

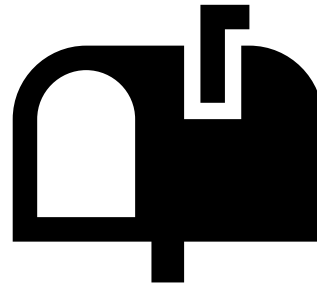
Elected Members Update Payble for Rates

Why are we doing this

Fill in the
direct debit form,
sign it, and
send it back

The rates team
will calculate your
payments and
notify you

Your next rates
bill will show
these amounts
and dates



	HCC	GWRC	TOTAL
Annual rates	\$4,895.00	\$1,431.00	\$6,326.00
Total payments received this year	\$0.00	\$0.00	\$0.00
Balance remaining from previous year rates	\$0.00	\$0.00	\$0.00

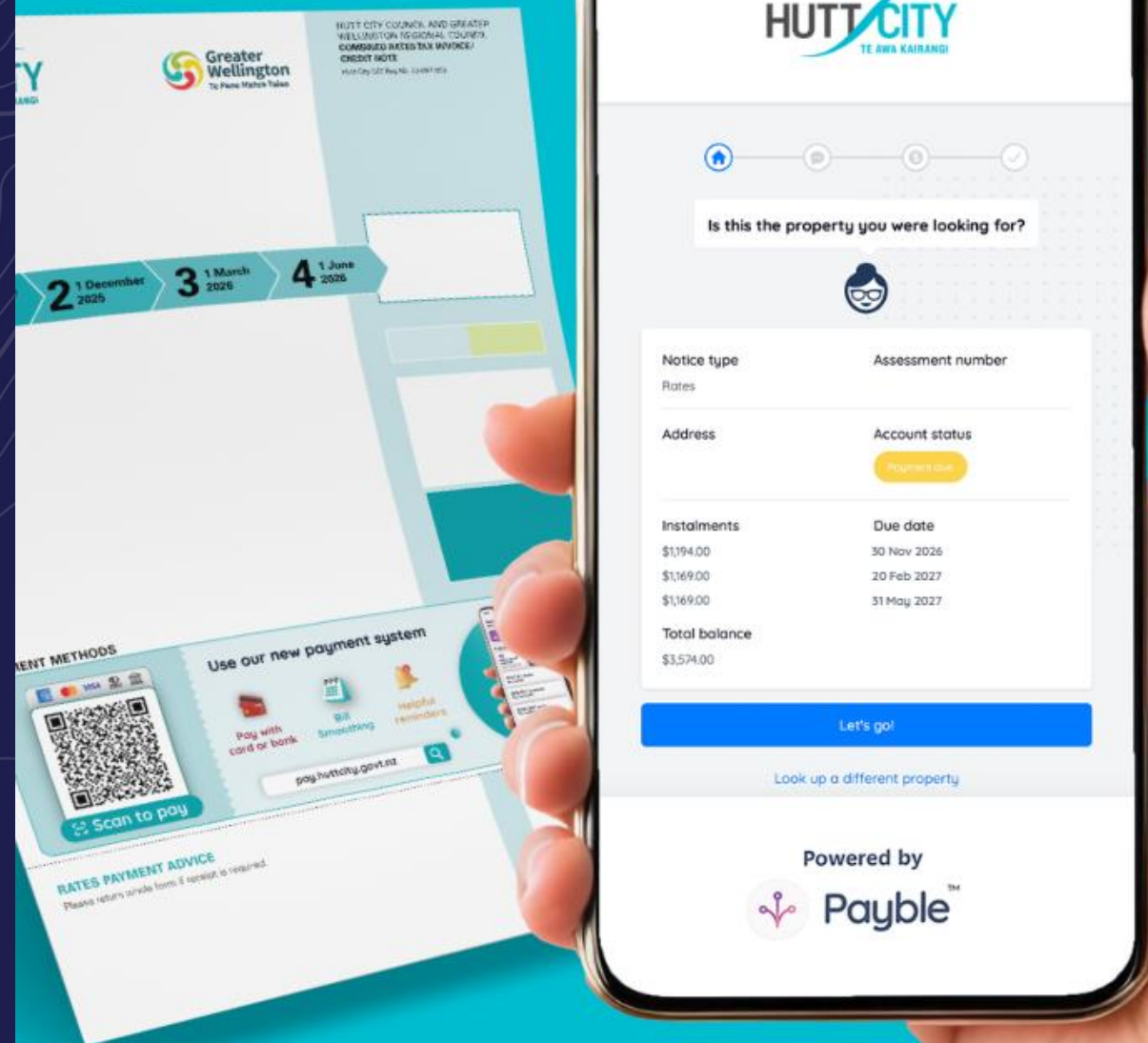
	HCC	GWRC	TOTAL
Current rates	\$1,221.00	\$358.00	\$1,579.00
Current invoice amount	\$1,221.00	\$358.00	\$1,579.00

Current Rates Instalment
HCC: \$1,221.00
GWRC: \$358.00
\$1,579.00
DUE BY: 01 September 2025

RATES REBATE
ARE YOU ELIGIBLE?
If you own the home you live in and are 65 or over, you may be eligible for a rates rebate. Please contact the Rates Rebate team for more information.

RATES PAYMENT ADVICE
Please return whole form if receipt is required.
Ratpayer: P H TRETHERWEY & J T STUDD
Instalment No: 1 of 4
Variation No: 1005004.00
Account No: 1048700

An easier and more flexible way to pay your rates



Click below to view video



What this means for ratepayers



Great, which plan suits you?

Choose the date that you would like the plan to start and the flexible payment plan that suits you best.



Choose when payments will start

17 Apr 2026

Select your payment frequency

\$597.59/weekly

6 weekly payments of \$597.59 and a final payment of \$597.65

\$1,045.79/fortnightly

3 fortnightly payments of \$1,045.79 and a final payment of \$1,045.82

\$2,091.59/monthly

1 monthly payment of \$2,091.59 and a final payment of \$2,091.60



Change to rates notices



Chose how and when you pay



Seven-day banking



See your rate account balance



Personalised payment schedules



Notifications



Skip payments

Projected Community Benefits: Case Study

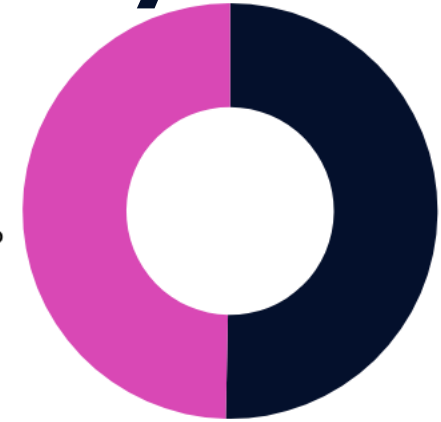
Unlocking the Power of self-service

Forecast to see more than 6,000 automatic notifications sent in the first 12 weeks.



1. Rates Notice
2. Website design
3. Payble 'on-ramps'

SMS
49.7%



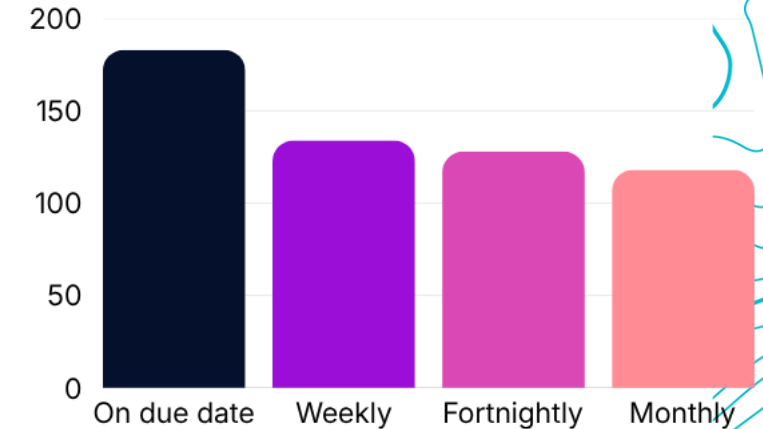
Email
50.3%

Payment flexibility delivers internal and external benefits

Forecast to deliver ~1,300 automatically created payment plans.



- Payble provides flexibility across direct debit and card payments
1. Weekly
 2. Fortnightly
 3. Monthly
 4. On-due date



Measuring Customer Sentiment Drives Optimisation and Success

4.68/5



Flexible payment options | Reduce financial stress | Reminders convenience | Transparency & real-time tracking

Customer FAQs

To view our how-to information and FAQs, please visit our [website](#).

Please note, this page be made live on the main Council website from 1 May.

