

How to pay your rates



Direct debit – set and forget

Avoid late fees with automatic payments.



Save paper

Register to receive rates by email
melbourne.vic.gov.au/rates

Financial assistance

If you're having trouble paying your rates, we're here to help. Find out more about our payment assistance options at melbourne.vic.gov.au/financialhardship

Graffiti consent notice

Melbourne has been named Australia's most liveable city, and fourth 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 03 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

To stay connected with all the latest news from the City of Melbourne, follow us on social media and subscribe to Melbourne News at news.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 enquiry.

Phone

03 9658 9658

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

Business Concierge

03 9658 9658



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

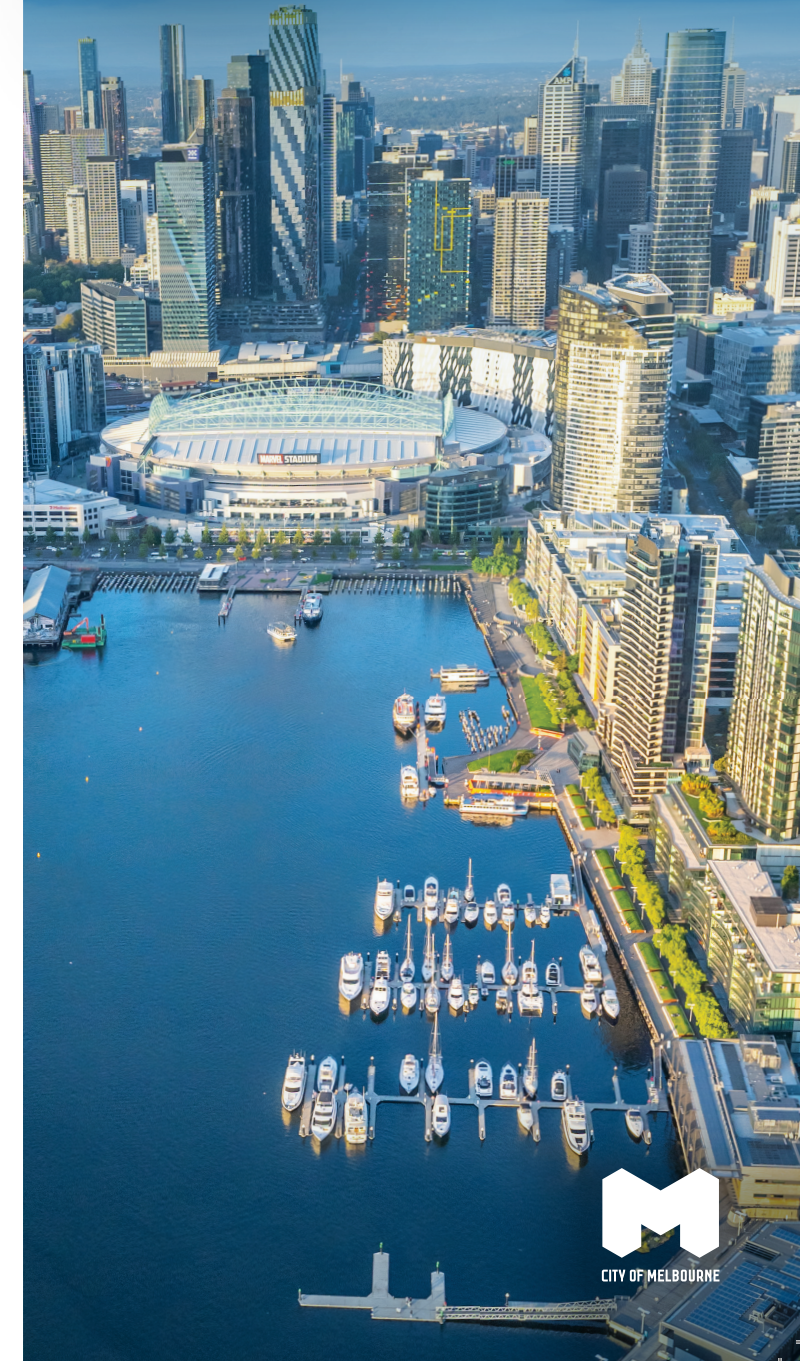
The City of Melbourne respectfully acknowledges the Traditional Owners of the land we govern, the Wurundjeri Woi-wurrung and Bunurong / Boon Wurrung peoples of the Kulin Nation and pays respect to their Elders past and present.

We acknowledge and honour the unbroken spiritual, cultural and political connection they have maintained to this unique place for more than 2000 generations.

We accept the invitation in the Uluru Statement from the Heart and are committed to walking together to build a better future.

melbourne.vic.gov.au

YOUR CITY, YOUR RATES 2025-26



CITY OF MELBOURNE

Message from the Lord Mayor of Melbourne



When Melbourne is at its best, we are the greatest city in the world. And the 2025-26 Budget sets Melbourne up for success by getting the basics right - locking in a surplus, and delivering vital services for the community.

The new Council has listened, and we have acted. This Budget delivers on the things the community has told us are priorities:

- We will rebate the cost of the Victorian Government's 3 per cent rate cap in 2025-26, meaning you won't pay the increase this year.
- There is a new laser focus on city safety and cleaning, with a 16% funding boost to deliver a record cleaning effort and new Community Safety Officers.
- A visionary plan for Melbourne to be a 'Garden City', investing in new green spaces, parks, and gardens.
- Much needed cost-of-living relief. A typical Melburnian could save up to \$300 through free pet registration, free fitness classes and beginner swimming lessons. Parking fees will also be frozen.
- New frontline services for communities that really need them, like a new library in Southbank and a long-awaited new community hub in North Melbourne. I am proud we are stepping up to serve these communities.
- We will reduce blackspots in our transport network to improve safety for bike riders, ease congestion for motorists, and upgrade key routes in and out of the city.

Finally, we are delivering the first back-to-back Budget surplus in five years. We have a plan to reduce Covid-era debt by 70% over the next four years and to be debt-free over seven.

This will be achieved through strong, prudent financial management, and targeted savings measures that do not compromise services the community relies upon.

Your rates contribution is truly valued by us at Town Hall. We will ensure every dollar is spent wisely. In the year ahead, we will work hard every day to deliver a better city, and a better life, for everyone in Melbourne.

Thank you!

Nick Reece

Nick Reece
Lord Mayor

2025-26 Budget snapshot

	\$732.4 million total Budget
	\$578 million total operating expenditure
	\$154 million investment in community facilities and infrastructure
	\$70.6 million investment in safety and cleaning
	\$44.3 million investment in open space, streetscapes and greening
	\$150,000 surplus

Read the full 2025-26 Budget at melbourne.vic.gov.au/budget

Rates discount for 2025-26













We understand that cost-of-living pressures are affecting many property owners.

To help ease this burden, all City of Melbourne ratepayers will receive a 3% discount on their residential or commercial rate charge.

There's no need to apply - the discount will be automatically applied and reflected in your rates notice.

Your rates in action

In the past year we have:

	Collected 41,477 tonnes of waste		Loaned almost 1.87 million physical and digital items through our libraries
	Removed 142,500m² of graffiti		Administered 4,513 influenza vaccines
	Planted 3,027 trees		Registered 8,064 cats and dogs
	Managed almost 10,000 business enquiries , connecting with 800+ businesses monthly		Diverted more than 2,107 tonnes of organic waste from landfill
	Renewed 72,600m² of roads and footpaths		8,292 hours of Family Support and Counselling
	2,551 hours of education and care delivered for Children's Services		Assisted 1,298 families via Parenting Services