

When and how to pay

Pay in full by 31 August, or Pay in installments:

31 August

30 November

28 February

31 May

Payment options:



Banking
via BPay



At an Australia
Post Store



Online via
Council's website



In person
at Council

Please note that a merchant service fee will apply to credit card payments.

Billers and reference codes are on your notice.

Please ensure that you pay with the correct reference number.

HOW TO PAY YOUR ACCOUNT		
Credit Card Payments Ref: Online: Visit www.shellharbour.nsw.gov.au and click PAY IT to pay online using eServices. Phone: 1300 650 627 (MasterCard & VISA only) Please note a merchant service fee will apply to credit card payments.	iB PAY Bill Code: 18291 Ref: Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. BPAY® this payment via internet or phone banking BPAY® View® - View and pay this bill using internet banking BPAY® View® Registration Number: 750	REFERENCE NUMBER: 1254 At Australia Post: Take this notice to any Australia Post Office and pay with cash, cheque, EFTPOS or credit card. No fee will be charged at a Post Office.
Direct Debit You can authorise Council to direct debit your cheque or savings account weekly, fortnightly, monthly or quarterly. For details contact Council on 4221 6111 or download an application form from our website.	In Person at Shellharbour City Council Take this notice to the Customer Service Counter at Council's Administration Centre to pay with cash, cheque, EFTPOS or credit card. Opening Hours: Monday to Friday 8.30am - 4.30pm	Cheque Payments by post Detach the bottom part of this notice and include with your cheque. Mail to: Shellharbour City Council Dharawal Country Locked Bag 155 Shellharbour City Centre NSW 2529
Name: _____ Property ID: _____ <input type="checkbox"/> RECEIPT REQUIRED		

Email Rates Notice

To register for emailed rates notices, click 'Pay it' on the Council website.

Change of Details

If your details have changed, please advise Council via the change of address form from our website. Search 'Change of Address' on the Council website.

www.shellharbour.nsw.gov.au

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Keep in touch with us and stay informed about news, events and ways to have your say.

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Visit Our Websites

Council: shellharbour.nsw.gov.au

Have your say: letschatshellharbour.com.au

What's On: shellharbourevents.com.au

Contact Us

Phone: (02) 4221 6111

Email: council@shellharbour.nsw.gov.au

Visit: Shellharbour Civic Centre

76 Cygnet Ave, Shellharbour City Centre

Open Monday - Friday, 8:30am - 4:30pm



Understanding Your Rates 2025 - 2026



www.shellharbour.nsw.gov.au

Understanding Your Rates

How is the *rate in the dollar* set?

The *rate in the dollar* is calculated by dividing 55% of the total amount collected through residential rates, by the total land value of all residential properties in the Shellharbour Local Government Area (LGA). Your share of this is based upon the valuation of your property.

The base amount

As well as the rate in the dollar amount, the remaining 45% of our residential rate income comes from a base amount. This charge is the same for all residential properties.

Land value charge

All rates are calculated using the land value of the property. The land value is determined by the NSW Valuer General, not by Council. Any queries regarding your land value should be directed to the NSW Valuer General.

The Valuer General issues new land values to council to use in levying rates every three years. The land valuation's that are currently being used to levy rates for the 2025/2026 rating year aim reflect the market value of the land only as at 1 July 2022 (the base date).

Waste charges

Vary depending on your bin size and service. Your notice shows your charges.

Stormwater levy

Annual charge for managing the city's stormwater network.

Interest

Applies daily on overdue amounts. Contact us to confirm the correct total if paying late.

How are my rates calculated?

Approximately half of our total income comes from rates and charges. We use this money to help fund a whole range of facilities and services in our city, from parks and sports fields to roads, libraries, health and safety, community events and youth services.

Rates are calculated on land values as supplied by the Valuer General of NSW and all properties are charged the same base amount. New valuations are issued by the Valuer General of NSW every three (3) years which Council uses for the following financial year.

How are my rates spent?

Your Council rates go towards providing services and facilities for the community, and the cost of running our city. This includes everything Council does, from collecting waste and maintaining roads, to buying library books and patrolling beaches.

Rates are just one of the ways we pay for these things - we also have other income from User Charges & Fees, Grants, Contributions and Councils commercial businesses including the Airport, The Links Golf Course & Tavern and the Shell Cove development.

Need help with your rates?

Pensioner rebates

If you have a Pensioner Concession Card or receive a War Widow or TPI Pension, you may be eligible for a rebate.

To qualify, you must:

- Live at the property
- Be the person liable to pay the rates
- Have the same address on your concession card
- Not be claiming a rebate elsewhere

Pensioner Concession Form is available on council website or apply in person.

Having trouble paying?

If you're experiencing financial difficulties, we can help set up a payment plan. Interest still applies, but we'll work with you. Avoid legal action - reach out early.

Building a better community

Here are some of the things Council provides to the wider community, for every \$100 spent.

Major Works & Construction \$35 	Council Businesses & Economy \$26 	Waste Management \$12 	Maintaining Roads, Infrastructure & Open Spaces \$11 
Environmental sustainability \$3 	Planning & Development \$3 	Libraries & community services \$3 	Aquatics & recreational facilities \$2 
Culture & Events \$2 	Compliance & Regulation \$1 	Active Transport \$1 	Tourism \$1 

Corporate and Administrative Services have been applied as an overhead across each category of spend.