

How to pay your rates



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melbourne.vic.gov.au/rates

Graffiti consent notice

Melbourne has been named Australia's most liveable city, and third in the world.

City of Melbourne is working hard to keep our city clean and inviting, and we're letting property owners and managers know that we plan to continue removing illegal graffiti tagging from property boundaries, under Section 18 of the Graffiti Prevention Act 2007.

It's an opt-out system, so property owners who are happy for us to do the hard work and remove graffiti don't need to do anything.

Those who do not grant permission for graffiti removal can contact City of Melbourne's Customer Service Centre via email enquiries@melbourne.vic.gov.au or phone 9658 9658.

Consent will be considered current for the next 12 months to allow us to maintain city cleanliness.

For full terms and conditions please visit our website: melbourne.vic.gov.au/graffiti

We will continue to keep our city clean and liveable while maintaining its creativity and spontaneity.



Melbourne news, your way

Read the latest city-shaping news and celebrate community champions online at news.melbourne.vic.gov.au and subscribe to receive updates direct to your inbox. Subscribe using this QR code.

This print magazine can be found at local libraries, community hubs and cafes. If you'd like to receive a copy in the post, please email melbournemag@melbourne.vic.gov.au

Contact us

Online

Visit melbourne.vic.gov.au/contactus to report an issue, pay a fine, provide feedback or make a general inquiry.

Phone

03 9658 9658

7.30am to 6pm, Monday to Friday (public holidays excluded)

Business Concierge Hotline

03 9658 9658 (press 1 for business)



Interpreter services

We cater for people of all backgrounds
Please call 03 9280 0726

03 9280 0717	廣東話
03 9280 0719	Bahasa Indonesia
03 9280 0720	Italiano
03 9280 0721	普通话
03 9280 0722	Soomaali
03 9280 0723	Español
03 9280 0725	Việt Ngữ
03 9280 0726	عربي
03 9280 0726	한국어
03 9280 0726	हिंदी
03 9280 0726	All other languages

National Relay Service

If you are deaf, hearing impaired or speech-impaired, call us via the National Relay Service: Teletypewriter (TTY) users phone 1300 555 727 then ask for 03 9658 9658 9am to 5pm, Monday to Friday (Public Holidays excluded)

Acknowledgement of Traditional Owners

The City of Melbourne respectfully acknowledges the Traditional Owners of the land we govern, the Wurundjeri, Bunurong, Dja Dja Wurrung and Bunurong Boon Wurrung peoples of the Eastern Kulin and pays respect to their Elders past, present and emerging.

We acknowledge and honour the unbroken spiritual, cultural and political connection the Wurundjeri, Bunurong, Dja Dja Wurrung, Taungurung and Wadawurrung peoples of the Eastern Kulin have to this unique place for more than 2000 generations.

We are committed to our reconciliation journey, because at its heart, reconciliation is about strengthening relationships between Aboriginal and non-Aboriginal peoples, for the benefit of all Victorians.

melbourne.vic.gov.au

YOUR CITY, YOUR RATES 2023-24



CITY OF MELBOURNE

A message from the Lord Mayor of Melbourne

City of Melbourne's \$851 million Budget 2023-24 delivers for the community today, while shaping our city for tomorrow.



We know how important it is to get the basics right. That's why we're investing \$61 million to deliver on our commitment to make the city cleaner and safer and to support our most vulnerable community members, with a focus on housing as a priority.

We'll also invest more than \$12 million to fix and renew our roads and footpaths, along with \$50 million to create new open space, plant more trees and ensure Melbourne remains a sustainable city.

As the fastest-growing capital city in the country, we're investing \$254.4 million in city-shaping infrastructure, as we open a new food hall and city library in the Queen Victoria Market precinct, break ground on our landmark Greenline Project and progress work on the Kensington Community Aquatic and Recreation Centre.

Our Business Concierge service will continue to support small businesses and make it easier to do business in Melbourne.







We know our community is feeling the impact of rising cost of living pressures.

While we have absorbed financial pressures where possible, we will apply the Victorian Government's 3.5 per cent municipal rate cap, as rates are fundamental to keep our city running, and we are focused on delivering value for our ratepayers.

We're working hard to support a strong local economy, a lively community and a city that cares about its people. Over the coming year we'll deliver on our commitments today, to meet the needs of our growing city in the future.











Sally Capp
Lord Mayor

2023-24 Budget at a glance

	\$851 million budget focusing on delivering essential services for the community now, while investing for growth in the future
	\$583.3 million total operating expenditure
	\$254.4 million investment in infrastructure
	\$12.1 million investment to support businesses and the economy
	\$60.9 million in safety, cleaning and fairness
	\$28.2 million investment in events, festivals and activations
	\$50 million for parks, gardens and open space

Your rates in action

In the past year we have:

	Collected more than 43,000 tonnes of household waste and recycling.		Loaned more than 1.1 million print, audio and eBooks through our libraries.
	Removed more than 112,000m² of graffiti.		Provided 1,851 influenza vaccines.
	Planted more than 2,500 trees.		Registered 9,710 cats and dogs.
	Engaged with businesses on more than 14,000 occasions through our Business Concierge service.		Diverted more than 1,800 tonnes of food and garden waste from landfill.
	Renewed 137,000m² of roads and footpaths.		Supported families with 6,312 hours of family support and counselling.