

# **Criterion 2 Community Engagement Annexures**

## **Attachment 2.d**

### **Phase two promotional collateral:**

- **16 page booklet 'Funding Our Future'**
- **Advertisement**
- **Article in Council Newsletter Momentum**
- **Media Releases**
- **Article in Maitland City Centre newsletter**
- **Email to Maitland Your Say registered members**
- **Community Organisations letter**
- **Newspaper Articles (Removed due to copyright concerns)**

# Funding Our Future

A sustainable Council for a sustainable city  
Rating - we need your input



## A MESSAGE FROM OUR MAYOR

There's no doubt that this is a challenging conversation. We need to talk to you, our community, about our future and ensuring we have the revenue to fund Council services in the years ahead. Maitland is a great city and it's our job to keep it that way.



*Peter Blackmore  
Mayor*

We recognise that paying more for services is not something our community welcomes. But at the same time we are confident that you, our community, recognise that many costs are rising faster than inflation and that this significantly impacts on Council's bottom line.

We pride ourselves on being lean and efficient, a 'can do' Council. It's now time, though, to work together to ensure that we can continue to do this in years to come. No matter how efficient we are as an organisation, there are some increases that we cannot absorb through changes to our systems, processes or operating models.

Over the past six years, we have seen electricity prices jump by 131%, street lighting costs go up by 152% and fire and emergency services levies by 49%. Meanwhile the rate peg set by the NSW State Government (the only State in Australia to do so) has remained around 3% per annum.

It simply would not be responsible for us to ignore this problem. We need to generate the revenue required to fund our future. From our planning and previous consultations, there are many things we know you want – better footpaths, well-maintained roads, an indoor pool, and sporting facilities in the west of the city. We also know how much this will cost, and without significant changes we will face a \$92 million deficit at the end of the next decade. Every year we delay exponentially increases the cost to future ratepayers.

This isn't a problem we can't solve if we work together. We want to talk to you about rate increases over the next seven years, ranging from \$89 to \$116 for the average residential rate payer per annum, and the type of services you can expect to see as a result. At the same time, we are looking at other sources of revenue to minimise impacts on ratepayers and maximise benefits.

We can become a sustainable Council for a sustainable city through taking steps now. We look forward to your feedback, as it will be vital in determining a preferred direction for Council later in the year. Please complete and send back the short survey on page 15, or log on to [maitlandyoursay.com.au](http://maitlandyoursay.com.au) for more detailed input.

## OUR RECENT ACHIEVEMENTS

Maitland City Council is proud of its record. Recent commitments and highlights include:

- \$11.3 million in grant funding under the Federal Government's 'Building Better Regional Cities' program, to be spent on the Maitland Railway Station precinct and Athel D'Ombra Drive. New affordable housing is expected as a result, seeing more people living in Central Maitland.
- A new Local Environment Plan (2011) that provides the framework for development whilst protecting environmental and heritage values.
- Council approval of developed designs for 'The Levee', with an investment of up to \$15 million to be made in refurbishment of the mall and construction of a river link building, commencing in 2014.
- Replacement of the aging, single lane timber Trappaud Bridge with a new \$1.2 million two lane bridge.
- Significant road reconstruction projects across the city including HighStreet/McKimms Road, Largs (\$2.9 million), Tocal Road, Tocal (\$1.1 million), Lawes Street, East Maitland (\$810,000), Swan Street, Morpeth (\$1.26 million), Metford Road, East Maitland (\$1.5 million), Belmore Road, Lorn (\$470,000) and Telarah Street, Telarah (\$950,000).
- Construction of a new \$600,000 recreational cycleway at Maitland Park.
- Recognition of a joint project targeting safer motorcycling, with the receipt of an excellence in road safety award from the Prime Minister in May 2013.
- Multiple nationally recognised awards for the Maitland Regional Art Gallery, including awards for exhibitions and associated publications.
- Approval of a Development Application for the construction of an indoor 25m pool at the current Maitland Pool site.
- Continued delivery of a range of community events that attract over 125,000 people to our city and inject dollars to our local economy from Australia Day to Aroma and Bitter and Twisted.

For more information on the past four years, see

[maitland.nsw.gov.au/CouncilInformation/  
IntegratedPlanningReporting/endofterm](http://maitland.nsw.gov.au/CouncilInformation/IntegratedPlanningReporting/endofterm)

## OUR OPTIONS

As anyone running a household budget knows, when faced with a shortfall there are just two options – stop spending as much money, or start making more money. Fundamentally, these are the options available to Council and our community.

Council's projections reveal a funding shortfall of more than \$92 million at the end of ten years, meaning the savings needed would see a significant reduction in Council services. Steps need to be taken to ensure Council remains in a position to deliver the services required for the future. The challenge of balancing community expectations with future financial sustainability cannot be ignored.

Recent consultation has revealed that reducing services to our community is not wanted. An independently conducted survey in June 2013 saw just 14% of respondents select this as a preferred option, with the vast majority looking to increase revenue (via rating) to maintain or improve services.

Given broad cuts to services are not likely to be acceptable to current and future residents, Council has instead turned attention to the revenue required to maintain and/or improve current services to our growing population over time.

While all sources of income are being explored to address the funding gap including fees and charges, the sale of non-core assets and changes to service delivery models, rates revenue will play a big part in the solution.

This publication outlines the options available to Council. We invite you to tell us which option you prefer.



### WE ENCOURAGE YOU TO:

1. Read our city's story – Maitland city is not alone in facing this challenge, yet we do have issues that are unique to us. We need your feedback to help develop a preferred solution, one that meets the needs of our residents now and into the future.
2. Understand the options – review the options and what they mean for you. You can use our calculation tables to see how each option would impact on your rates.
3. Tell us your preferred option by sending back the postage paid 'quick poll' on page 15 or completing a more detailed survey at [maitlandyoursay.com.au](http://maitlandyoursay.com.au)
4. Register to stay informed on the next stage of the process, as Council develops a preferred option later in the year.

#### OPTION: DEFICITS AND REDUCED SERVICES

Reduced services - increase rates only as permitted by NSW State Government. This would see services reduced and budget deficits over time, with no new projects or programs.

#### OPTION: PROGRAMMED SERVICES

Deliver services as programmed - increase rates sufficiently to deliver services as programmed. This includes building an indoor 25m pool, as well as construction of The Levee and river link building, and upgrades to Maitland Railway Station precinct and surrounds.

#### OPTION: ENHANCE SERVICES

Enhance and improve services – increase rates sufficiently to improve or expand 18 key service areas. This would include the above, as well as see new projects and programs initiated in line with community priorities, with a significant boost to road and footpath funding, improved city appearance, new youth facilities, expanded recreational cycleways and more.

## WHAT ARE THE CHALLENGES WE FACE?

Councils are faced with the complex challenge of balancing the community's desires with ensuring the future sustainability of the organisation and the community they support. Maitland has one of the highest growth rates in the State, transforming what was once a rural town into a thriving regional city, playing an integral part in the Lower Hunter economy. With more than 70,000 residents today, we expect this to be up to 120,000 by 2030, a growth rate of 2% per annum, equivalent to a new family each day.

This growth sees us facing some significant challenges. We are developing community infrastructure in our new suburbs and towns, working to connect our more established suburbs with the newer developments, building community pride and improving the appearance of the city, striving to meet the increased demand for new and improved services and facilities and revitalising Central Maitland.

Our high growth will see Council's total budget continue to grow. The problem is that income from rates funds less than half of Council's operations and services in any year. So while additional housing lots bring additional rate revenue, that revenue covers less than half of the cost of providing services to new residents.

This is coupled with many operational costs rising faster than CPI. A significant proportion of Council's budget, about \$92 million, is taken up by non-discretionary spending. This leaves less than \$10 million available for allocation to Council's capital works and other programs. Non-discretionary spending in 2013/14 includes:

- Payments to NSW State Government agencies of close to \$8.3 million (eg State Government waste levy and NSW Fire Brigade/NSW Rural Fire Service/SES contributions)
- Payments for street lighting of more than \$2.3 million
- Loan and hire purchase repayments of close to \$3.2 million
- Staff to deliver services at a cost of \$26.6 million
- Insurances and legal fees of close to \$1.5 million
- Waste and recycling costs of more than \$5.1 million
- Carbon tax of more than \$1.8 million
- Developer contributions (linked to future projects) of more than \$8.8 million
- Grant funding for specific purposes of over \$12.5 million.



## WHERE ELSE CAN COUNCIL GET REVENUE?

Council's revenue streams are determined largely by the NSW Local Government Act. These streams include rates, fees and charges for particular services, developer contributions, grants and subsidies from higher levels of government, loans taken up by Council, income from interest on invested funds and occasional revenue from rationalisation of assets or business activities. Although many of these revenue options will be reviewed to find further revenue, not enough can be raised to create an ongoing difference for us in Maitland.

## HOW DO WE KNOW WHAT THE SITUATION WILL BE IN TEN YEARS?

Council has had a long term financial model since 2005. This long term financial plan forecasts that Council would face a \$92 million deficit at the end of ten years without a significant change to expenditure or revenue.

The model has informed Council's decision making in the past and has been set on a number of assumptions.

These include population growth at 2,000 new residents per year; inflation and its impacts on revenues and expenditures; employee cost increases and staff growth; interest on investments; increased waste levies; and costs likely to increase at rates higher than inflation including street lighting and construction.

## HOW ARE RATES SET?

Since 1977, certain council revenues have been regulated in NSW under an arrangement known as 'rate pegging'. Rate pegging sets the maximum percentage increase to general rate revenue for councils. Each year under the provisions of the Local Government Act, councils are able to apply for a 'special rate variation'. A special rate variation allows councils to increase general rate income above the rate peg.

A council may apply for a special rate variation:

- to improve the financial position of the council, particularly where there may be financial sustainability issues.
- to fund the development and/or maintenance of essential community infrastructure or to reduce backlogs in asset maintenance and renewal.
- to fund new or enhanced community services to meet growing demand in the community.
- to fund projects of regional significance, and
- to cover special or unique cost pressures.

If a council has not obtained approval for a special rate variation, the rate peg determines the maximum allowable increase in local government general rate income for the council. The rate peg percentage for 2012/13 was 3.6%. The rate peg for 2013/14 is 3.4%.

## DO WE NEED TO INCREASE RATES NOW?

To achieve financial sustainability and prevent a more than \$92 million funding shortfall over the next ten years, we need to take steps now. Council will be unable to present a balanced budget for 2014/15 unless significant changes are made.

Council has examined ways to save money and increase revenues, but the amounts required are simply unattainable without increased levels of rating.

As such, two options have been developed in detail, based on resident priorities revealed in past consultations. Both involve increasing rates over a seven year period.

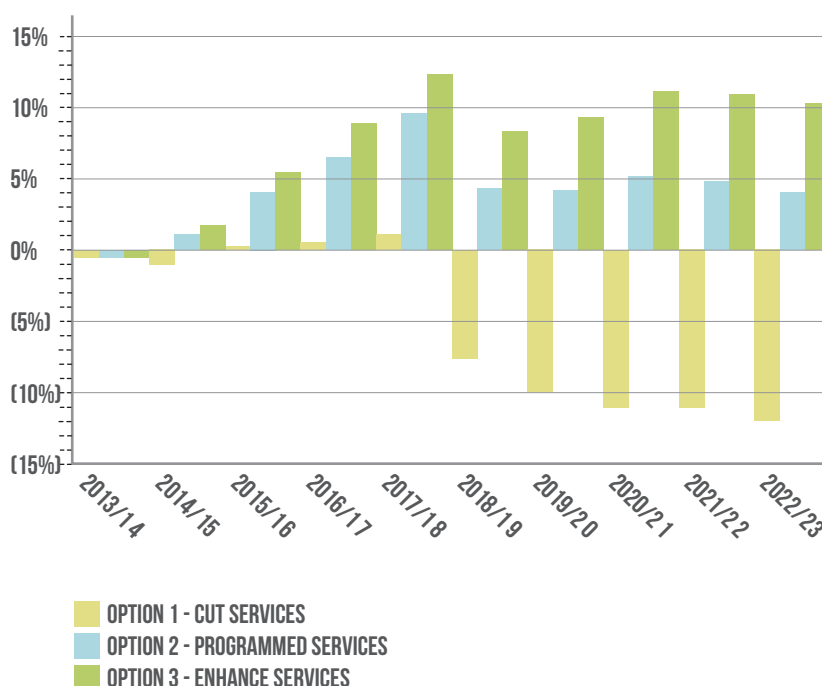
In deciding whether to apply for a special rate variation to IPART, community consultation is vital. Consultation commenced early in 2013, and will continue into 2014. An application to IPART to increase rates beyond the rate peg would be completed by March 2014.

## WHY LOOK AT SEVEN YEARS?

Council has developed rating options over seven years for a number of reasons. This includes the rise being gradual over time, as well as giving certainty to residents on rating over the period. Additionally, a seven year variation will allow Council to complete initiatives in the current term, as well as provide a sustainable platform for the next Council. Whilst achieving sustainability in a shorter term is possible, the increases would be far greater over fewer years.

### OPERATING PERFORMANCE RATIO

The graph (right) shows Council's 'operating performance ratio'. This measures achievement of containing operating expenditure within operating revenue. The benchmark is greater than negative 4%. Under a 'rate peg only' rating scenario, in ten years Council's ratio would be negative 12%, well below sustainable levels.



## HAVEN'T WE ALREADY HAD A SPECIAL RATE VARIATION?

Council was successful in obtaining a variation in 2011/12. This was for an additional 7% increase above the rate peg for two consecutive years, retained permanently in the base. The additional revenue was allocated to a series of projects across the city, predominately to bring aging infrastructure to a contemporary standard.

The application for a variation was premised on a sound understanding of community priorities from our ten year community strategic plan, accompanied by Council's own understanding of its assets and the works required.

The community accepted the need for the variation, which generated an additional \$16 million for a four year program of work on an identified 26 projects. The final year of works funded under the program will be in 2014/15.

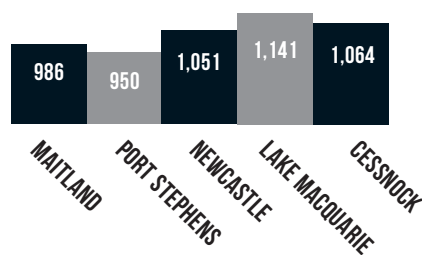
In seeking the variation, it was made clear that this was just a first step in efforts to reach a position of financial sustainability and that further steps to address gaps between operating revenue and expenditure would be required.

A status report on projects is contained below.

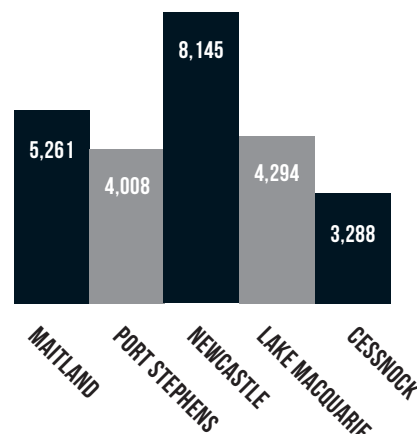
PROJECTS	STAGE	COST
Lorn Shopping Area	Design	\$100,000
Telarah Shopping Area	Construction	\$100,000
Library Car Park/Fencing Greenhill Gardens	Construction	\$250,000
Rutherford Shopping Precinct - Arthur, Weblands & Hillview Streets	Design	\$2,000,000
Lawes St Shopping Centre - footpath & roadworks	Construction	\$750,000
Riverside carpark reconstruction	Planning	\$250,000
Increased street cleaning & litter collection	Ongoing	\$2,000,000
Replace kitchens in community buildings	Completed	\$150,000
Town Hall refurbishments	Planning	\$500,000
Disabled Toilets (4)	Construction/Completed	\$600,000
Recreation Buildings Refurbishment	- Design/Construction/Completed	\$300,000
Maitland Park cycleway	Completed	\$600,000
Storage - recreation & community	Design/Construction	\$200,000
Shade at sports and playgrounds	Completed	\$400,000
Replace older playground equipment	Design/construction	\$350,000
Recreation carparks & access	Planning	\$200,000
Maitland Park amenities building	Planning	\$1,000,000
Floodlighting	Planning	\$300,000
Maitland Park Fencing	Design	\$100,000
Increase heavy patching	Ongoing	\$850,000
Swan Street Morpeth - Kerb and Gutter & Footpaths	Completed	\$500,000
Green Street - Reconstruction	Design	\$2,000,000
Metford Road - Reconstruction	Construction	\$1,500,000
Central Maitland Footpath Refurbishments	Planning	\$450,000
McKimms Roadworks	Construction	\$500,000

## HOW DO WE COMPARE TO OUR NEIGHBOURS?

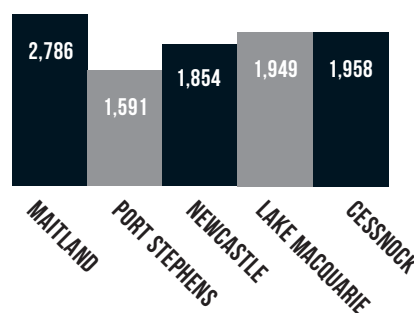
### 2013-14 RESIDENTIAL - AVERAGE RATE PER ASSESSMENT (\$)



### 2013-14 BUSINESS - AVERAGE RATE PER ASSESSMENT (\$)



### 2013-14 FARMLAND - AVERAGE RATE PER ASSESSMENT (\$)



- Latest information available

## HOW DO WE COMPARE WITH SIMILAR COUNCILS?

The Division of Local Government NSW releases performance information on councils each year. In looking at our neighbouring Councils, rating across categories can be seen below.

Councils are measured against councils of a similar nature. Maitland is in a group with other regional councils (as shown in the tables to the right), all being part of an urban centre with a population of more than 70,000.

As can be seen, Maitland's employee costs per resident are less than all other councils in the group, at \$329 per annum.

Our annual rate revenue is also comparatively low, at \$290.27 per resident.

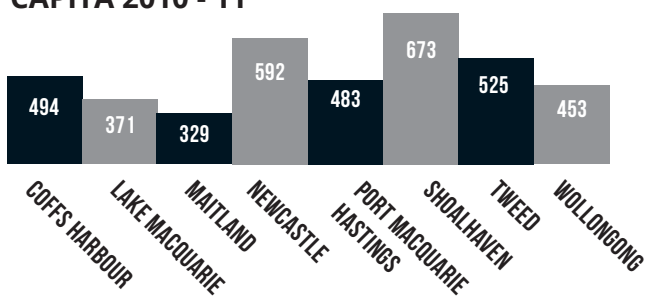
## HOW EFFICIENT IS COUNCIL?

Council is focused on ensuring services are provided efficiently. We have a sustainability program in place, which examines our workplace systems and processes. This involves assessing our performance against other local government providers, as well as the private sector where relevant. It involves a review of everything that enables our services to be provided. It requires an examination of why and how we deliver our services. Through this continuous improvement process we ensure that we are providing the right services at the right level and at the best cost.

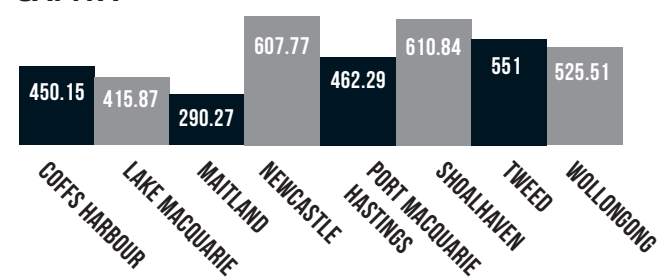
- Council employment – Maitland's population continues to increase by an average of 2,000 residents each year, yet full time equivalent employee numbers have increased by just 24 in the past five years. Overall, we have one employee for every 204 residents.
- Organisational structure – Council's structure was realigned in 2012 to ensure employees and services were best placed to meet community needs and aspirations from our ten year community strategic plan.
- Infrastructure management – responsibility for Council's infrastructure planning, design, construction and maintenance was placed within one group in 2012, allowing for increased efficiencies and improved work scheduling.
- Council's average processing times for development applications remains above industry standard, at 35 calendar days over the past 12 months.
- On-line transactions - Council has partnered with the NSW Government to introduce the Electronic Housing Code, meaning on-line processing and a turnaround of ten working days for complying development approvals.
- Garbage collection – customer service data reveals just 885 bins are missed on average each year, representing less than 0.05% of the annual service each week.
- Recycling service – a new tender for recycling saw a reduction of almost 50% in cost . The domestic waste charge also decreased by \$10 from 2012/13 to 2013/14 as a result.

- Workplace safety – improved systems for injury management, data collection and reporting has led to new initiatives to accommodate employee needs. Our total incidence rate has fallen from 17.22 in July 2012 to 14.68 in July 2013.
- Management systems – Council is partnering in the development of a new corporate information system, with expected savings of \$1,000,000.
- Community engagement – introduction of new online and face-to-face tools has seen an increased participation in Council decision-making.
- Capital works and maintenance programs – expanded through the addition of \$16 million to 26 key projects over four years, as a result of past special rate variations in 2011/12 and 2012/13.
- New technology – the introduction of tablet devices for Councillors has led to savings in excess of \$30,000 each year due to no longer printing documents such as meeting agendas.
- Library services – the introduction of self-checkout for books has improved security of items, as well as enabled librarians to improve customer service.
- Customer contact – More than 5,000 telephone calls to our service centre and more than 1,000 customer service requests each month, with 88% completed within required timeframes.
- Appointment of a senior project architect has reduced reliance on specialist heritage consultants for restoration projects like Morpeth Courthouse and Maitland Town Hall, as well as an identified pool of skilled tradesmen ensuring funding is optimised in maintaining, preserving and restoring heritage buildings.

**AVERAGE EMPLOYEE COSTS (\$) PER CAPITA 2010 - 11**



**2010 -11 TOTAL RATE REVENUE (\$) PER CAPITA**



- Source DLG comparative data 2010/11 - latest data available at time of publishing



## INDEPENDENT COMMUNITY SURVEY REVEALS PRIORITIES

Council undertakes a community satisfaction survey each year, designed to gain an insight into our residents' views on the importance of, and satisfaction with, a range of Council services. Over the past three years, areas consistently identified by the community as needing attention are:

- Maintaining local roads, traffic flow and congestion, overall condition of the local road network, maintaining footpaths, road safety and availability of car parking
- Revitalising Central Maitland and the Heritage Mall
- Supporting local jobs and businesses
- The health of the Hunter River
- Long term planning for Maitland
- Financial management
- Community input into Council decision-making.

Our 'programmed' and 'enhanced' packages have been developed to reflect these issues and priorities.

## WHAT ARE THE OPTIONS?

Council is seeking community input into the desired level of service across 18 key areas. This list has been compiled from past consultations, in particular meeting the aspirations of the community for the future as outlined in the ten year community strategic plan 'Maitland +10'. This plan identifies the city our community would like to see in 2023.

## OUR TEN YEAR VISION

We are a vibrant river city, with heritage in our heart.

Our people are caring and active, with access to services and facilities that meet the needs of all of our citizens.

We are focused on our environment, balancing conservation and development and enhancing where we can.

Our many leaders work together to see the city prosper and maximise benefits for our people.

We are a strong and proud community, celebrating together and embracing newcomers.

Together, we make Maitland.

## DELIVERING SERVICES AS PROGRAMMED 7.25% RATE INCREASE PER YEAR FOR SEVEN YEARS (AVERAGE RATE INCREASE \$89/ ANNUM), RETAINED PERMANENTLY IN THE BASE

Under this option, Council would continue to provide its current services to an increased population. Key initiatives already identified and programmed for the next four years would also be delivered, including construction of 'The Levee' in Central Maitland and the development of a year round 25m indoor pool. This option would generate an additional \$92 million over the next ten years, and would allow for existing facilities and programs to be delivered at current levels to an increased number of residents.

Capital works and maintenance programs would continue as currently programmed, which would not allow for increased spending on areas like recreational cycleways, new additional youth spaces and additional road maintenance. Library and Maitland Regional Art Gallery programs and hours would remain at today's levels.

A more detailed list can be seen on page 10.



## WHAT IS A 'LEVEL OF SERVICE'?

Councils often use the term 'level of service' when talking about services delivered to the local community.

There are a number of ways this can be expressed, ranging from strategic (for example, improving the appearance of the city) to the operational work performed by our staff (for example, the kilometres covered by the street sweeper each month) and maintenance levels of service (for example, how long it will take to collect litter).

Infrastructure assets also have a technical level of service, which can look at attributes such as the length of footpaths or the condition of road pavement.

Council is currently seeking input into desired levels of service at a strategic level (focused on the next seven to ten years) to inform our revenue requirements for the future.

### **DELIVERING ENHANCED OR IMPROVED SERVICES, BUILDING ON WHAT IS PROGRAMMED 8.95% RATE INCREASE PER YEAR FOR SEVEN YEARS (AVERAGE RATE INCREASE \$116/ANNUM) RETAINED PERMANENTLY IN THE BASE**

Under this option, Council would deliver a higher level of service for the 18 services as listed through the generation of an additional \$131 million over ten years. This would see a range of improvements, with a focus on infrastructure assets such as roads, footpaths, bus shelters and kerbs and gutters.

An expanded footpath network, more frequent street sweeping and litter collection, extended hours at libraries and cemetery improvements. It would also allow for new projects, such as the stage 2 expansion of indoor aquatic facilities at Maitland Pool, new skate parks at Green Hills, Thornton and Central Maitland and an expansion of the recreational cycleway network. New programs would also be introduced, in particular focused on heritage, public art, and attracting people to the CBD. A more detailed list can be seen on page ten.

### **DELIVERING REDUCED SERVICES AND/OR DEFICIT BUDGETS 3.2% RATE INCREASE PER YEAR FOR SEVEN YEARS (AVERAGE RATE INCREASE \$35.00 PER ANNUM)**

Preventing operational deficits through reducing levels of service or stopping the delivery of some services all together has been explored by Council and the community in earlier consultations. Under this scenario, each and every service would need to be reduced to realise the annual savings required - being up to \$10 million per annum every year for the next ten years.

Based on community feedback to date, as well as our expected population growth, Council has not presented a reduction of the 18 listed services as a detailed option.

Council is, however, keen for community feedback on any areas that our residents feel can be examined for service level reduction; areas for cost savings; and strategies for increasing revenue in other areas.

# PROGRAMMED OR ENHANCED

## SERVICE OPTIONS

	PROGRAMMED	ENHANCED
<b>Roads, bridges, footpaths, bus shelters, kerbs and gutters, drains</b>	Maintenance and construction programs are delivered in line with current adopted capital works program, including bridge/guard rails, drainage, footpaths, road reconstruction, rehabilitation and reseals, as well as traffic facilities. Current annual budget approximately \$9 million.	As programmed, plus funding is increased by \$20 million over seven years. Additional funding allocated for footpaths, particularly in older suburbs where the network is disconnected, as well as road works, particularly road resurfacing and reconstruction. Additional funding is also available for bridge repairs, and funding available for improving and replacing our stormwater drainage network.
<b>Central Maitland revitalisation</b>	The Levee is constructed, featuring new street furniture, lighting, parking and café facilities, as well as a building connecting High Street to the River Bank. An upgrade of the Maitland Railway Station precinct and Athel D'Ombra Drive is completed, supported by new residential housing.	As programmed, plus new programs for activating the CBD are introduced, as well as increased activities on the river walk and river bank. An additional \$1 million over seven years is directed to this area.
<b>Environmental and Sustainability Programs</b>	A range of community and school education programs is delivered across the city. This includes seedling giveaways, weed removal, roadside vegetation management and native vegetation establishment, energy and water saving reduction programs.	As programmed, plus an additional \$500,000 is allocated over seven years, in particular to partnership programs relating to the health of the Hunter River and surrounds.
<b>City pride (litter collection, street sweeping, dumping, graffiti and gardens)</b>	Litter collection, street sweeping and graffiti removal is maintained at current levels. Litter collection is focused on high visibility locations, and response times to reports of dumping and graffiti remain at current levels. Graffiti removal is also undertaken in partnership with local service clubs.	Additional funding of \$1.5 million over seven years allows for litter collection, street sweeping and graffiti removal programs to be more frequent and widely spread, including a focus on maintenance of median and verges of the New England Highway.
<b>Recreational cycleways, trails and shared pathways</b>	Development of cycleways continues as currently programmed, allowing for a gradual expansion of network.	Further expansion of the recreational cycleway network occurs through an additional \$2 million over seven years, focused on establishing connected off road networks.
<b>Sporting facilities, parks, playgrounds and picnic facilities</b>	Maintenance of sporting facilities, parks and playgrounds occurs at current levels.	As programmed, plus an additional \$2.5 million over seven years allows for new park furniture, exercise stations, improved access and parking etc across the city. Maintenance is also increased at key sites.
<b>Youth spaces (skate parks) and programs</b>	Maintenance of youth spaces remains at current levels, focused on key facilities.	As programmed, plus development of new youth facilities (including skate parks) through an additional \$2 million over seven years. Facilities developed at Green Hills, Thornton and Central Maitland.
<b>Emergency management and response</b>	Contributions to NSW Fire Brigade, State Emergency Service and Rural Fire Service area maintained. Council maintains SES buildings, contributes to planning processes and is geared to assist in times of emergency.	As programmed, plus additional funding of \$400,000 over seven years can be directed to facilities, flood risk education and planning initiatives.

	PROGRAMMED	ENHANCED
<b>Tourism, visitor services and economic development</b>	Maitland Visitor Information Centre operates seven days per week. Maitland Gaol operates seven days per week, offering a range of programs and experiences.	As programmed, plus an additional \$350,000 over seven years allows for new product development and related marketing.
<b>Heritage</b>	Heritage programs including publications, restoration grants are maintained at current levels.	An additional \$750,000 over seven years allows for the introduction of façade improvement programs and other initiatives to enhance and promote local heritage.
<b>Community buildings, public toilets and amenities</b>	Continuing final year of program from rate variation of 2010/11 works.	Additional maintenance, renovations, extensions and construction will be undertaken through an additional \$2.5 million over seven years.
<b>Pools/aquatic services</b>	East Maitland Pool season extends from Sept- April. Additional indoor heated 25m pool constructed at Maitland Pool, allowing year round use.	As programmed, plus Indoor learn to swim and water play area constructed at Maitland Pool through additional \$2 million over ten years.
<b>Community events</b>	The following community events are delivered - Aroma, Australia Day, Bitter and Twisted, New Year's Eve. Steamfest, Taste, Riverlights.	As programmed, plus potential new events are introduced to the city's events calendar, and current events expanded through new entertainment and activities. An additional \$500,000 is spent over seven years.
<b>Library services</b>	Services and programs are maintained at East Maitland Library, Thornton Library, Rutherford Library and Maitland (Central) Library.	Services and programs are enhanced with funding increased by \$750,000 over seven years. Library opening hours are increased and digital collections expanded.
<b>Art Gallery and Cultural Services</b>	Maitland Regional Art Gallery (MRAG) is open Tues-Sun 10.00am-5.00pm Exhibitions are regularly refreshed, with a range of programs for children and adults.	As programmed, plus new public art programs can be initiated, seeing sculptures and other elements introduced across the city. An additional \$750,000 is directed to this area over seven years.
<b>Cemeteries</b>	Management of Council's cemeteries at East Maitland, Morpeth and Rutherford for burials, with maintenance of Glebe, Oakhampton, Hiland Crescent, Louth Park and Campbell's Hill cemeteries.	As programmed, plus an additional \$500,000 over seven years allows for implementation of key actions from Council's Cemetery Strategy, including identification of an increased range of interment options.
<b>Suburban Town Centres</b>	Maintenance and renewal programs of local suburban town centres occurs in line with current programs.	An additional \$500,000 over seven years allows for improved suburban town centre appearance.
<b>Customer service delivery - transactions, requests, applications and permits and Community Engagement</b>	Processes for lodging customer service requests, development applications and permits and other advice from Council staff remain at current levels. Community Engagement is focused on key projects.	New and improved processes for lodging customer service requests, development applications and permits and other advice from Council staff are introduced, with a focus on online service delivery. Community Engagement and participation is expanded. An additional \$500,000 over seven years is allocated to this area.

# FIND OUT WHAT EACH OPTION MEANS FOR YOUR RATES

## PROGRAMMED OPTION

### DELIVERING SERVICES AS PROGRAMMED - INCREASE RATES

What would rates be without a special rate variation ie. rates are only increased by the rate peg amount of 3.2% ?

You can find your rateable land value on your council rates notice - tables for residential urban properties

Your rateable land value	No. of Properties	Land Value For Rates Calculation	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
\$0 to \$99,999	3,364	\$50,000	\$566.41	\$584.54	\$603.25	\$622.55	\$642.47	\$663.03	\$684.25	\$706.15
\$100,000 to \$149,999	10,299	\$125,000	\$887.94	\$916.35	\$945.67	\$975.93	\$1,007.16	\$1,039.39	\$1,072.65	\$1,106.97
\$150,000 to \$199,999	10,146	\$175,000	\$1,102.29	\$1,137.56	\$1,173.96	\$1,211.53	\$1,250.30	\$1,290.31	\$1,331.60	\$1,374.21
\$200,000 to \$299,999	2,344	\$250,000	\$1,423.81	\$1,469.37	\$1,516.39	\$1,564.91	\$1,614.99	\$1,666.67	\$1,720.00	\$1,775.04
\$300,000 to \$499,999	659	\$400,000	\$2,066.86	\$2,133.00	\$2,201.26	\$2,271.70	\$2,344.39	\$2,419.41	\$2,496.83	\$2,576.73
\$500,000 and greater	4	\$600,000	\$2,924.26	\$3,017.84	\$3,114.41	\$3,214.07	\$3,316.92	\$3,423.06	\$3,532.60	\$3,645.64

What would rates be with a special rate variation for this option, ie. rates are increased by the rate peg (3.2%) and special rate variation (4.05%) - total (7.25%) ?

Your rateable land value	No. of Properties	Land Value For Rates Calculation	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
\$0 to \$99,999	3,364	\$50,000	\$566.41	\$607.47	\$651.51	\$698.74	\$749.40	\$803.73	\$862.00	\$924.50
\$100,000 to \$149,999	10,299	\$125,000	\$887.94	\$952.32	\$1,021.36	\$1,095.41	\$1,174.83	\$1,260.01	\$1,351.36	\$1,449.33
\$150,000 to \$199,999	10,146	\$175,000	\$1,102.29	\$1,182.21	\$1,267.92	\$1,359.84	\$1,458.43	\$1,564.17	\$1,677.57	\$1,799.19
\$200,000 to \$299,999	2,344	\$250,000	\$1,423.81	\$1,527.04	\$1,637.75	\$1,756.49	\$1,883.84	\$2,020.42	\$2,166.90	\$2,324.00
\$300,000 to \$499,999	659	\$400,000	\$2,066.86	\$2,216.71	\$2,377.42	\$2,549.78	\$2,734.64	\$2,932.90	\$3,145.54	\$3,373.59
\$500,000 and greater	4	\$600,000	\$2,924.26	\$3,136.27	\$3,363.65	\$3,607.51	\$3,869.05	\$4,149.56	\$4,450.40	\$4,773.05

How much extra does the special rate variation component add to rates under this option ?

Your rateable land value	No. of Properties	Land Value For Rates Calculation	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	Total additional rates payable over 7 years
\$0 to \$99,999	3,364	\$50,000	0	\$22.93	\$48.26	\$76.19	\$106.93	\$140.70	\$177.75	\$218.35	\$791.11
\$100,000 to \$149,999	10,299	\$125,000	0	\$35.97	\$75.69	\$119.48	\$167.67	\$220.62	\$278.71	\$342.36	\$1,240.50
\$150,000 to \$199,999	10,146	\$175,000	0	\$44.65	\$93.96	\$148.31	\$208.13	\$273.86	\$345.97	\$424.98	\$1,539.86
\$200,000 to \$299,999	2,344	\$250,000	0	\$57.67	\$121.36	\$191.58	\$268.85	\$353.75	\$446.90	\$548.96	\$1,989.07
\$300,000 to \$499,999	659	\$400,000	0	\$83.71	\$176.16	\$278.08	\$390.25	\$513.49	\$648.71	\$796.86	\$2,887.26
\$500,000 and greater	4	\$600,000	0	\$118.43	\$249.24	\$393.44	\$552.13	\$726.50	\$917.80	\$1,127.41	\$4,084.95

## ENHANCED OPTION

### ENHANCE OR IMPROVE KEY SERVICES - INCREASE RATES

What would rates be without a special rate variation ie. rates are only increased by the rate peg 3.2% ?

*Business and farmland tables can be found at [maitlandyoursay.com.au](http://maitlandyoursay.com.au)*

Your rateable land value	No. of Properties	Land Value For Rates Calculation	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
\$0 to \$99,999	3,364	\$50,000	\$566.41	\$584.54	\$603.25	\$622.55	\$642.47	\$663.03	\$684.25	\$706.15
\$100,000 to \$149,999	10,299	\$125,000	\$887.94	\$916.35	\$945.67	\$975.93	\$1,007.16	\$1,039.39	\$1,072.65	\$1,106.97
\$150,000 to \$199,999	10,146	\$175,000	\$1,102.29	\$1,137.56	\$1,173.96	\$1,211.53	\$1,250.30	\$1,290.31	\$1,331.60	\$1,374.21
\$200,000 to \$299,999	2,344	\$250,000	\$1,423.81	\$1,469.37	\$1,516.39	\$1,564.92	\$1,614.99	\$1,666.67	\$1,720.00	\$1,775.04
\$300,000 to \$499,999	659	\$400,000	\$2,066.86	\$2,133.00	\$2,201.26	\$2,271.70	\$2,344.39	\$2,419.41	\$2,496.83	\$2,576.73
\$500,000 and greater	4	\$600,000	\$2,924.26	\$3,017.84	\$3,114.41	\$3,214.07	\$3,316.92	\$3,423.06	\$3,532.60	\$3,645.64

What would rates be with a special rate variation for this option, ie rates are increased by the rate peg (3.2%) and special rate variation (5.75%) - total (8.95%) ?

Your rateable land value	No. of Properties	Land Value For Rates Calculation	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
\$0 to \$99,999	3,364	\$50,000	\$566.41	\$617.10	\$672.33	\$732.50	\$798.06	\$869.49	\$947.31	\$1,032.09
\$100,000 to \$149,999	10,299	\$125,000	\$887.94	\$967.41	\$1,053.99	\$1,148.32	\$1,251.09	\$1,363.06	\$1,485.05	\$1,617.96
\$150,000 to \$199,999	10,146	\$175,000	\$1,102.29	\$1,200.94	\$1,308.42	\$1,425.52	\$1,553.10	\$1,692.10	\$1,843.54	\$2,008.54
\$200,000 to \$299,999	2,344	\$250,000	\$1,423.81	\$1,551.24	\$1,690.08	\$1,841.34	\$2,006.14	\$2,185.69	\$2,381.31	\$2,594.44
\$300,000 to \$499,999	659	\$400,000	\$2,066.86	\$2,251.84	\$2,453.38	\$2,672.96	\$2,912.19	\$3,172.83	\$3,456.80	\$3,766.18
\$500,000 and greater	4	\$600,000	\$2,924.26	\$3,185.98	\$3,471.13	\$3,781.80	\$4,120.27	\$4,489.03	\$4,890.80	\$5,328.53

How much extra does the special rate variation component add to rates under this option ?

Your rateable land value	No. of Properties	Land Value For Rates Calculation	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	Total additional rates payable over 7 years
\$0 to \$99,999	3,364	\$50,000	0	\$32.56	\$69.08	\$109.95	\$155.59	\$206.46	\$263.06	\$325.94	\$1,162.64
\$100,000 to \$149,999	10,299	\$125,000	0	\$51.06	\$108.32	\$172.39	\$243.93	\$323.67	\$412.40	\$510.99	\$1,822.76
\$150,000 to \$199,999	10,146	\$175,000	0	\$63.38	\$134.46	\$213.99	\$302.80	\$401.79	\$511.94	\$634.33	\$2,262.69
\$200,000 to \$299,999	2,344	\$250,000	0	\$81.87	\$173.69	\$276.43	\$391.15	\$519.02	\$661.31	\$819.40	\$2,922.87
\$300,000 to \$499,999	659	\$400,000	0	\$118.84	\$252.12	\$401.26	\$567.80	\$753.42	\$959.97	\$1,189.45	\$4,242.86
\$500,000 and greater	4	\$600,000	0	\$168.14	\$356.72	\$567.73	\$803.35	\$1,065.97	\$1,358.20	\$1,682.89	\$6,003.00

\*Your rateable land value can be found on your latest rate statement

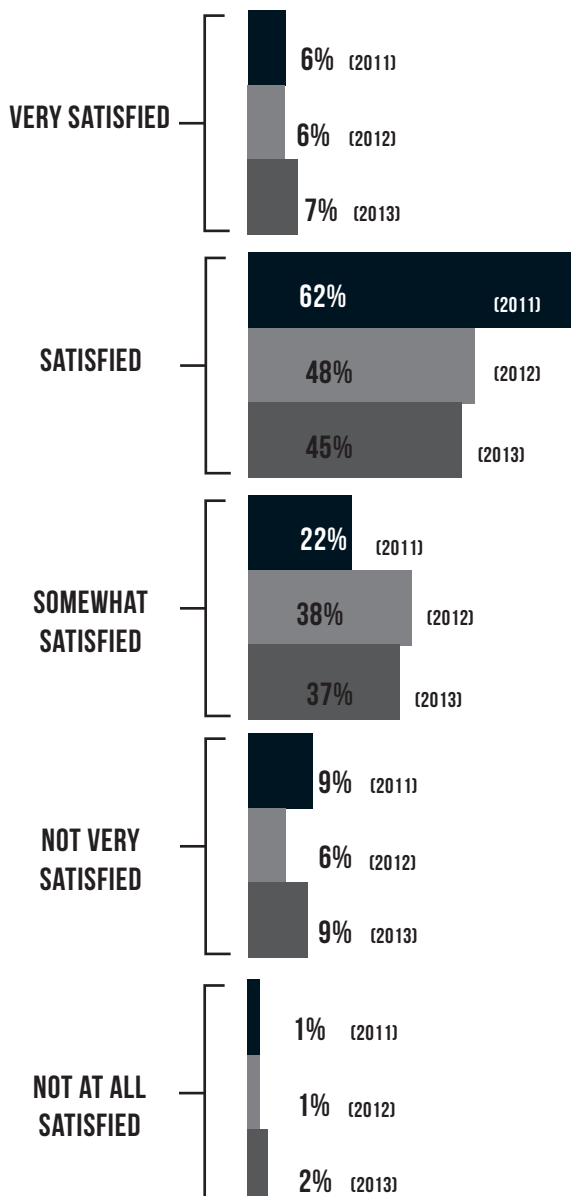
## OVERALL SATISFACTION WITH COUNCIL

An annual telephone survey of 600 residents allows Council to track performance over time. Independently conducted, the survey gives Council and our residents an insight into how the community views Council's overall performance, as well as the delivery of key services.

### SATISFACTION WITH PERFORMANCE

Compared to all NSW councils and regional councils, Maitland has performed better than average, and has equalled metropolitan councils.

Full copies of the 2011 and 2012 surveys can be found at: [maitlandyoursay.com.au](http://maitlandyoursay.com.au)



## WHAT ABOUT WASTE AND RECYCLING ?

The domestic waste charge is an annual charge for waste and recycling collection that appears as a separate amount on your rates notice and is not part of these rating options. The provision of this service is funded on a 'cost recovery' basis.

A number of costs are factored into the charge, including carbon tax charges and waste levies charged by the State and Federal government, costs associated with the Mount Vincent landfill, as well as the cost of trucks and drivers. In 2013/14, this charge will be \$20.00 per vacant land and \$340.25 for each dwelling on occupied land. For this, residents get a weekly kerbside collection, a fortnightly recycling collection, a free annual tip pass and e-waste and chemical drop off days. Disposal of green waste is also free of charge at Mount Vincent on weekends.

With the Mount Vincent landfill site set to reach capacity within the next few years, Council is working on a longer term strategy for waste management that will also be subject to community consultation in the future.

### HOW CAN RATES BE PAID?

Rates are levied on a financial year cycle and can be paid in full by 31 August, or paid in four equal quarterly instalments due 31 August, 30 November, 28 February and 31 May.

Rates and charges can be paid by mail; in person; at any Australia Post Office or outlet or using your credit card through Postbillpay phone or internet service; direct debit; telephone and internet banking - Bpay; or over the internet from Council's homepage. The current interest rate on overdue rates is 9% per annum.

### DO PENSIONERS GET A CONCESSION ON RATES?

Some pensioners are eligible for mandatory concessions set by legislation on an annual basis. The concession is limited to \$250 for ordinary rates and charges for domestic waste management services combined, and is for the principal place of residence.

### DOES COUNCIL HAVE A HARDSHIP POLICY?

Council has a debt recovery and hardship policy. This sets out the process for recovering overdue rates, as well as recognising that some ratepayers may experience financial difficulties in meeting rate commitments. In such situations, Council will make arrangements with ratepayers to pay off their outstanding rates and charges through regular payments over the course of a year. Just 2.7% of rates remained in arrears at the end of 2012/13.

## HAVE YOUR SAY

You can join the conversation and let us know your preferred option for our financial sustainability.

- Cut out and complete the survey below and return using the reply paid address on the back.
- Complete an online survey at [maitlandyoursay.com.au](http://maitlandyoursay.com.au)
- Attend a community information session.

WHEN	WHERE
<b>Monday 9 September</b> 5.30pm - 7.30pm	East Maitland Library
<b>Wednesday 11 September</b> 10.00am - 12.00pm and 5.30pm - 7.30pm	Town Hall, Maitland Room
<b>Thursday 12 September</b> 5.30pm - 7.30pm	Rutherford Library
<b>Monday 16 September</b> 5.30pm - 7.30pm	Thornton Library



**Consultation will close Friday 4 October 2013**

## THE NEXT STEPS

Following this consultation, Council will develop a final preferred option taking into account resident feedback received during this stage. This option will be released for a further phase of consultation in October 2013.

If Council decides to proceed with an application to increase rates above the rate peg, a full application would be submitted to IPART in early 2014.

## FIND OUT MORE

Visit [maitlandyoursay.com.au](http://maitlandyoursay.com.au) to find out more.

- Read information sheets
- Join an on-line forum
- Complete the detailed survey
- Find out what other residents are saying
- Register to stay up to date
- Like us on Facebook [facebook.com/maitlandyoursay](https://www.facebook.com/maitlandyoursay)

## FUNDING OUR FUTURE A SUSTAINABLE COUNCIL FOR A SUSTAINABLE CITY

Age: \_\_\_\_\_

Gender: ☐ Male ☐ Female

Suburb: \_\_\_\_\_

What is your preferred option?

- ☐ **Programmed:** Maintain Programmed Service – increase rates by 7.25% per annum over seven years.
- ☐ **Enhance:** Enhance Key Services – increase rates by 8.95% per annum over seven years.
- ☐ **A combination of option 1 and 2:** Increase rates between 7.25% and 8.95% per annum over seven years.
- ☐ **Deficit budgets and cuts implemented:** Maintain rates at 3.2% per annum

If you prefer a combination, which services would you like to see enhanced?

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If you prefer to have rates maintained at 3.2% per annum, which services would you like to see reduced?

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*Disclaimer: This publication for our residents has been prepared by Maitland City Council from information available as at 9 August 2013. Every effort has been made to ensure the accuracy of the information herein however Maitland City Council accepts no responsibility or any consequences resulting from misdescription or inadvertent errors.*

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A sustainable Council for a sustainable city  
Maitland City Council  
Reply Paid 220  
Maitland NSW 2320

## Funding Our Future

A SUSTAINABLE COUNCIL FOR A SUSTAINABLE CITY

### RATING - WE NEED YOUR INPUT

Council is talking with the community about funding the future we want for our city. Without significant change, Council will face a funding shortfall of \$92 million over the next ten years. While all sources of Council income and potential savings are being examined, rates revenue will be a major part of the solution.

Deliver services as programmed	Enhance and improve services	Deliver reduced services and/or deficit budgets
Increase rates to deliver services as programmed, being 7.25% p/a for seven years. This option would see all services continue, as well as building an indoor 25m pool, construction of 'The Levee' and river link building in Central Maitland and upgrades to Maitland Railway Station precinct and surrounds. This would equate to an average increase of \$89 per year on the average residential rate.	Increase rates sufficiently to improve or expand 18 key service areas, being 8.95% p/a for seven years. This would include all services and projects as programmed, as well as see new projects and programs initiated in line with community priorities, with a significant boost to road and footpath funding, improved city appearance, new youth facilities, expanded recreational cycleways and more. This would equate to an average increase of \$116 per year on the average residential rate.	Increase rates by annual rate peg amount only, being approximately 3% p/a. This would result in deficit budgets and/or cuts to the broad range of council services as well as reductions in the initiatives already programmed. This would equate to an average increase of \$35 per year on the average residential rate.

### TELL US WHAT YOU THINK

- Complete a detailed survey at [maitlandyoursay.com.au](http://maitlandyoursay.com.au)
- Attend a community information session

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Monday 16 September 5.30pm - 7.30pm	Thornton Library

Visit [maitlandyoursay.com.au](http://maitlandyoursay.com.au) to find out more and use the rating calculation tables to see what impact each option will have on your rates.

[maitlandyoursay.com.au](http://maitlandyoursay.com.au)

 [facebook.com/maitlandyoursay](https://facebook.com/maitlandyoursay)

[yoursay@maitland.nsw.gov.au](mailto:yoursay@maitland.nsw.gov.au)

t 4934 9896

### LET'S TALK ABOUT

Roads, footpaths, libraries, pools, CBD revitalisation, playgrounds, cycleways, heritage, events, city appearance, skate parks, cemeteries, culture, engagement, community buildings, suburban town centres, environment, sports facilities, emergency management, tourism and customer service.

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t 4934 9896

# A sustainable Council for a sustainable city

Through Maitland + 10, the community has identified the need for Council's workforce, systems and processes to support high performance and optimal service delivery. To achieve this, Council ensures relevant career development opportunities are provided for staff.

## MAITLAND PICKS UP NATIONAL GONG FOR ITS CONTRIBUTION TO ROAD SAFETY

Maitland City Council, in conjunction with Port Stephens and Dungog councils, has been named National Winner for Excellence in Road Safety at the National Awards for Local Government.

The three councils were given the honour after working together to develop Safer Motorcycle Routes - a program to address motor cycle accidents on the rural roads running through the three local government areas.

Data was collected through an audit of the identified routes to attempt to understand all factors that led to the accidents. A key innovation was the use of helmet mounted cameras to capture video footage of the roads from the rider's perspective.

Road Safety Officer Alison Marshall was in Canberra to accept the award and said the project led to a range of measures to reduce the incidents.

'Some of the measures include planned infrastructure upgrades, provision of sealed enforcement bays, motorcycle specific signage and installation of roadside message boards to support safety education,' she said.

The project was also awarded Highly Commended for Excellence in Road Safety at the recent Institute of Public Works Engineering Excellence Awards for NSW.



Maitland City Council's Road Safety Officer Alison Marshall accepts the national road safety award from Prime Minister Julia Gillard

## NSW PUBLIC SECTOR YOUNG LEADERS CONFERENCE

Three of Council's promising leaders recently attended the NSW Public Sector Young Leaders Conference, a valuable learning opportunity providing practical advice on how to reach and exceed community expectations of contemporary public sector leaders.

Business and Information Specialist Teresa Chadwick, Senior Project Architect Aaron Cook and Advisor Organisational Development and Change Melissa Rowe attended the conference in Sydney.

Ms Chadwick said the conference communicated the importance of involving staff in times of organisational change.

'I gained valuable insight into what it means to be a leader, one quote that stood out from the day was "if it breathes you lead it and if it doesn't you manage it" - I think that's a really important lesson when working with people,' she said.



Kelsie Wilson receives the 2013 Hunter TAFE Trainee Award

## COUNCIL'S TRAINEE WINS REGIONAL AWARD

Former Council trainee Kelsie Wilson was recently selected out of numerous candidates across the Hunter and Central Coast to win the Hunter TAFE Trainee Award for 2013.

Kelsie was nominated by Maitland TAFE during her twelve month administration Council traineeship, which finished in January 2013.

Not wanting to lose such a valuable asset to Council's workforce, Kelsie was immediately offered a temporary position with Council. The talented 20 year old was also a finalist for the NSW Hunter Regional Apprenticeship and Traineeship Advisory Awards.

## POSITIONING YOUR WASTE AND RECYCLING BIN

Are you positioning your waste and recycling bins appropriately on the kerb? To ensure your bins can be collected efficiently you must ensure that the bins are positioned no further than one metre from the kerb and no less than 30cm apart. Bins should be positioned so the wheels face your house/property. When positioning your bin ensure that it is not located near parked cars, trees or telegraph poles, or under any overhead awnings or low hanging objects that could interfere with the lifting of the bin. Bins should also be positioned away from gardens to avoid any damage if they fall over when returned to the ground.



## UPCOMING ENVIRONMENTAL EVENTS

### HOUSEHOLD CHEMICAL COLLECTION

**When:** Saturday 27 July 2013

**Location:** Transpacific Industries Depot, 11 Kyle Street, Rutherford

**Time:** 9.00am - 3.30pm

Council is offering residents the opportunity to safely dispose of any unwanted chemicals including household cleaners, car batteries, pesticides, poisons and gas bottles. For a full list of recyclable items visit [cleanout.com.au](http://cleanout.com.au)

### EWASTE COLLECTION

**When:** Saturday 24 August 2013

**Location:** Council Works Depot, Metford Road, East Maitland

**Time:** 8.00am - 12.00 noon

Council is offering the community a chance to get rid of their unwanted electrical items for free. Items include residential quantities of handheld devices, microwaves, televisions, DVD players, mobile phones and computers. No whitegoods. For a full list of what can be recycled please visit [hrr.com.au](http://hrr.com.au)

### HOME POWER

Residents are reminded that the NSW Government's Home Power Savings Program is committed to delivering 220,000 free in home power assessments to eligible lower income households before 30 June 2014. To confirm your eligibility for the assessment or for further information visit [savepower.nsw.gov.au/freehelp](http://savepower.nsw.gov.au/freehelp) or call 1300 662 416.



THE MAITLAND AROMA

COFFEE, CHOCOLATE & FINE FOOD FESTIVAL



events

17 - 18 AUGUST 2013

MAITLAND CITY CENTRE, HIGH STREET, MAITLAND NSW

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## Maitland City Council

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**Disclaimer:** This newsletter has been prepared by Maitland City Council from information available as at 19-06-2013. Every effort has been made to ensure the accuracy of the information herein however Maitland City Council accepts no responsibility or any consequences resulting from misdescription or inadvertent errors.



## Revitalising and repopulating Central Maitland

In 2009 Maitland City Council adopted the Central Maitland Structure Plan, as its blueprint for the redevelopment and revitalisation of the city centre. The plan identified future development precincts and established a set of challenges and recommendations for each, together with a number of projects and initiatives for Central Maitland, which over time would deliver the vibrant city centre envisaged in the plan. Fundamental to the revitalisation was to return the population of Central Maitland to around 6,000 people - a figure not seen since before the 1955 flood.

The foundation for the increased population has since been delivered with residential zoning in Central Maitland now allowing the approval of new housing for the first time since the '55 flood. While flood related development guidelines will still apply, there is no longer a blanket prohibition on new housing.

Other initiatives identified in the plan included a decision on the future of the city's Heritage Mall (now referred to as 'The Levee' project), the upgrade of Athel D'Ombra Drive and Railway precinct to provide infrastructure for new housing development, improvements to the Maitland Town Hall and Civic Precinct potentially incorporating new administration and library facilities, and the potential redevelopment of the Maitland Sportsground - all of which are being investigated or progressed in some way.

The High Street Master Plan is also nearing completion and will identify opportunities for improvements and redevelopment along the full length of High Street in Central Maitland between the railway overbridge and the Long Bridge.

Some of these initiatives, including The Levee project, naturally attract a high level of interest from both the media and the wider community. However, The Levee project is only one of the many actions that are needed to secure a revitalised city centre. Council is dedicated to seeing through the suite of works that will assist in achieving the overall aims for Maitland's heart, as have been identified in the Central Maitland Structure Plan.

The work being undertaken is in line with the vision expressed for the city centre by the Maitland community throughout Council's vigorous consultation efforts. In Maitland's community strategic plan Maitland +10 residents identified they would like to see Central Maitland as 'the vibrant heart of our city, engendering a strong sense of pride within the community'. They would also like to see 'diverse and affordable housing options are available for our residents', and it is pleasing to see progress being made toward the achievement of these goals.

David Evans - General Manager

## MESSAGE FROM THE MAYOR

As we enter the second half of the year, a significant milestone for the revitalisation of Central Maitland has been reached. On 11 June, Council adopted the final design for The Levee project, which will see a refurbishment of the current mall space, a shared pedestrian and traffic zone and a spectacular link to the Hunter River. Commencement of works is expected in early 2014 and it is the hope of the Council that this work will create a bustling lifestyle precinct for local people to enjoy and a desirable day trip destination for people outside the area. More information about this project and other changes occurring in Central Maitland can be found within this edition of Momentum. I hope you take the time to read it and can share in Council's enthusiasm for the future of this great city.

Until next time,  
Mayor Peter Blackmore



OUR FINANCIAL SUSTAINABILITY CHALLENGE

Council recently conducted its annual community research survey, seeking feedback on Council's service delivery, communication and general performance. The phone survey was conducted by an external consultant who randomly selected 600 residents to participate. Residents were asked about the importance of a range of services compared to their quality of delivery.

This year the survey also discussed the financial challenge facing Council and the community. Like many local government areas in NSW, Maitland is facing a significant challenge in financially sustaining services to its fast growing city over time and in alignment with community expectation.

The survey revisited the three options Council has previously presented to the community: maintain current levels of revenue – including the rate cap – and reduce current levels of service, increase revenue to maintain current levels of service or increase revenue to enhance services.

The data collected in the survey will inform the next phase of consultation and assist Council and the community in making a decision for the best way forward.

To join the conversation register at maitlandyoursay.com.au or 'like' the Maitland Your Say Facebook page.



Levee design adopted, construction scheduled to start early 2014

A contemporary lifestyle precinct featuring a refurbished dining and retail space with a spectacular visual link to the Hunter River will become the heart of Central Maitland.

Council has voted in favour of moving forward with The Levee project, which is one of the key initiatives identified in the Central Maitland Structure Plan to establish a vibrant lifestyle precinct and reinforce Central Maitland as a major regional centre.

The project will include two components, the first of which is the refurbishment of High Street, featuring a shared vehicle and pedestrian zone. The refurbishment includes stone paving in the shared zone and within the Heritage Mall space with asphalt intersections at Elgin and Bourke Streets.

The second component features the construction of the River Link building and a partial refurbishment of both the River Walk and the river side section of the Bourke Street link.



The planned refurbishment of High Street

Speaking in the June 11 Council meeting, Councillor Bob Geoghegan said the evolution of the project has provided a very appealing public place.

‘Council's research shows that our community are looking for a central business district they can be very proud of – and this is delivering what they want,’ he said.

The total cost of the project is estimated at \$14,795,000, which will be funded through a combination of Section 94 contributions, maximising grant opportunities and borrowing funds.



An artist's impression of The Levee's link to the Hunter River

ATHEL D’OMBRAIN DRIVE AND THE PUSH FOR INCREASED HOUSING OPTIONS

Council has signed off on the funding agreement that will see \$11.3m of federal government money directed to the city to stimulate affordable housing in Central Maitland.

After a cross departmental effort, Council was awarded the funds last year as part of the Federal Government's Building Better Regional Cities (BBRC) program. The funding will be used to upgrade Athel D'Ombrein Drive to provide an alternative inner city route to High Street and firmly establish the city centre's public transport hub, including an upgrade of parking at Maitland Station and a new roundabout. The intended development of 260 new affordable homes, amounts to an investment in the order of more than \$90m over the three year life of the project to June 2016.

The physical works of this project are expected to commence mid next year with an estimated completion date of mid 2016.



Athel D'Ombrein Drive

COUNCIL'S AFFORDABLE HOUSING ACTION PLAN

One of the outcomes identified in the Community Strategic Plan Maitland + 10 is that 'Across the city, diverse and affordable housing options are available for our residents throughout all life stages'. In response to this Council's current Delivery program indicates Council will develop its first Affordable Housing Action Plan. To achieve this Council's Urban Growth Department has appointed Elton Consulting to develop the plan, which will identify opportunities to encourage affordable housing growth in Maitland to provide a diverse market to accommodate the city's growing population.

AFFORDABLE HOUSING

‘Affordable Housing’ should not be confused with the type of accommodation often referred to as ‘social or low cost housing’. Affordable housing encompasses a wide range of housing and household types, providing accommodation for people in, what the experts call, ‘housing stress’, that is, when 30% or more of their combined household income is spent on rent or mortgage payments. Features of affordable housing include not only a cost that allows for money to be spent on other expenses but homes that are built close to transport, shops, hospitals and community services.

MEET THE COUNCILLORS CENTRAL WARD

DEPUTY MAYOR COUNCILLOR BRIAN BURKE

Cr Burke has returned to serve the people of Maitland, after previously standing for one term between 1999 and 2003.

As a local business owner, Brian is passionate about the city and about the need to inject new life into the CBD.



COUNCILLOR ARCH HUMPHERY

Cr Humphery has served as a Maitland City Councillor since 1999. He is dedicated to the people and city of Maitland and holds specific interest in flood management and mitigation.

Arch has always believed in the potential of Maitland to surpass all other locations in the Hunter as a desirable place to live and work.



COUNCILLOR LORETTA BAKER

Cr Baker is now in her second term as a Maitland City Councillor. Loretta is a long term member of the Labor party and has a strong interest in social justice and creating equal opportunities for all Maitland residents.

Loretta is a major supporter of paving the way for people to live in the city to be closer to essential amenities and services.



CENTRAL WARD COVERS:

Lorn  
South Maitland  
Horseshoe Bend  
Pitnacree  
Bolwarra  
Bolwarra Heights  
Oakhampton  
Oakhampton Heights  
Largs

Phoenix Park  
Woodville  
Aberglasslyn (to the east)  
Rutherford (to the east)  
Telarah (to the north east)  
East Maitland (to the north)  
Morpeth (to the north west)  
Tenambit (to the west)

WORKS AROUND THE CITY

Pickers fans will have greater shelter from the elements after Council replaced the roof on the R.A. Dransfield Pavilion at No. 1 Sportsground. The former roof was damaged and the media box that sat on the roof posed a risk to safety. The new roof also came with a brand new paint job and was welcomed by the local clubs using the field.



The new roof at the R.A. Dransfield Pavilion at Maitland's No.1 Sportsground

A number of new shade sails have been installed at playgrounds across the city. Locations include Somerset Park, Sophia Jane Park in Woodberry, Telarah Lagoon, Bolwarra Lookout and Victoria Street Playground.



The shade structure for the playground at Bolwarra Heights Lookout

These projects have been funded by the Special Rate Variation implemented in 2011/2012.



Friday, 16 August 2013

## A SUSTAINABLE COUNCIL FOR A SUSTAINABLE CITY: RESIDENTS INVITED TO HAVE THEIR SAY

Maitland City Council is seeking feedback from residents and rate payers about the options available to Council to fund the services the community expects to receive into the future.

Council's Delivery Program 2013 – 17 revealed that, like many local government areas in NSW, Maitland is facing a significant challenge in sustaining services to its fast growing city over time.

Commencing with the Delivery Program, Council has been open in sharing with the community the challenge facing Maitland, as financial forecasts show a cumulative operational deficit of more than \$90 million in a decade.

General Manager David Evans said Council will be unable to deliver a balanced budget next financial year without significant change.

'Council's ten year community strategic plan "Maitland +10" indicates that the community is seeking an enhanced level of service over the next decade to cater for the growing population,' he said.

'The desire for enhanced services was further confirmed during Council's recent community survey that randomly selected 600 residents and sought their views on addressing the current financial challenge.'

'Alongside the demand for enhanced services, many costs, such as electricity, street lighting and state government levies, are rising faster than inflation and are too great for Council to absorb.'

While rates revenue annually covers less than half the cost of delivering Council services and facilities, it is the single biggest source of revenue for Council and, as such, is expected to be a key part of a solution.

'We are looking for community views on two primary options proposed to address the challenge,' Mr Evans said.

'Option one is to deliver the projects, programs and services currently programmed by Council. This includes existing services such as road maintenance, libraries, and events as well as approved future projects such as the development of an indoor heated pool, construction of The Levee and upgrades to the Maitland Station precinct.

'Option one would require a rate increase of 7.25% each year for seven years, being an average increase of \$89 per year for residential ratepayers.

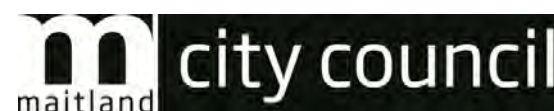
'Option two is to enhance services above those that are programmed under option one. Under this option, a number of services could be enhanced including heritage programs, community engagement, youth spaces, city appearance, recreational cycle ways and funding for road and footpath infrastructure.

'This would require a rate increase of 8.95% each year for seven years, being an average increase of \$116 per year for residential ratepayers.

**MEDIA CONTACT** – for further information or to arrange an interview contact:

**Rachael Puddephatt** 02 4934 9730 | 0407 029 723

[rachaelp@maitland.nsw.gov.au](mailto:rachaelp@maitland.nsw.gov.au)





Friday, 16 August 2013

'Council is also seeking opinions on specific services the community would like to see either enhanced or maintained, for a potential solution that falls between options one and two.'

Mayor Peter Blackmore said, while it is a difficult subject to discuss, a solution to this challenge must be reached through collaboration between Council and the community.

'As part of this process we are also welcoming the community to provide input as we explore alternative options for increasing efficiency and reducing costs,' he said.

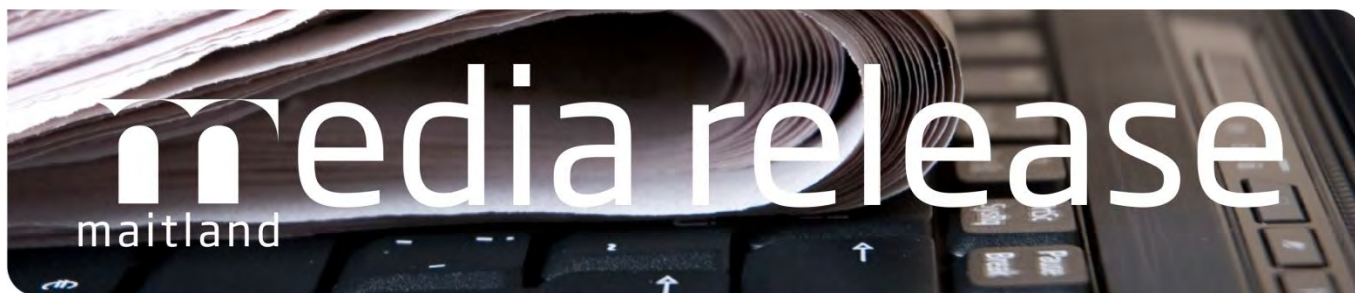
'As city leaders, it's our responsibility to ensure Council is sustainable and able to deliver the services required and expected by residents. Every year we delay this action increases the cost to future ratepayers.'

Engagement will continue at the Maitland Aroma Festival this weekend, with residents asked to complete a detailed survey. The survey is also available at [maitlandyoursay.com.au](http://maitlandyoursay.com.au)

Following this engagement process, Council will develop a final preferred option taking into account resident feedback. This option will be released in October 2013 for further community input.

Council will then make a decision on whether to proceed with an application to increase rates above the rate peg, with applications due to the Independent Pricing and Regulatory Tribunal in early 2014.

To stay up to date and find details on services, service levels and impacts on rating go to [maitlandyoursay.com.au](http://maitlandyoursay.com.au)



Tuesday, 7 May 2013

## COMMUNITY INFORMATION SESSION TO ANSWER QUESTIONS ON COUNCIL'S DRAFT DELIVERY PROGRAM 2013-17

A community information session tomorrow evening will offer residents an opportunity to have one on one conversations with Council about the recently released draft Delivery Program 2013-17 and Operational Plan 2013/14.

The four year Delivery Program details a series of key objectives for the progression of the city including the construction of a year round pool, the pursuit of funding to refurbish the Town Hall as a performance space, delivering new transport infrastructure and affordable housing in Central Maitland and establishing 'The Levee' in Central Maitland as a lifestyle precinct. The program also lists capital works proposed across the city's community buildings, bridges, footpaths and cycleways, recreation facilities and road works.

The first annual budget for the program, the Operational Plan 2013/14, has also been released to detail expenditure in year one of the program. It shows Council's projected budget will be \$104 million, which incorporates expenditure on significant strategic capital works projects including the construction of a 25 metre heated pool and the \$11.3 million upgrade to Athel D'Ombra Drive in Central Maitland. Residential and business rating, as well as a full explanation of fees and charges for all Council services and facilities, are also presented.

Importantly, the program reveals that, like many local government areas in NSW, Maitland City Council faces a significant challenge in financially sustaining services to its fast growing city over time.

General Manager David Evans said while Council was fortunate in being able to present a balanced budget for 2013/14, Council faces some challenges in the years ahead.

'This community information session marks the beginning of a series of personal consultation opportunities residents will have to gain more information about the challenges facing Council and our city into the future.

'Council and the community have three options: maintain current levels of revenue – including the rate cap – and reduce current levels of service, increase revenue to maintain current levels of service or increase revenue to enhance services,' he said.

'The information session will highlight the challenges we face in continuing to deliver adequate services to our growing population over time, with many more months of consultation ahead as we seek to develop options in partnership with the community.'

**MEDIA CONTACT** – for further information or to arrange an interview contact:  
**Rachael Puddephatt** 02 4934 9730 | 0407 029 723  
rachaelp@maitland.nsw.gov.au





Tuesday, 7 May 2013

The community information session will begin at 5.30pm Wednesday 8 May. It is open to all residents, a number of Council staff members will be on hand to answer questions.

For more information residents can call 4934 9896 or visit [maitlandyoursay.com.au](http://maitlandyoursay.com.au)

**MEDIA CONTACT** – for further information or to arrange an interview contact:  
**Rachael Puddephatt** 02 4934 9730 | 0407 029 723  
[rachaelp@maitland.nsw.gov.au](mailto:rachaelp@maitland.nsw.gov.au)



Monday, 30 September 2013

## **TIME RUNNING OUT TO COMMENT ON OPTIONS FOR FUNDING FUTURE SERVICES**

The deadline for residents to comment on primary options available to Council for funding future services is looming, with the views of under 35s particularly wanted.

Council has been gaining feedback from residents and rate payers over the past few months on the options available to meet the financial challenge facing Council to fund the services the community expects to see into the future.

Option one is to deliver the projects, programs and services currently programmed by Council. This includes existing services such as road maintenance, libraries, and events as well as approved future projects such as the development of an indoor heated pool, construction of The Levee and upgrades to the Maitland Station precinct. Option one would require a rate increase of 7.25% each year for seven years, being an average increase of \$89 per year for residential ratepayers.

Option two is to enhance services above those that are programmed under option one. Under this option, a number of services could be enhanced including heritage programs, community engagement, youth spaces, city appearance, recreational cycle ways and funding for road and footpath infrastructure. This would require a rate increase of 8.95% each year for seven years, being an average increase of \$116 per year for residential ratepayers.

Many views have already been canvassed with a series of information session held across the city, four focus groups, information booths in shopping centres, an online survey and forums and a comprehensive publication delivered to households across the City.

Consultation closes on Friday 4 October 2013, with the results used to inform the development of a preferred option by Council. This preferred option will be presented to the community for feedback in late October.

General Manager David Evans said the results so far are showing residents have different service level expectations, particularly based on their life stage, but that there was a strong call to enhance or improve services levels.

'Council will be provided with the results of this stage, which will include 600 completed surveys as well as qualitative responses,' Mr Evans said.

'At this point our responses have been predominantly from residents over 35 years of age and although we encourage more responses from all residents no matter what age, we are keen to hear from our younger residents.' he said.



Monday, 30 September 2013

Below is a cross section of comments received to date, illustrating the diversity of views:

- 'Increase rates to 10% over 7 years so everything can be achieved with no trouble to make our city even more beautiful so we can all be proud'.
- 'Cut whatever is needed to balance the budget'.
- 'We have too many sporting fields and playgrounds that people expect council to maintain. Cut the amount of them or merge existing parks and playgrounds'.
- 'The provision of more parks and gardens - especially the speedy construction of the year long availability of the swimming pools'.
- 'Cut unnecessary expenditure on swimming pools which only are patronised by a small proportion of population'.
- '(We should enhance) anything that is family orientated; parks, bike tracks, pool, events etc'.
- 'Council is to be commended for the opportunity given to ratepayers to voice their opinions in the welfare of the city'.
- 'We appreciate the communication and opportunity for input'.

Residents can participate in the online survey and forums, and register to keep up to date on this and other Council projects at [maitlandyoursay.com.au](http://maitlandyoursay.com.au)

Council will make a decision on whether to proceed with an application to increase rates above the rate peg in December 2013.



Thursday, 10 October 2013

## **ANALYSIS UNDERWAY TO DEVELOP FINAL PREFERRED RATES OPTION**

A preferred option for funding future services and facilities for the City of Maitland is currently being developed, following a six month engagement period, which saw over 1,200 residents have their say on the future of the city.

Analysis of feedback is underway following an extensive engagement program which included delivery of a publication to households across the city, eight information sessions, online, mail and face to face surveys, presentations, social media forums and detailed conversations with many residents.

General Manager, David Evans said 'During this phase over 620 surveys were submitted, while a number of residents took the time to discuss issues and options in detail with Councillors and Council staff'.

Council presented three primary options to the community during this second phase of engagement. The first was to deliver the projects, programs and services currently programmed by Council, requiring a rate increase of 7.25% each year for seven years, representing an average increase of \$89 per year for residential ratepayers.

The second option was to enhance services above the programmed level, requiring a rate increase of 8.95% each year for seven years, representing an average increase of \$116 per year for residential ratepayers.

The third option was to deliver deficit budgets or cut services, which would see rates increased by the annual rate peg of approximately 3%, an average increase of \$35 per year for residential ratepayers.

An alternative scenario would see a combination of the above, with residents electing which services and facilities they would like to see maintained, improved or reduced.

Mr Evans said 'a combination programmed and enhanced services received the most support, with 43% of survey respondents nominating a combination as their preferred option'.

Enhancing all services was elected by 17%, whilst delivering services as programmed was preferred by 19% of respondents. A total of 21% of respondents nominated deficit budgets or service cuts as their preference for the future.



Thursday, 10 October 2013

‘There has also been feedback that farmland and business rating is high when compared to neighbouring and similar Local Government Areas. As such Council will consider how this might be addressed as part of a final package’ said Mr Evans.

‘The Council has been briefed on results, and is working on developing a final package, which will consider the service expectations expressed by residents during Phases 1 and 2 of the six month engagement program, results of the annual community survey and adopted Council strategies and plans, which were informed by residents and stakeholder input’ said Mr Evans.

‘We are looking at a preferred scenario being determined by Council at its meeting of 22 October 2013, which will then be released to the community for further feedback’.

## A SUSTAINABLE COUNCIL FOR A SUSTAINABLE CITY

### RESIDENTS AND RATE PAYERS INVITED TO HAVE THEIR SAY

Maitland City Council is seeking feedback from residents and rate payers about the options available to Council to fund the services the community expects to receive into the future.

Council's Delivery Program 2013 – 17 revealed that, like many local government areas in NSW, Maitland is facing a significant challenge in sustaining services to its fast growing city over time.

Commencing with the Delivery Program, Council has been open in sharing with the community the challenge facing Maitland, as financial forecasts show a cumulative operational deficit of more than \$90 million in a decade.

General Manager David Evans said Council will be unable to deliver a balanced budget next financial year without significant change.

'Council's ten year community strategic plan "Maitland +10" indicates that the community is seeking an enhanced level of service over the next decade to cater for the growing population,' he said.

'Alongside the demand for enhanced services, many costs, such as electricity, street lighting and state government levies, are rising faster than inflation and are too great for Council to absorb.'

While rates revenue annually covers less than half the cost of delivering Council services and facilities, it is the single biggest source of revenue for Council and, as such, is expected to be a key part of a solution.

'We are looking for community views on two primary options proposed to address the challenge,' Mr Evans said.

'Option one is to deliver the projects, programs and services currently programmed by Council. This includes existing services such as road maintenance, libraries, and events as well as approved future projects such as the development

of an indoor heated pool, construction of The Levee and upgrades to the Maitland Station precinct.

'Option one would require a rate increase of 7.25% each year for seven years, being an average increase of \$89 per year for residential ratepayers.

'Option two is to enhance services above those that are programmed under option one. Under this option, a number of services could be enhanced including heritage programs, community engagement, youth spaces, city appearance, recreational cycle ways and funding for road and footpath infrastructure.

'This would require a rate increase of 8.95% each year for seven years, being an average increase of \$116 per year for residential ratepayers.

'Council is also seeking opinions on specific services the community would like to see either enhanced or maintained, for a potential solution that falls between options one and two.'

Mayor Peter Blackmore said, while it is a difficult subject to discuss, a solution to this challenge must be reached through collaboration between Council and the community.

'As part of this process we are also welcoming the community to provide input as we explore alternative options for increasing efficiency and reducing costs,' he said.

Engagement was undertaken at the Maitland Aroma Coffee, Chocolate and Fine Food Festival and will continue with residents and rate payers asked to complete a detailed survey. The survey is available at [maitlandyoursay.com.au](http://maitlandyoursay.com.au)

Following this engagement process, Council will develop a final preferred option taking into account resident feedback. This option will be released in October 2013 for further community input.

Council will then make a decision on whether to proceed with an application to increase rates above the rate peg, with applications due to the Independent Pricing and Regulatory Tribunal in early 2014.

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## MARKETING AND COMMUNICATIONS DEPARTMENT CONTACTS

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Tourism and Trader Relations

Gemma Rabonu  
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[gemmar@maitland.nsw.gov.au](mailto:gemmar@maitland.nsw.gov.au)

Service Delivery Officer  
Visitor Information Centre Operations  
and Tourism and Trader Support

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Maitland City Centre t 02 4931 2890 | f 02 4931 2891  
[mail@maitlandcitycentre.com.au](mailto:mail@maitlandcitycentre.com.au) | [maitlandcitycentre.com.au](http://maitlandcitycentre.com.au)



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**From:** Bang The Table [mailto:support@bangthetable.com]  
**Sent:** Tuesday, 20 August 2013 10:05 AM  
**Subject:** [Bang The Table] Re: Registered members bulk email (ticket #17392)

## In replies, all text above this line is added to the ticket ##

Your request ([#17392](#)) has been updated.

You can add a comment or provide further information by replying to this email.

---

(Bang The Table)

Aug 20 10:05 (EST)

Hi,

The email has been sent to the database.

Kind regards,

Senior Support Coordinator  
Bang the Table Pty Ltd  
1300 647 014

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Aug 19 16:32 (EST)

Good afternoon BTT support,

Please find below email content to be distributed to our member base.

Dear Members,

Council is facing the challenge of balancing community expectations with future sustainability. Financial forecasts indicate an operational deficit of more than \$92 million over the next ten years to maintain services at current levels as our population grows. Simply, this means that the cost of delivering services will be more than the revenue Council will have to deliver them.

We also know that our community would like to see many services and activities enhanced, with Council taking steps to ensure these improvements are programmed for delivery over upcoming years. This includes initiatives like construction of a year round pool and 'The Levee' precinct in Central Maitland.

Addressing this challenge is not insurmountable for Council and the community, if active steps are taken now.

It is important that Council can meet resident expectations now and into the future, and is seeking your input into priority areas, desired level and

impacts on rating. We encourage you to find out more by visiting <http://maitlandyoursay.com.au/funding-our-future-phase-2> and have your say about funding our future.

Ann-Marie Donkin  
Corporate Planning and Engagement Officer  
Corporate Planning & Engagement | Maitland City Council  
t 02 4934 9849  
f 02 4933 6091  
[annmaried@maitland.nsw.gov.au](mailto:annmaried@maitland.nsw.gov.au)

\*\*\*\*\*

The views expressed in this email are not necessarily those of the Maitland City Council unless otherwise stated. The organisation does not warrant that this message is free of viruses or any other defect or error. This message and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this message in error please contact the author.

\*\*\*\*\*

Attachment(s)  
[image001.jpg](#)

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This email is a service from Bang The Table.. Delivered by [Zendesk](#).

Click [here](#) to report this email as spam.

2 September 2013

Dear

**RE: Funding Our Future**

The release of the four year delivery program early in 2013/14 highlighted that, like many local governments in New South Wales, Maitland faces a significant challenge in financially sustaining services to its fast growing city over time.

With a projected funding shortfall of more than \$92 million at the end of ten years we are seeking your feedback to help us develop a preferred solution, a solution that will ensure council remains in a position to deliver the services required for the future.

Recent consultation has revealed that reducing services to our community is not wanted. An independently conducted survey in June 2013 saw just 14% of respondents select this as a preferred option, with the vast majority looking to increase revenue (via rating) to maintain or improve services. Given broad cuts to services are not likely to be acceptable to current and future residents, Council has instead turned attention to the revenue required to maintain and/or improve current services to our growing population.

We ask that you read our city's story in the enclosed publication 'Funding Our Future – A sustainable Council for a sustainable city. Rating – we need your input.' Review and understand the detail in each of the options and consider what that would mean for you.

Council invites you to have your say:

- Visit our interactive site <http://maitlandyoursay.com.au/funding-our-future-phase-2> to find out about the options, take an online survey, use the rates calculator, join a forum and more
- Take the online survey - <https://www.surveymonkey.com/s/fundingourfuturemaitland>

- Attend a community information session:
  - **East Maitland Library**, 3 Garnett Road, East Maitland  
Monday, 9 September 2013 (5.30pm – 7.30pm)
  - **Town Hall (Maitland Room)**, High Street, Maitland  
Wednesday, 11 September 2013 (10.00am – 12.00pm and 5.30pm – 7.30pm)
  - **Rutherford Library**, 13 Arthur Street, Rutherford  
Thursday, 12 September 2013 (5.30pm – 7.30pm)
  - **Thornton Library**, Taylor Avenue, Thornton  
Monday, 16 September 2013 (5.30pm – 7.30pm)

Maitland is not alone in facing this challenge, yet we do have issues that are unique to us. In developing the preferred solution we need your feedback to ensure we meet the needs of our residents now and into the future.

Yours sincerely



**David Evans**  
**General Manager**



**Peter Blackmore**  
**Mayor**