4.6m
	Supporting community events	\$2.1m
	Community, creative and business grants	\$1.2m
	Community programs	\$2.3m
	Creative programs	\$629 000
	Positive Ageing programs	\$622 000
	Youth programs	\$387 000

### FOSTERING AN OUTDOOR LIFESTYLE

	Maintain and manage parks/reserves/sports facilities	\$7m
	Bushland infrastructure maintenance and improvements	\$3.5m
	Parks infrastructure renewal	\$1.8m



### FOGO SERVICE CHARGE

The new fortnightly kerbside Food Organics Garden Organics (FOGO) service collects food and other organic waste for composting. This significantly reduces the amount of waste going to landfill. The service was automatically added to residential properties that had an existing green waste kerbside bin service.

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 in 2020–21 is \$10 per property and will be added to the existing \$50 green waste service charge.

