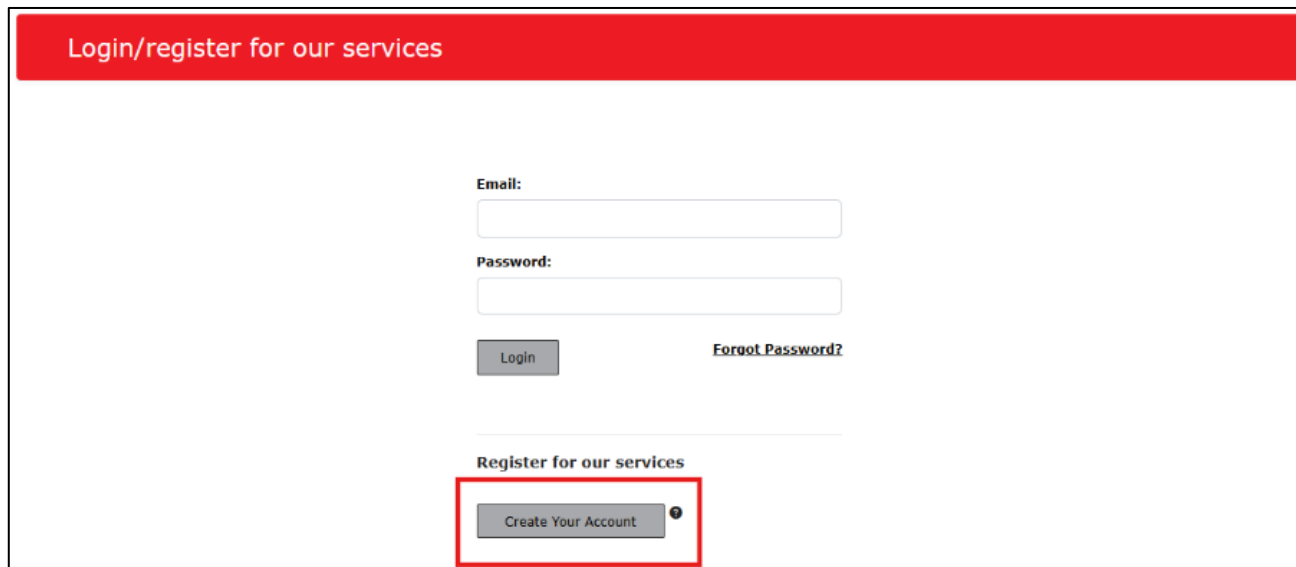


How to access your rates notices online

Create your account

Visit <https://erates.latrobe.vic.gov.au> and create an account (or login to your account if you already have an existing user account).

Make sure you add rates@latrobe.vic.gov.au to your email contact list to ensure emails are not sent to junk or spam folder.



Login/register for our services

Email:

Password:

Login

[Forgot Password?](#)

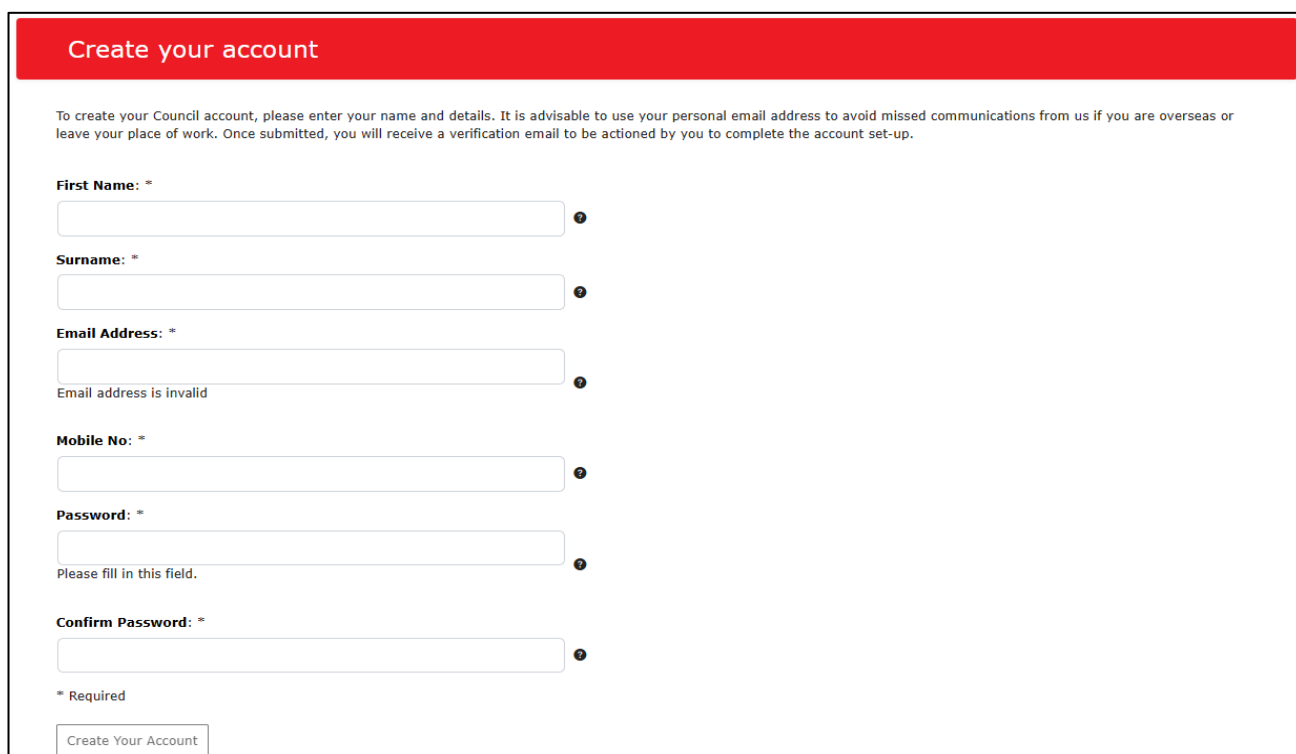
Register for our services

Create Your Account

Fill in required fields to create your account.

Click the question mark symbols for help.

For individuals, use your personal email address so that you don't miss any notices if you leave your place of work. For businesses, use a shared mailbox email so that you don't miss any notices if an employee leaves your business.



Create your account

To create your Council account, please enter your name and details. It is advisable to use your personal email address to avoid missed communications from us if you are overseas or leave your place of work. Once submitted, you will receive a verification email to be actioned by you to complete the account set-up.

First Name: *

Surname: *

Email Address: *

Email address is invalid

Mobile No: *

Password: *

Please fill in this field.

Confirm Password: *

* Required

Create Your Account



Confirmation

You are almost there!

You will receive a verification email. Please click the link to complete your account setup.

Did not receive an email?

Please check your Spam or Junk folder and add rates@latrobe.vic.gov.au to your safe senders list. To receive another verification email, go back to login page and enter email and password and another email will be sent.

You will receive an email that looks like the below.
Click on the *Confirm Email* link to verify your email address.

Subject: Latrobe City Council Email
Verification

To:

Hello

Follow this link to verify your email
address or click [here](#).

Confirm Email

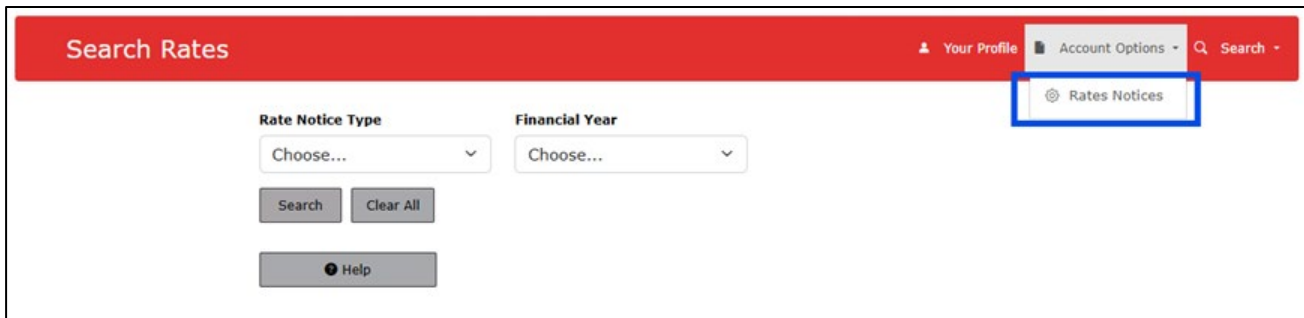
If you didn't ask to verify this
address, you can ignore this email.

Thanks,

**Rates Team
Latrobe City Council**

Add your properties

Once logged in to your account, click *Account Options*, then *Rates notices*



Search Rates

Your Profile Account Options Search

Rate Notice Type Choose... Financial Year Choose...

Search Clear All

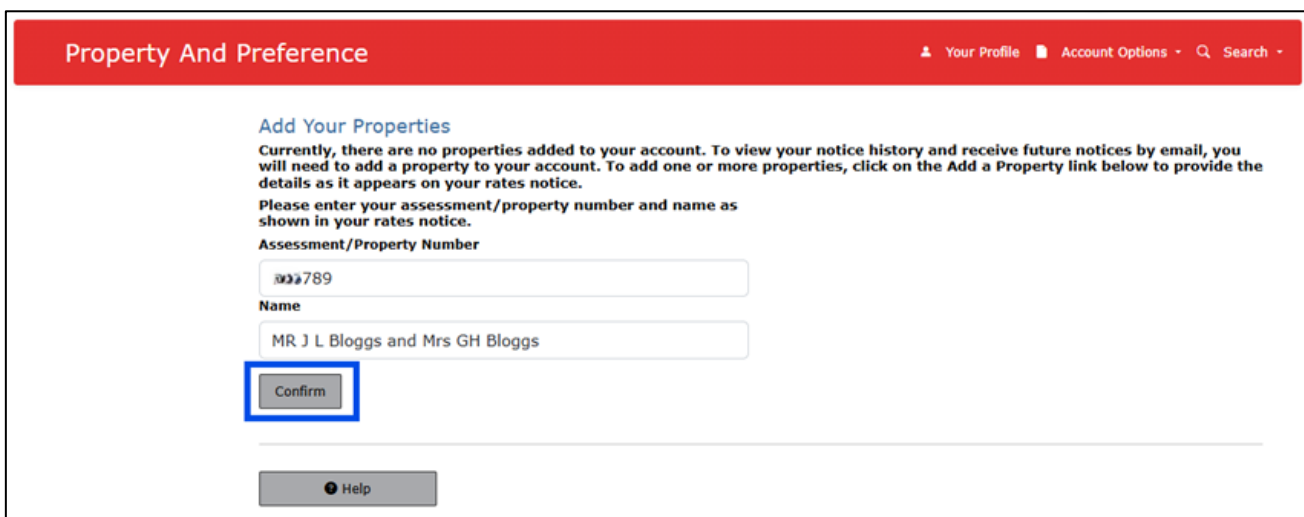
Help

Rates Notices

Add your 6-digit assessment number (found on your rates notice)

Enter the property owner/s (make sure to add the same details that appear on your rates notice).

Click on confirm.



Property And Preference

Your Profile Account Options Search

Add Your Properties

Currently, there are no properties added to your account. To view your notice history and receive future notices by email, you will need to add a property to your account. To add one or more properties, click on the Add a Property link below to provide the details as it appears on your rates notice.

Please enter your assessment/property number and name as shown in your rates notice.

Assessment/Property Number

000789

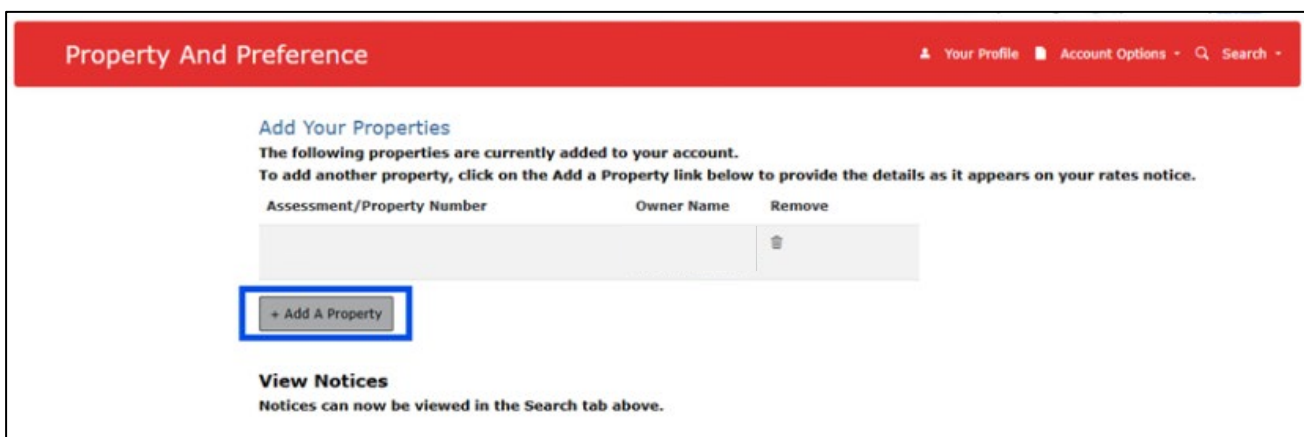
Name

MR J L Bloggs and Mrs GH Bloggs

Confirm

Help

If you need to add multiple properties, repeat the process by clicking *Add A Property*



Property And Preference

Your Profile Account Options Search

Add Your Properties

The following properties are currently added to your account.

To add another property, click on the Add a Property link below to provide the details as it appears on your rates notice.

Assessment/Property Number	Owner Name	Remove

+ Add A Property

View Notices

Notices can now be viewed in the Search tab above.

To subscribe to email notices

Under distribution preference, tick the box to receive rates notices by email. (Ticking this means you will receive all future notices via your nominated email, rather than by post)

Type in the email address you want your rates notices to be sent to. If you want them sent to more than one person, add an Additional Email Address (Optional)

Click save changes at the bottom of the page.

If you have recently purchased a property, you won't see anything in the e-rates portal until your first rates notice is issued. We suggest checking back again at the beginning of September and if you still can't see a Rates notice, reach out to the Latrobe City Council Rates Team on 1300 367 700.

Property And Preference

Add Your Properties

The following properties are currently added to your account.
To add another property, click on the Add a Property link below to provide the details as it appears on your rates notice.

Assessment/Property Number	Owner Name	Remove
123456789	John Doe	
987654321	Jane Smith	
567890123	Bob Johnson	

[+ Add A Property](#)

View Notices

Notices can now be viewed in the **Search** tab above.

Notification Preferences

Your preferences show you are set-up to receive rates notices by email.

Distribution Preference

☒ Receive rates notices by email

Email Address

Additional Email Address (Optional)

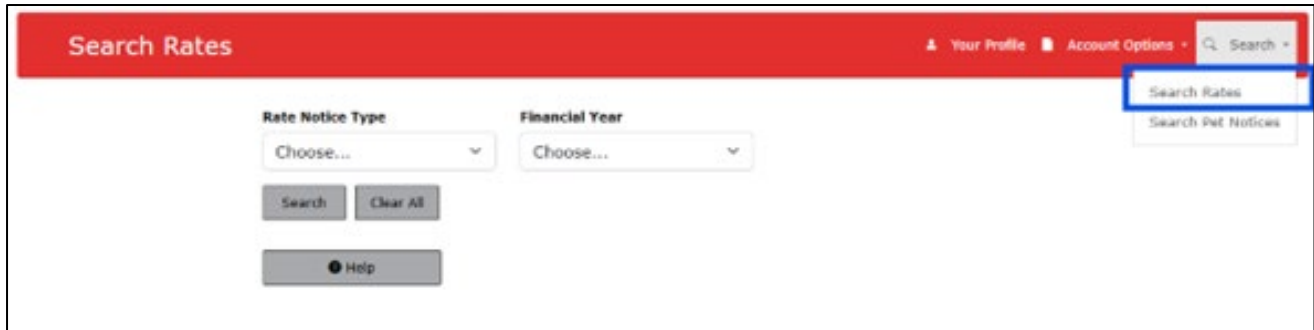
[Save Changes](#)

[Help](#)

How to view past rates notices

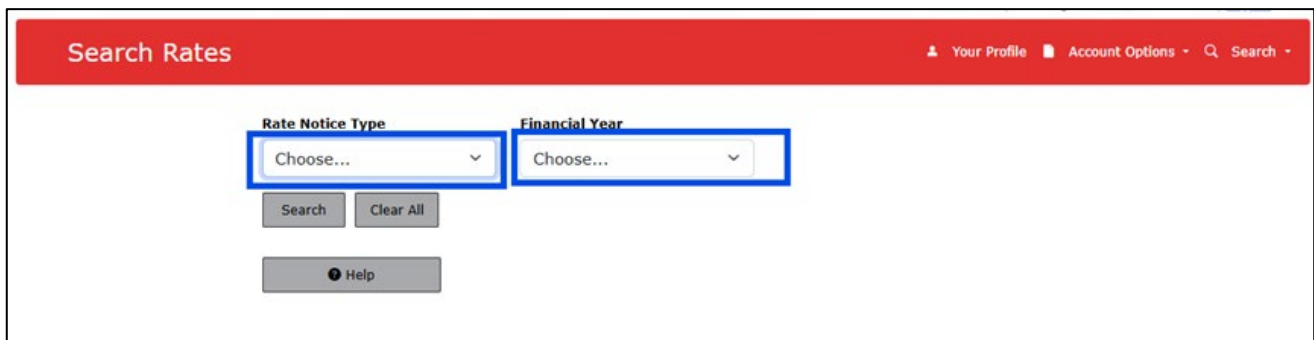
You can view your past rates notices and save them as a PDF or print them.

Select the search function, then *Search Rates*.



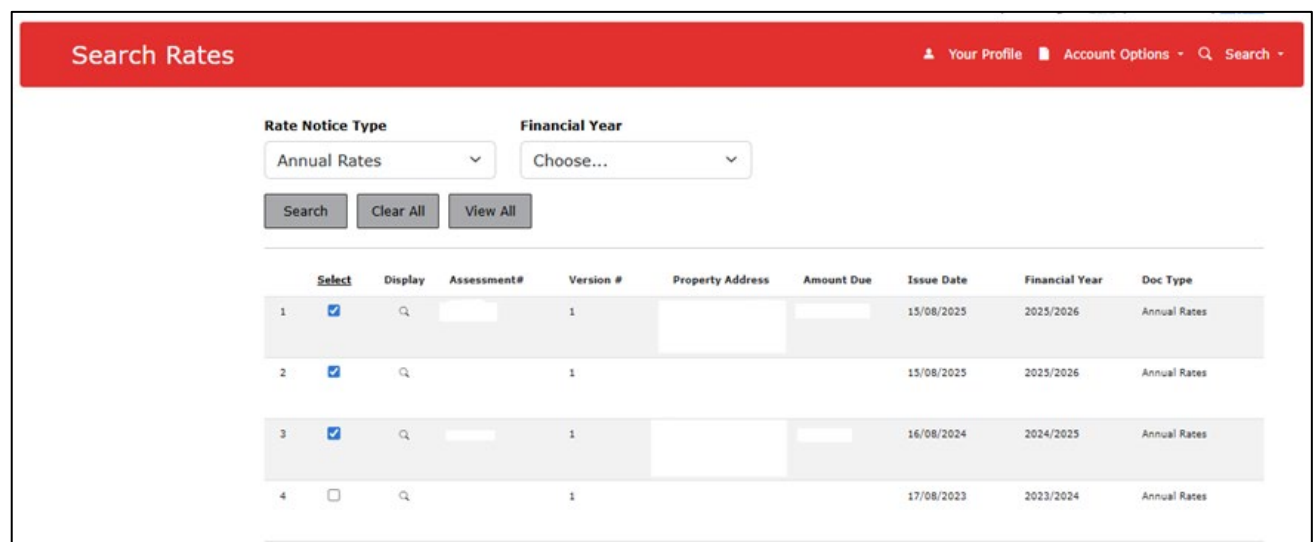
The screenshot shows the 'Search Rates' page. At the top, there is a red header bar with the text 'Search Rates' on the left and navigation links 'Your Profile', 'Account Options', and a 'Search' button on the right. Below the header, there are two dropdown menus: 'Rate Notice Type' and 'Financial Year', both with 'Choose...' selected. Below these are 'Search' and 'Clear All' buttons, and a 'Help' button at the bottom. A blue box highlights the 'Search' button in the top right corner of the page.

Select your rates notice type and/or financial year.



The screenshot shows the 'Search Rates' page. The 'Rate Notice Type' and 'Financial Year' dropdown menus are highlighted with blue boxes. The 'Rate Notice Type' dropdown shows 'Choose...' and the 'Financial Year' dropdown shows 'Choose...'. Below these are 'Search' and 'Clear All' buttons, and a 'Help' button at the bottom.

Tick the rates notices you wish to view and select *View All*. This will open a merged PDF with all files. You can download and save to your device or print these files.



The screenshot shows the 'Search Rates' page with the 'Rate Notice Type' dropdown set to 'Annual Rates'. Below the dropdowns are 'Search', 'Clear All', and 'View All' buttons. A table of rates notices is displayed below. The table has columns: Select, Display, Assessment#, Version #, Property Address, Amount Due, Issue Date, Financial Year, and Doc Type. The first three rows are selected (checked in the 'Select' column).

	Select	Display	Assessment#	Version #	Property Address	Amount Due	Issue Date	Financial Year	Doc Type
1	☒			1			15/08/2025	2025/2026	Annual Rates
2	☒			1			15/08/2025	2025/2026	Annual Rates
3	☒			1			16/08/2024	2024/2025	Annual Rates
4	☐			1			17/08/2023	2023/2024	Annual Rates

Updating your email address

You can also change your email address from the profile section on the portal, Click on Your Profile, edit the email address and save changes.

Your Profile

The information below was originally used to set-up your account. The email address is the account user name and can be changed if required. You can also update your account name and mobile number.

Email Address *

chloemc@latrobe.vic.gov.au

First Name *

Chloe

Surname *

McTest

Mobile No

0400000000

Save Changes

Help

Remember to always keep your details with Latrobe City Council up to date. If you change your address or contact details, please complete an online change of details form at:

[www.latrobe.vic.gov.au/Property/Rates and Valuations/Your Rates/Change your Contact Details](http://www.latrobe.vic.gov.au/Property/Rates_and_Valuations/Your_Rates/Change_your_Contact_Details)