

# Understanding your rates 2022-23



## HELP WITH YOUR RATES

We understand paying your rates can sometimes be difficult. If you are experiencing financial hardship, we may be able to:

- offer smaller regular payments
- extend the time for payment
- write off accrued interest
- defer payment of large rate assessments for aged pensioners against the property estate.

Call us for a confidential discussion about your situation and how we can help.

### Rates assistance program

We have partnered with local financial counselling services to give Port Stephens ratepayers experiencing financial hardship access to limited financial assistance.

Assistance of up to \$250 may be available to individuals or families who do not already receive a Council pensioner rate concession. Contact one of the following services for assistance:

#### Port Stephens Family and Neighbourhood Services

Phone: 4987 1331 Monday to Thursday

Address: 3 Jacaranda Avenue,  
Raymond Terrace

Website: [psfans.org.au](http://psfans.org.au)

#### Tomaree Neighbourhood Centre

Phone: 4984 6220

Address: Tomaree Library and Community Centre, 7 Community Close,  
Salamander Bay

Email: [tnc2317@outlook.com](mailto:tnc2317@outlook.com)

Website: [tomareeneighbourhoodcentre.com.au](http://tomareeneighbourhoodcentre.com.au)

#### Samaritans Foundation

Phone: Beth Hanna on 4922 1531 or  
Graham Smith on 4922 1509

Address: 32-34 Bruncker Rd, Broadmeadow

Website: [samaritans.org.au](http://samaritans.org.au)

#### Pensioner concessions

An annual rate rebate of up to \$250 is available for eligible pensioners — usually those who hold a pensioner concession card. You can apply for a concession at [portstephens.nsw.gov.au](http://portstephens.nsw.gov.au) or over the phone.

#### What happens if you don't pay your rates?

We send a quarterly instalment notice a month before each payment is due. If you fail to pay your rates, we will send a reminder notice and charge 6% p.a. interest daily on all overdue amounts.

Please contact us if you need to make a repayment arrangement. Otherwise, we may refer overdue amounts to our debt collection agency and you may incur legal costs.





## YOUR RATES

### 2022–23 rates

Category	Sub-category	Base amount	Rate (c in \$)
Residential	Williamstown Primary Zone	\$269	0.1912
Residential	Williamstown Secondary Zone	\$302	0.2151
Residential	Williamstown Broader Zone	\$363	0.2582
Residential	Residential	\$403	0.2868
Farmland	Williamstown Primary Zone	\$269	0.1912
Farmland	Williamstown Secondary Zone	\$302	0.2151
Farmland	Williamstown Broader Zone	\$363	0.2582
Farmland	Farmland	\$403	0.2868
Business	n/a	\$1,727	0.7921
Mining	n/a	n/a	0.7921
Catchment Contribution		n/a	0.00977

### How your rates are calculated

Rates income increased 2.5% this year. Your land category appears on your rate notice. The appropriate rate is applied to your 1 July 2019 base **date** land value. We have made sub-categories for residential and farmland properties in the Williamstown Management Area for 2022–23.

### Get your rates by email

It's easy to register to receive your rates by email and access copies of your rate notices online at

[portstephens.enotices.com.au](http://portstephens.enotices.com.au)

You will need the eNotices Reference Number from your rate notice.

### Paying rates

Put your rates on auto-pilot with a direct debit from your savings account. Arrange this online at [portstephens.nsw.gov.au](http://portstephens.nsw.gov.au) and we'll send you a reminder before each instalment. If you want to pay using a credit card, you can use BPAY with no credit card fee.

### Hunter Catchment Contribution

All properties in a defined area in the west of Port Stephens (generally south and west of Salt Ash) are levied a catchment contribution on behalf of Hunter Local Land Services.

This contributes to Waterwatch programs, swamp and wetland rehabilitation, programs to reduce sedimentation and erosion, addressing loss of vegetation and flood mitigation works.

To find out more, visit [hunter.lls.nsw.gov.au](http://hunter.lls.nsw.gov.au) or call 1300 795 299.



## FEES AND CHARGES

Credit Card/PayPal fee	up to 1% (no fee for BPAY credit card payments)
Direct debit/Cheque dishonour	\$25 (GST exempt)
Property enquiry fee	\$16.60 (GST exempt)
Refund fee	\$25 (GST exempt)



## WASTE CHARGES

Charge	2021-22	2022-23
Waste management	\$105	\$110
Waste service	\$475	\$500
Additional waste service (red lid bin)	\$260	\$268
Additional recycling service (yellow lid bin)	\$160	\$165
On-site sewage management	\$129	\$140

### Waste management charge

Applies to all rateable properties and contributes towards:

- management of waste transfer stations
- rehabilitation and environmental monitoring of old landfill sites.

### Waste service charge

Applies to all developed residential properties, whether occupied or unoccupied. It entitles the ratepayer to:

- weekly collection of waste (240 litre wheelie bin)
- fortnightly collection of recycling (240 litre or 360 litre wheelie bin)
- 2 annual on-call bulk waste kerbside collections per financial year

### Commercial waste charge

A non domestic waste service charge is applied to developed commercial and business properties, whether occupied or unoccupied. It entitles the ratepayer to:

- weekly collection of waste (240 litre wheelie bin)
- fortnightly collection of recycling (240 litre or 360 litre wheelie bin)

Additional waste and/or recycling services are available on request for an additional fee.

240 litre recycling bins can be upgraded to 360 litre upon application and payment of a one-off fee of \$25 and the annual charge remains the same as a 240 litre bin.

council@portstephens.nsw.gov.au | 02 4988 0255

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