

COUNCIL RATES

FREQUENTLY ASKED QUESTIONS

Council helps our local communities to run smoothly, administering various laws and regulations to help maintain and improve services and facilities. These services include community services, sporting and recreation services, environmental planning, public health, environmental protection and waste collection, treatment, and disposal. The rates that you pay allow the Council to fund these services.

Why is the due date different from last year?

The *Local Government Act, 1999* stipulates that the four quarterly rate payments be payable in the months of September, December, March, and June. The day on which each instalment falls due will be determined by the Council.

This year's payment of Rates will be due on 04th September 2025, 04th December 2025, 05th March 2026 and 04th June 2026.

How can Rates be paid?

Rate payments can be made as follows: -

- ☐ BPay – through your bank
- ☐ In Person – at the Council office or the Penneshaw Community Business Centre during the applicable business hours:
 - o 43 Dauncey Street, KINGSCOTE SA 5223
 - o Middle Terrace, PENNESHAW SA 5222
- ☐ Internet - <https://www.kangarooisland.sa.gov.au/services/payments>;
- ☐ Mail (cheque/Money Order) – PO Box 121, KINGSCOTE SA 5223.
- ☐ Telephone – Customer Service 08 8553 4500 during applicable business hours using Credit Card.

I have made payment on my Rates, yet it does not appear on my Rate Notice.

If a ratepayer has made a payment on Rates and it does not appear on the Rate Notice, the ratepayer will need to contact Council and provide the amount paid, date paid, reference details and receipt number of payment. This will then be reviewed, and the Rate Notice amended if necessary.

PLEASE NOTE:

If payment was made shortly before receiving a new Rate Notice, the payment may have been made in the period from when the Rate Notices were printed prior to being received.

I am unable to pay my Rates by the due date. Can I enter a payment arrangement with Council to pay my arrears?

Payment extensions are available, where ratepayers need to provide all details to Council, who will then advise if the extension has been accepted. To apply to enter into a payment arrangement with Council, Ratepayers will need to complete a Payment Arrangement Application Form, available from the Council office or alternatively, via our website at: [Payment Arrangement Application](#) which will then need to be approved by Council.

Will I be excluded from late fees/interest if I enter a payment arrangement?

No – The balance of arrears will continue to accrue interest at the prescribed percentage as specified in the Local Government Act 1999, Section 181 (17)

I have not received my Rates Notice yet. Have they been sent out?

Ratepayers should receive their Rate Notices at least 30 days prior to the due date for payment. If the mailing/email address on the property is incorrect, ratepayers will need to complete a Request to Change Contact Details form, available from the Council office or website: [Change of Contact Details](#)

The 1st quarter Rate Notices are sent for all property assessments (regardless of amount due for payment), while the 2nd, 3rd & 4th quarter Rate Notices are sent for property assessments with \$50 or more due for payment.

PLEASE NOTE:

At all times the landowner is responsible for meeting payment of Rates by the due date, even if property / Rate Notice details are incorrect.

Can I have my Rates sent electronically?

Ratepayers can elect to have their Rate Notices delivered in the post or electronically and the options are: -

- ☐ Email – application to Council [Change of Contact Details](#) (third party EzyBill)
- ☐ Post - (default)

I am missing some of my Rate Notices.

If the mailing/emailing address on the property is incorrect, ratepayers will need to submit a Change Contact Details form to Council, available from the Council office or website: [Change of Contact Details](#) and request Council to post/email another Rate Notice at the applicable cost – refer to Council's current [Fees and Charges](#) (\$14.00 GST Inclusive).

PLEASE NOTE:

At all times the landowner is responsible for meeting payment of rates by the due date, even if property / Rate Notice details are incorrect.

The details on my Rate Notice are incorrect.

The ratepayer will need to complete a Change Contact Details form available from the Council office or alternatively, via Council's website at: [Change of Contact Details](#)

PLEASE NOTE:

At all times the landowner is responsible for meeting payment of rates by the due date, even if property / Rate Notice details are incorrect.

I have received a Rate Notice; however, the property has been sold, and I no longer own it.

Kangaroo Island Council are advised by the Land Titles Office of the change of ownership and our records are updated accordingly. Therefore, the change of ownership may be in the process of being changed – this can take up to a month and the issue is more common when the sale is finalised around the same time as the Rate Notices are being generated. If you are registered for Ezybill you will need to remove the assessment from your account.

My Rate Notice has only two names, when there are more than two owners.

Council's computer system only shows the first two owners on Rate Notices. If the ratepayer specifically requests all owners to be on the Rate Notice (e.g. for taxation purposes), they need to collate all details and forward them to Council so that a billing address may be recorded. This request can be submitted in writing at the Council Office or via email at: rates@kicouncil.sa.gov.au.

My property has more than one allotment (e.g. Lot 1, Lot 2), however only one allotment number appears on my Rate Notice.

Council's computer system only allows one allotment number to be recorded on the Rate Notice and only the first allotment number is listed. The Rate Notice still relates to all the allotments under the assessment number. If confirmation of all land parcels covered under the assessment is required, the ratepayer will need to collate all details and request Council to provide a confirmation letter. This request can be submitted in writing at the Council Office or via email at: rates@kicouncil.sa.gov.au.

My Rates have increased; however, the property valuation is the same or has decreased.

Council reviews the Rates budget annually as part of the Annual Business Plan and how much revenue will be raised from Rates. The amount of Rates raised is determined by the property Capital Value, cents in the dollar rate (based on rating category) and the service charges fixed amounts. Although the property Capital Value may not have changed, an increase in Rates would be due to the change in the cents in the dollar rate, increase in fixed fee and /or increased service charges.

What can I do if I wish to object to the property valuation?

Council obtains the valuations on properties from the State Valuation Office. A ratepayer may object to a valuation of the Valuer-General within 60 days after the date of service of the notice of valuation to which the objection relates in writing to the State Valuation Office (as per the back of the Rate Notice), at the following address:

Postal: Box 1354, ADELAIDE SA 5001
Telephone: 1300 653 345
Email: ovgojections@sa.gov.au
Online: <http://www.sa.gov.au/landservices>

PLEASE NOTE:

At all times the landowner is responsible for meeting payment of Rates by the due date, even if property / Rate Notices details are incorrect.

Why am I being charged Waste Management fees on unoccupied / undeveloped property?

Waste Management is a prescribed service fee; it is charged in two components:

- Treatment and Disposal - Charged on all rateable properties (including vacant land); and
- Waste Collection - Charged on all Residential, Commercial, Industrial and Primary Production properties in line with the Rating and Rebate policy.

Why am I being charged Waste Management fees on my Primary Production property when I have no bins or residence on the property?

Waste Management is a prescribed service fee; it is charged in two components:

- Treatment and Disposal - Charged on all rateable properties (including vacant land); and
- Waste Collection - Charged on all Residential, Commercial, Industrial and Primary Production properties in line with the Rating and Rebate policy.

I have heard / read that the Waste Collection is charged at a tiered rate, and I must take my bins more than 500m to be emptied. Am I being charged a discounted rate?

The tiered rate is on the Waste Collection component only; therefore, the Full Treatment and Disposal fees are charged on all rateable properties at the full amount.

Waste Collection tiered rates are charged as follows:

- | | | |
|--------------------------|---|------|
| ☐ | Collection Charge Rate: Distance less than 500 metres | 100% |
| ☐ | Collection Charge Rate: Distance less than 2 kilometres | 75% |
| ☐ | Collection Charge Rate: Distance less than 5 kilometres | 50% |
| ☐ | Collection Charge Rate: Distance over 5 kilometres | 0% |

How did Council determine which Waste Collection tiered rate my property is to be charged at?

The distance to take your bin to be emptied is measured from the main access point of the property to the closest waste collection point. Council has calculated the distance based on the waste collection route provided by the Council's waste collection contractor, Fleurieu Regional Waste Authority (FRWA), to the main access point of your property.

PLEASE NOTE:

It is not the actual distance that the ratepayer takes the bins, however the closest viable collection point. If the ratepayer disagrees with the distance, they need to provide Council details of where their main access point is and how far they are required to take their bins to be emptied. This information can be submitted in writing at the Council Office or via email at: rates@kicouncil.sa.gov.au

I am currently being charged Community Wastewater Management Scheme (CWMS) fees on a vacant / unoccupied property.

CWMS is a prescribed service fee, all properties which have access to be able to connect to the CWMS systems, whether they are connected or not, are charged the CWMS service charge - even on vacant land.

My property has been charged with the CWMS service charge, yet there is no connection available.

Ratepayers will need to contact Council, providing property details and the assessment number. This information can be submitted in writing at the Council Office or via email at: rates@kicouncil.sa.gov.au. Council will then review the property to assess whether a CWMS connection is available and amend the Rate Notice if necessary.

What is the State Government Landscape Levy?

The State Government Landscape Levy, set by the Landscape South Australia Board, is a State Government property tax imposed under the *Landscape South Australia Act 2019*. As such, Council is obliged to collect the levy on behalf of the State Government for no gain to Council. The levy is a fixed amount for each property and is shown as a separate charge on the Rate Notice (\$93.18).

What is a Single Farm Enterprise?

A single farm enterprise is a reference to two or more pieces of rateable land -

(i) which -

- (a) are farmland; and
- (b) are farmed as a single enterprise; and
- (c) are occupied by the same person or persons,

whether or not the pieces of land are contiguous; or

(ii) which -

(a) as to all the pieces except one, are farmland farmed as a single enterprise occupied by the same person or persons; and

(b) as to one piece contiguous with at least one of the other pieces, is the principal place of residence of that person or one of those persons.

Farmland is land used wholly or mainly for the business of primary production. The business of primary production is carrying agriculture, poultry farming, dairy farming, forestry or any other business consisting of the cultivation of soils, the gathering in of crops or the rearing of livestock or consisting of the propagation and harvesting of fish or other aquatic organisms.

Where the land has upon it a dwelling which is used as a principal place of residence for one of the occupiers, the land with the dwelling must adjoin at least one of the other pieces of land used for the single farm enterprise. If different persons occupy any of the allotments which constitute the farm, then a Single Farm Enterprise does not exist.

The definition imposes an absolute requirement that all the occupiers must be the same for all the allotments comprising the single farm enterprise (regardless of who may own the land). Where multiple dwellings are located on a farming enterprise it will be necessary for Councils to be advised of every occupier in order to assess whether a Single Farm Enterprise exists.

How do I apply for Single Farm Enterprise?

The information or evidence that the Council will reasonably require will include the following:

- The names of all the persons who own and occupy each allotment (as comprised in a Certificate of Title) of the land claimed to be the single farm enterprise.
- A description of the use to which all the allotments of land are put.
- If not the owner, a copy of any leases or licences, or details of the rights to occupy any of the allotments comprising the single farm enterprise.
- A list of the names of all persons who derive income or claim deductions for the purposes of income tax as a result of the farming activities conducted upon each of the allotments comprising the single farm enterprise.

If the occupation of any of the allotments differs, then a SFE by definition, will not exist. Also, if the persons who derived income or claim deductions for income tax purposes differ a SFE will not exist as the land will not be “*farmed as a single enterprise*”. The application form can be found on our website: [Single Farm Enterprise Application](#)

What are the benefits of a Single Farm Enterprise?

As part of the Single Farm Enterprise, you will be charged:

- one Fixed Charge (split between all properties),
- one Waste Treatment & Disposal,
- one Waste Collection, and
- one Landscape Levy.

Additional fees may apply when extra prescribed services are made available to you. You will continue to receive separate rate notices for each assessment.

I have previously completed a Single Farm Enterprise application form. Do I need to complete one each year?

Ratepayers are not required to complete a Single Farm Enterprise application yearly; however, they do need to notify Council if they have purchased more property, sold property, changed primary place of residence or the occupancy of a property has changed. This information can be submitted in writing at the Council Office or via email at: rates@kicouncil.sa.gov.au

The Land Use on my property is incorrect.

The ratepayer may lodge an objection with Council outlining the grounds upon which your objection is based (what the land is currently being primarily used for). Objection must be submitted to Council within 60 days of receiving the first quarter notice. Rates are still due & payable by the due date, even if an objection has been lodged. The Objection to Land Use Form, available from Council Office or alternatively via our website at: [Objection to Land Use Code](#). Completed forms can be emailed to rates@kicouncil.sa.gov.au, via person or post. Council's Rates Officer will then complete a review and liaise with the State Valuation Officer for any changes to be updated.

What is Rate Capping Rebate?

In 2025/26 rates are capped at 6% increase for all properties with the same owner and land use. This amount is deducted from the General rates charge shown on the notice.

Am I eligible to apply for a Pension Concession or Self-Funded Retiree Concession?

From 1st July 2015, the State Government elected to replace the concession on Council rates with the “*Cost of Living Payment*” provided directly to those entitled. This payment may be used for any purpose, including offsetting Council rates. To check eligibility, contact the Department for Communities and Social Inclusion (DCSI) Concessions: -

- ☐ Hotline – 1800 307 758
- ☐ Website – www.sa.gov.au/concessions

Can I Postponement my Rates?

The Local Government Act provides the option for State Seniors Card holders to apply to postpone on a long-term basis part of their Council rates. The deferred amount is subject to a monthly interest charge, with the accrued debt being payable on the disposal or sale of the property. However, the debt may be paid at any earlier time at the ratepayer's discretion.

Who is eligible to apply for postponement of Rates?

A ratepayer who holds or is in the process of applying for a State Seniors Card may apply for postponement of a portion of the Council rates payable on the property they own or are buying if it is their principal place of residence (that is the place they live in most of the time) and if no other person other than their spouse has an interest as owner of the property.

How do I apply for Postponement of Rates?

Ratepayers will be required to complete an application form to enable Council to assess their application and to verify their eligibility. [Postponement of rates for Seniors](#)

Why am I being charged a fixed charge?

Council includes, in their general rate, a component called a "fixed charge". The fixed charge is a set amount levied against all properties irrespective of their value. The fixed charge of \$340. This charge ensures that all ratepayers contribute towards the provision of basic Council services at a reasonable level.

For example: Residential

Property Value = \$500,000

Rate in the dollar = 0.002149 (often expressed as 0.002149 cents in the dollar)

Property valuation component (\$500,000 x 0.002149) = \$1074.50

Fixed charge = \$340.00

Total rates: \$1074.50 + \$340.00 = \$1414.50

A fixed charge, presently \$340.00, ensures all rateable properties pay a base amount to the cost of administering Council activities and maintaining the services and infrastructure that supports each property. Differential Rates based on values are then applied in addition to the fixed charge.

I have two (or more) adjoining properties – how do I get one Rate Notice? (Amalgamate)

An application can be made to the Office of the Valuer-General to amalgamate the valuations of the two properties. They must be under identical ownership and be used as one property. You will keep the separate titles; however, they will be valued together resulting in one Rate Notice.

Application must be in writing to:

Post: Office of Valuer-General - GPO Box 1354, Adelaide SA 5001

Email: OVGobjections@sa.gov.au

Contiguous/Adjoining Land - I have two properties.

Contiguous land (adjoining land) are parcels of land which abut (touch) one another or are separated only by certain types of public land. Under section 149 of the Local Government Act 1999, for the purposes of rating, land will be considered contiguous where:

- The owner or occupier of all the land concerned is the same.
- All the land is used for the same purpose as defined by the Valuer-General

For the purposes of the part, land will be regarded as being contiguous to other land if the land:

1. Abuts on the land at any point: of
2. So separated from the other land only by-
 - A road, street, lane, footway, court, alley, railway, or thoroughfare; or
 - A watercourse or channel; or
 - A reserve or other similar open space.

What is the benefit of Contiguous Land (Adjoining Land)?

Rates are made up of both a fixed charge component and a variable charge. If two or more pieces of your rateable land are contiguous, you may be eligible for a reduction in the fixed charge component of your annual rates.

You will only get one:

- Fixed Charge; Landscape Levy

You will need to apply if you wish to get this done. Application form can be found on our website at: [Contiguous / Adjoining Land Application](#)

Who is entitled to Discretionary / Mandatory Rebates?

Mandatory rebates provide partial or full rebates on Council rates to various organisations, associations, and institutions.

Sections 159-165 of the Act lists those that must receive rebates and include:

- Health services
- Community services
- Religious purposes
- Public cemeteries
- Educational purposes
- Royal Zoological Society of SA

Council may consider discretionary rebates up to 100% under Section 166 of the Act.

[Mandatory / Discretionary Rate Rebates Application](#).