

RANDWICK CITY COUNCIL

Environmental Levy Community Consultation Report

29 January 2019



Contents

1. Executive summary	3
2. Community engagement strategy	3
2.1. Background and objectives	3
2.2. Consultation period	4
2.3. Consultation activities	4
3. Examples of community engagement material	5
3.1. Ratepayer mailout	5
3.2. Advertising	5
3.3. Information sessions	6
3.1. Dedicated consultation website	6
3.2. Bus stop posters	7
3.3. Digital communications	7
4. Telephone survey	8
4.1. Background	8
4.2. Methodology	8
4.3. Results – overall	9
4.4. Results – importance of projects	11
4.5. Results – satisfaction with Council performance	12
5. Ratepayer survey	12
5.1. Background	12
5.2. Results – overall	13
5.2.1. Reasons for supporting levy	13
5.2.2. Reasons for not supporting the levy	15
5.3. Results – by suburb and ownership	18
5.4. Results – Importance of proposed projects	18
6. Information sessions	19
7. Dedicated consultation website	19
8. Public exhibition of physical documents	20
9. Submissions	20
A. Attachment – Telephone Survey Report	22
B. Attachment – Ratepayer survey, information booklet and letter	22

1. Executive summary

This section provides a summary of the community consultation outcomes of Council's ratepayer survey, telephone survey, information sessions and submissions received.

Consultation activity	Level of support	Summary and notes	Random and representative?	Conducted by
Telephone survey	72%	A random and representative survey of 600 Randwick City residents with +- 4% error margin. Surveys of this type are statistically considered a reliable indicator of community sentiment. (n = 600 respondents)	Yes	Taverner Research
Ratepayer survey	54%	Opt-in survey open to Randwick City ratepayers. (n = 5,823 respondents)	No	WebSurvey
Information sessions	NA	Three sessions held with 15 attendees.	No	Randwick Council
Submissions	40%	Submissions provide the opportunity for interested community members, groups and businesses to provide feedback. (n = 164 submissions)	No	Randwick Council

Table: Executive summary of main consultation activities showing level of support for continuing levy.

The results show a strong level of awareness of the proposal to continue the Environmental Levy and based on the detailed comments, respondents show a good level of understanding of the proposed projects, costs and impact to rates.

Generally there is support for the levy continuing. This support amongst the general community is 72% as measured by the telephone survey and 65% amongst ratepayers sampled in the telephone survey. Of those ratepayers who responded to the ratepayer survey, support is at 54%. Support amongst those who lodged submissions is at 40%.

The telephone survey, ratepayer survey and submissions provide three different measures. Opt-in surveys like the ratepayer survey and submissions are representative of those who chose to respond and consequently tend to be more reflective of the views of motivated respondents with stronger views. Randomly conducted and representative surveys, such as telephone surveys, are generally considered a more reliable indicator of typical community sentiment.

2. Community engagement strategy

2.1. Background and objectives

Randwick City Council is proposing to continue Council's Environmental Levy which funds a range of important community sustainability projects and events. The Levy has been in place since 2004 and was extended in 2009 and 2014. It is currently due to expire on 30 June 2019.

Randwick City Council conducted a comprehensive engagement program on the proposed continuation of the Environmental Levy to openly and constructively engage with the Randwick City community about the Environment Levy, in line with Council's Community Consultation Principles and Planning Guidelines and IPART's requirements for consulting with the community about an SRV.

The objectives of the consultation were to:

- Inform the community about Council's proposal to continue the Environmental Levy and its impact.
- Provide the community with the opportunity to contribute meaningfully.
- Engage in a genuine and open dialogue with the community and take on board suggestions and feedback.
- Communicate what the Environmental Levy has achieved in the past 15 years in terms of environmental benefits and savings for Council.
- Communicate what is proposed to be funded by the Environmental Levy in the future.
- Obtain a measure of the community's willingness to continue paying the Environmental Levy.
- Determine levels of support for the proposed projects under the Environmental Levy.

2.2. Consultation period

The consultation was initially open for 28 days from 20 November 2018 to 18 December 2018. It was subsequently extended for a further 21 days to 9 January 2019 taking the total exhibition and submission period to seven weeks.

The community was asked to specify whether or not they supported the continuation of the Environmental Levy, and to rate the importance of a number of key environmental projects. They were also given the opportunity to comment in general.

The consultation included the exhibition of updated Integrated Planning & Reporting documents including the Long Term Financial Plan, Randwick City Plan and 2018-19 Operational Plan and Delivery Program. The documents were available in hard copy at all Randwick City Council Libraries, at the Customer Service Centre and online at www.yoursay.randwick.nsw.gov.au/EnviroLevy2019

Using Randwick City Council's adopted Community Consultation Principles and Planning Guide which is modelled on the IAP2 Engagement Spectrum, this project is assessed as having a higher level, City Wide impact. This is because the project affects all ratepayers and relates to a financial impact. It is important to understand the level of impact as this influences the extent and nature of the consultation activities.

2.3. Consultation activities

The engagement strategy included open opportunities for general public participation and targeted communications.

Community engagement activities undertaken:

- A dedicated consultation website including submission function
- An information booklet
- A letter, information booklet and reply paid survey (with online option) mailed to every ratepayer in Randwick City
- Two full page advertisements in local newspaper *The Southern Courier* on:
 - 20 November 2018
 - 18 December 2018
- Full page advertisement in local magazine *The Beast* in the December 2018 edition
- Public information sessions:
 - Wednesday 28 November 2018, 6.30pm at Randwick Community Centre
 - 6 December 2018, 6.30pm at Lionel Bowen Library, Maroubra
 - 12 December 2018, 6.30pm at Prince Henry Centre, Little Bay 6.30-7.30pm
- Representative Telephone Survey of 600 local residents conducted by *Taverner Research*
- Content in Council's Randwick News email sent weekly to 43,000 subscribers on:
 - 21 November 2018
 - 28 November 2018
 - 5 December 2018
 - 12 December 2018
- Media release issued 20 November 2018
- Randwick Council advertisement in *Southern Courier* on 20 November and 18 December 2018.

- Posters displayed at 30 bus stops in Randwick City and at Council facilities including the Administration Building, Libraries at Randwick, Maroubra and Malabar, Des Renford Leisure Centre in Maroubra and Community Nursery in Kingsford
- Digital communication including content on Council's website and posts on Council's Facebook and Twitter accounts.

3. Examples of community engagement material

3.1. Ratepayer mailout

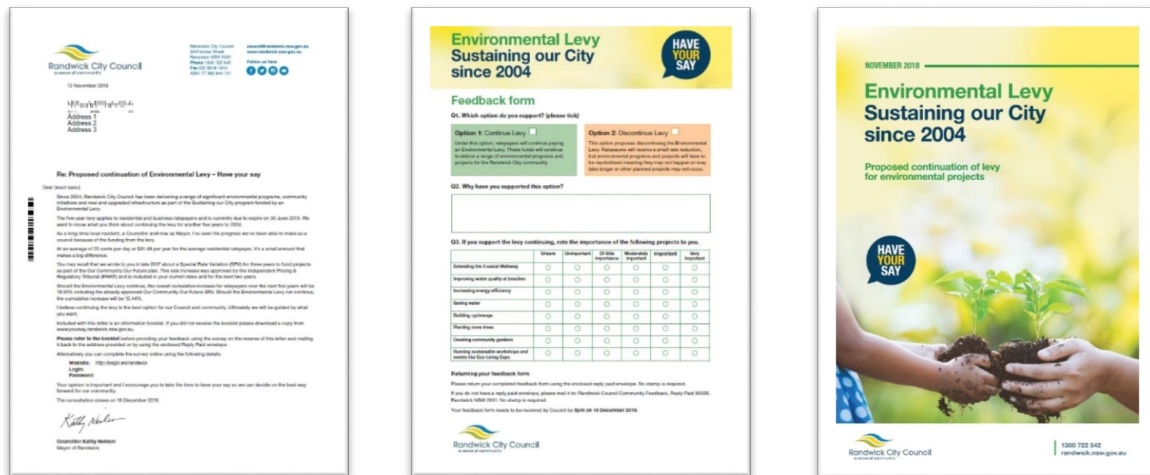


Image: Letter, survey and information booklet sent to ever ratepayer in Randwick City.

3.2. Advertising



Image: Full page advertisements in *The Southern Courier* 11 and 18 December 2018

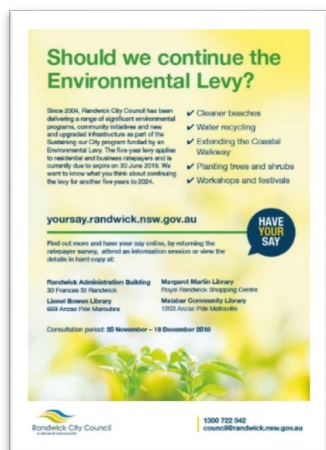


Image: Full page advertisement in *The Beast* December 2018 edition

3.3. Information sessions



Image: Information sessions held 28 November, 6 and 12 December 2018

3.1. Dedicated consultation website

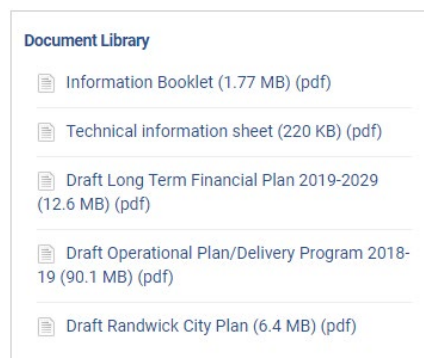
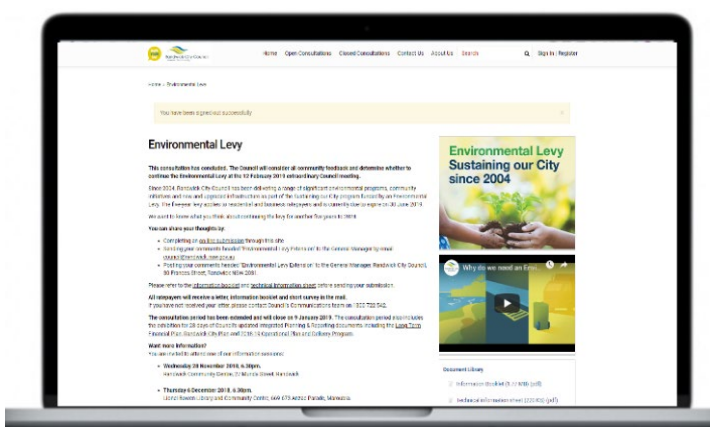


Image: YourSay Randwick website

3.2. Bus stop posters



Image: Example of bus stop advertisements. (note: image digital representation)

3.3. Digital communications

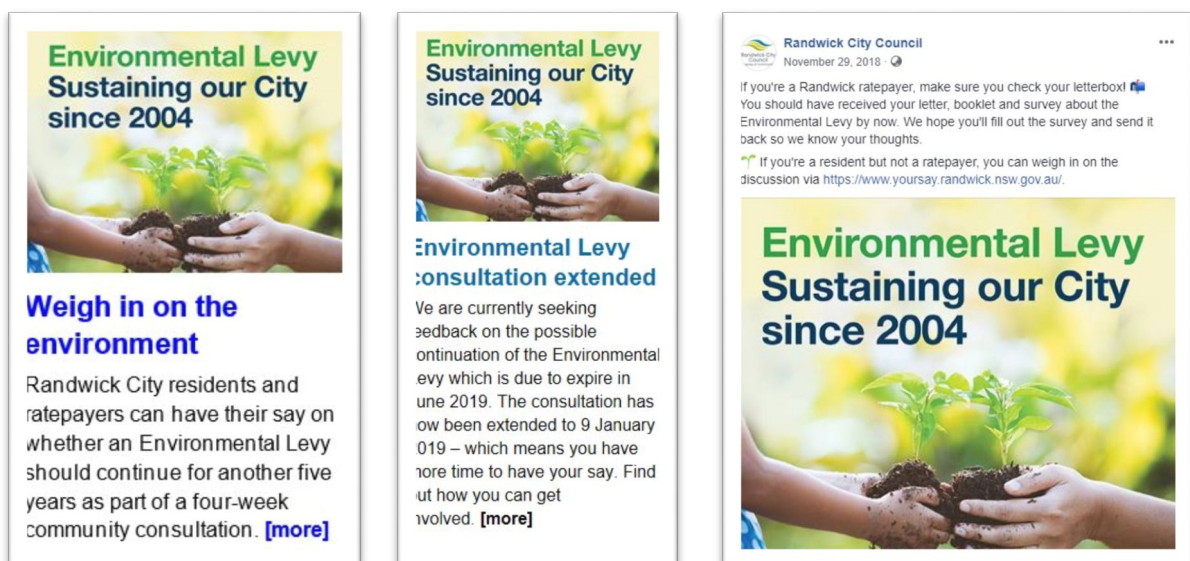


Image: Article in Randwick News (digital newsletter) 28 November and 12 December 2018. Facebook post 29 November 2018.

4. Telephone survey

4.1. Background

Randwick Council engaged independent research agency Taverner Research to undertake a representative telephone survey of the community.

The survey aimed to:

- measure support for continuing or discontinuing the environmental levy
- identify reasons for support for continuing or discontinuing the environmental levy
- identify the importance of different programs and initiatives that could be funded by the environmental levy

4.2. Methodology

The research was conducted amongst residents of the Randwick City Council Local Government Area (LGA) by Computer Assisted Telephone Interviewing (CATI).

A selected respondent in each cooperative household was contacted from a list of Random Digit Dial (RDD) residential mobile and landline telephone numbers expected to fall within the Randwick City Council LGA.

All households reached were screened to ensure that they fell within the Randwick City Council area

The sample size was 600 and was based upon achieving a fairly representative sample of the population aged 18+.

The sample error variance for the survey results at a 95% confidence interval is approximately +/- 4.0 %.

This implies that for a response figure of 50%, the true population figure will be between 46% and 54% in 19 samples out of 20.

On this basis the survey results can be deemed to be an accurate account of the views of Randwick City Council residents.

4.3. Results – overall

Q9a. Given what you have read about the proposed continuation of the Environmental Levy do you support....

Q9b/Q10. Given what I have just read to you about the proposed continuation of the Environmental Levy do you support...

Base: All respondents, n=600

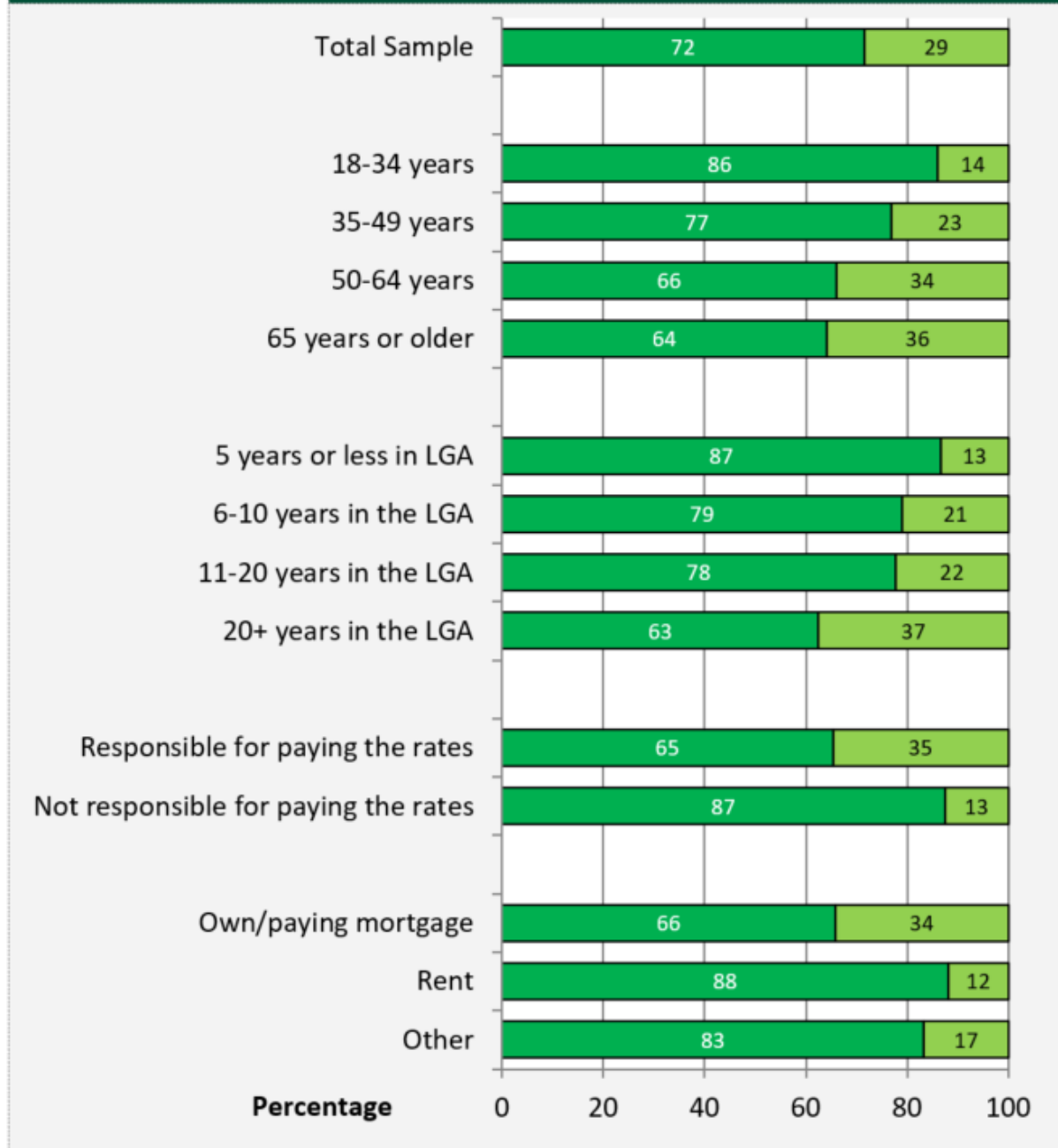


Table: Summary of results for telephone survey. Source: Taverner Research.

The above table shows that of the 600 people interviewed in the telephone survey, 72% were supportive of continuing the Environmental Levy and 29% were unsupportive (note figures have been rounded).

Support for the levy was stronger among people aged 18-34 years (86% support) than people aged 65 years or older (64%).

Those who had lived in the LGA for five years were also relatively more supportive than those who have lived in the LGA for 20+ years.

Also of note is that support for the levy amongst people not responsible for paying the rates was 87% compared with 65% for those responsible for paying rates.

There was also a strong relationship between being satisfied with Council's performance in a range of areas and support for continuing the environmental levy.

There was also a strong relationship between a respondent's concern for the environment and their support for continuing the levy. Four out of five (80%) of those who indicated they had a great deal of concern for environmental problems supported continuing the levy while those who said they had not very much or no concern at all for environmental problems were more likely to support discontinuing the levy (80%) as opposed to continuing the levy (20%).

Amongst those residents who supported continuing the levy the main reasons given were:

- I support specific projects/necessary work that the levy funds (41%)
- It's important to support the environment (40%)
- Projects are beneficial to the community (12%)
- It is a reasonable amount/not too much to pay (10%)
- Can see improvements the levy has funded (9%)
- I support the Council in what they are trying to achieve (8%)
- I support the levy in general/it's a good idea (5%)

Amongst those who supported discontinuing the levy the main reasons given were:

- Rates are too high already/rates or other funds should pay for projects (38%)
- High cost of living already/I can't afford it (20%)
- It is a waste of money/projects are not value for money/money is wasted (18%)
- Can't see any benefits/improvements the levy has funded (16%)
- Don't like how Council spends money (8%)
- Not everyone/I don't benefits from the projects the levy funds (8%)
- Council should spend on other things (7%)
- Need more information on projects completed/benefits (6%)
- Don't think it is necessary/don't care about the environment (5%)

4.4. Results – importance of projects

Q12. How important are the following projects to you?

Base: Respondents who supported continuing the environmental levy, n=429

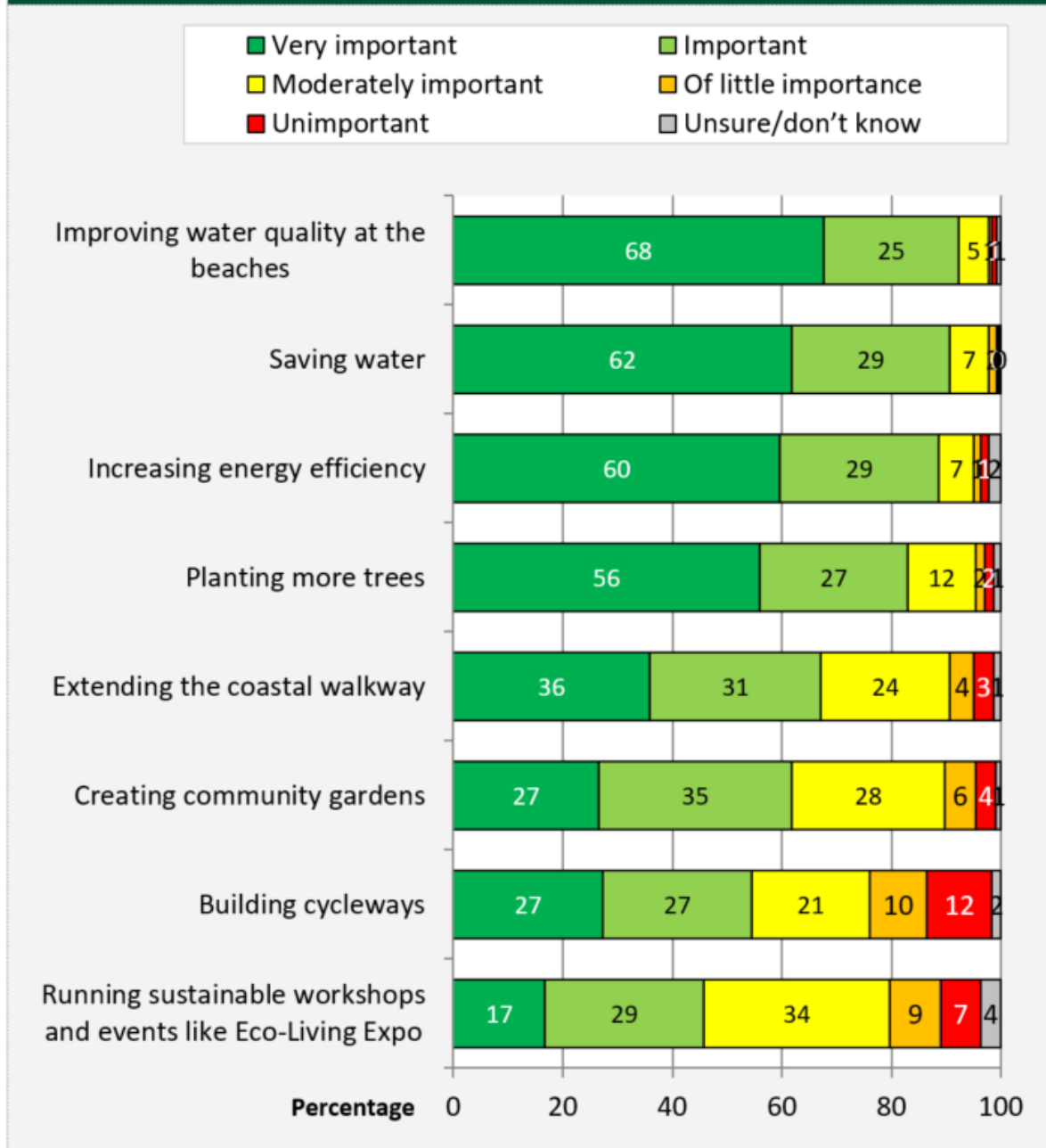


Table: Importance of projects. Source: Taverner Research.

The main areas of significant difference were:

- Building cycleways were significantly more important to:
 - Those living in the Randwick City LGA for 5 years or less (49% very important) compared to those living in the LGA for 6 years or longer (23% very important)
 - Those renting the property they live in (40% very important) compared to those who own/have a mortgage (22% very important)
 - Couples with children (37% very important) compared to other household types (21% very important)
- Running sustainable workshops and events like Eco-Living Expo was significantly more likely to be of little importance or unimportant to males (24%) compared to females (10%)

4.5. Results – satisfaction with Council performance

Q4. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas?

Base: All respondents, n=600



Table: Overall satisfaction with Council performance. Source: Taverner Research.

The above table shows 87% of respondents were at least somewhat satisfied with Council's overall performance across all areas of responsibility.

5. Ratepayer survey

5.1. Background

Randwick City Council mailed a letter, information booklet, survey and reply paid envelope to every ratepayer (approx 50,000) in mid-November 2018. The purpose of the mailout was to inform ratepayers of the proposal to apply for a continuation of the Environmental Levy and to measure their level of support for the levy continuing as well as the level of support for proposed programs.

Ratepayers could elect to return the completed survey via the reply paid envelope or complete the survey online using a supplied unique login and password.

Randwick Council engaged WebSurvey – a specialist Australia research firm – to scan and data enter returned postal surveys as well as host the online survey.

Survey responses were accepted up until close of business 9 January 2019.

5.2. Results – overall

In total, 5,823 surveys were completed with 5,605 valid responses (218 responses were blank, indecipherable or ticked both options). Of the total surveys completed, 86% were paper surveys and 14% online.

	Count	Per cent
Continue levy	3031	54%
Discontinue levy	2574	46%
	5605	100%

Table: Results of ratepayer survey. Source: WebSurvey.

The results show of those ratepayers who chose to respond to the survey, 54% were supportive of the levy continuing.

5.2.1. Reasons for supporting levy

Of the 3,031 respondents who supported the levy continuing, 2,125 provided a comment to support their position. Each response was read and coded to assist in better understanding people's reasons for supporting the levy continuing.

Reason for support	Count	Per cent
<p>Green values and a philosophical value for environmental sustainability</p> <p><i>These respondents generally refer to the importance of the environment for both current and future generations often citing that they feel it's everyone's responsibility to chip in to ensure a sustainable future for the greater Randwick area.</i></p> <p>Commonly used phrases:</p> <ul style="list-style-type: none"> - "Environment is important" - "Everyone's responsibility to look after environment" - "Improve the environment" - "Happy to support the environment" 	1,051	49.5%
<p>Project specific issues</p> <p><i>These respondents generally refer to the current or past projects undertaken by Randwick Council they've seen come to fruition, and the benefits of the projects to both them personally and the community as a whole.</i></p> <p>Commonly used phrases:</p> <ul style="list-style-type: none"> - "Council has done a good job" - "Noticed the improvements" - "Don't want these projects to be delayed" 	359	16.9%
<p>Values ongoing projects and the continued improvement of the area</p> <p><i>These respondents generally refer to philosophically believing that constantly improving the local environment through a variety of projects and initiatives holds great value to them personally and the community as a whole</i></p>	206	9.7%

Reason for support	Count	Per cent
<p>Commonly used phrases:</p> <ul style="list-style-type: none"> - “Believe in improving my community” - “Support environmental causes being funded by Levy” - “levy making positive difference” 		
<p>Accustomed to levy and the way things are going</p> <p><i>These respondents classified generally refer to being accustomed or content with the levy and subsequent projects</i></p> <p>Commonly used phrases:</p> <ul style="list-style-type: none"> - “Satisfied with works” - “Used to paying the levy” - “Good for community” - “Levy is worthwhile” 	205	9.6%
<p>Appropriateness of Council taking action (other levels of Government won’t)</p> <p><i>These respondents generally feel other levels of government don’t do enough for the environment and appreciate Council taking responsibility for local environment and reducing emissions and pollutants.</i></p> <p>Commonly used phrases:</p> <ul style="list-style-type: none"> - “Appreciate local council taking responsibility” - “Local council does a good job” - “Federal and state government dropping the ball” 	193	9.1%
<p>Values past and current projects and satisfied with the progression of projects undertaken to date</p> <p><i>These respondents generally refer to the current or past projects undertaken by Randwick Council they’ve seen come to fruition, and the benefits of aforementioned projects to both them personally and the community as a whole.</i></p> <p>Commonly used phrases:</p> <ul style="list-style-type: none"> - “Council has done a good job” - “Noticed the improvements” - “Don’t want these projects to be delayed” 	187	8.8%
<p>Miscellaneous issues not directly addressed</p> <p><i>These respondents refer to various issues they have with local government and the community but don’t refer to a specific project or wrote a reason that does not align with any other theme.</i></p> <p>Examples of comments:</p> <ul style="list-style-type: none"> - Council’s support of developers runs adverse to environmental projects - “No more high rise developments” 	157	7.4%

Reason for support	Count	Per cent
Good value reasonable price <i>These respondents refer to feeling the cost of the levy is reasonable and inexpensive.</i> Commonly used phrases: <ul style="list-style-type: none"> - "Environment is worth the cost" - "Not much to pay" - "Low cost if we all contribute" 	62	2.9%
	2,420	113.9%¹

5.2.2. Reasons for not supporting the levy

Of the 2,574 respondents who did not support the levy continuing, 1,745 provided a comment to support their position. Each response was read and coded to assist in better understanding people's reasons for not supporting the levy continuing.

Reason for not supporting levy	Count	Per cent
Levy is expensive and unfair <i>These respondents generally refer to non-specific financial restraints or claim the levy is unfair for a wide variety of reasons</i> Commonly used quotes: <ul style="list-style-type: none"> - "Financial reasons" - "Need a break" - "Rate reduction" Quotes that typify this reason code are: <ul style="list-style-type: none"> - "Can't have SRV (Our Community Our Future) and this levy at the same time" 	804	46.1%
Scepticism about the use of funds by council <i>These respondents exhibit a general suspicion of the use of funds by Council or government in general</i> Commonly used quotes: <ul style="list-style-type: none"> - "Waste of money" - "Rates are too high" (noticeably frequently used phrase) - "We pay enough" - "No transparency" 	329	18.9%

¹ Note figure does not tally 100% as respondents may have given more than one reason.

Reason for not supporting levy	Count	Per cent
<p>Believes these projects should be council's core business without requiring a levy</p> <p><i>These respondents generally refer to feeling the council should be providing these projects and services within the core budget.</i></p> <p>Commonly used phrases:</p> <ul style="list-style-type: none"> - "Pay enough rates" - "Fund from normal rates" - "reduce administration costs" <p>Quotes that typify this reason code are:</p> <ul style="list-style-type: none"> - "This service should be something that the council does and pays for, without a levy." - "Increased dwellings and high rises approved by council can afford to continue the same direction without the levy." 	283	16.2%
<p>Not seeing value of increase</p> <p><i>These respondents refer to not seeing the value of the increase to them personally or for the community as a whole</i></p> <p>Commonly used quotes:</p> <ul style="list-style-type: none"> - "Do not see value" - "No benefit" <p>Quotes that typify this reason code are:</p> <ul style="list-style-type: none"> - "Happy with current environment" - "These programmes will not make any difference" 	204	11.7%
<p>Ratepayer specific concerns regarding various financial constraints (Pensioner, sole parent, self-funded retiree)</p> <p><i>These respondents generally refer to specific financial constraints such as being a pensioner, sole parent or self-funded retiree etc.</i></p> <p>Commonly used quotes:</p> <ul style="list-style-type: none"> - "Only income is the pension." (noticeably frequently used phrase) - "Single parent" - "Struggling to make ends meet" <p>Quotes that typify this reason code are:</p> <ul style="list-style-type: none"> - "As a self-funded retiree I can't afford more increases to rates." - "\$90 might not mean much to you but it does to me." - "Rates have been increased above CPI for this year." 	194	11.1%
<p>Project specific concerns</p> <p><i>These respondents classified under this reason code have project specific concerns.</i></p> <p>Commonly used quotes:</p>	104	6.0%

Reason for not supporting levy	Count	Per cent
<ul style="list-style-type: none"> - "I do not agree with removing the trees along Bundock St." - "Cycleway a waste of money." - "Coastal walkway is good enough." 		
<p>Miscellaneous</p> <p><i>Respondents classified under this reason code have miscellaneous issues or comments that do not fit within the other codes.</i></p> <p>Quotes that typify this reason code are:</p> <ul style="list-style-type: none"> - "I choose not to." - "You are too far to the left." - "Climate change not real." 	101	5.8%
<p>Hasn't seen the benefit or progression of previous and current projects</p> <p><i>These respondents generally do not see the progression or benefit of the undertaken projects</i></p> <p>Quotes that typify this reason code are:</p> <ul style="list-style-type: none"> - "We never asked for it in the first place and Coogee beach still a sewer." - "Honestly never seen any of those environmental programs been implemented." - "Overpaid yet underperforming." 	80	4.6%
<p>Doesn't believe projects are council's concern or part of their core business</p> <p><i>These respondents generally refer to feeling the Council has more pressing concerns and these matters are better left to higher jurisdictions of government (state or federal)</i></p> <p>Commonly used phrases / quotes that typify this code:</p> <ul style="list-style-type: none"> - "Just pick up my rubbish" - "Just stick to core business" - "Do not regard these council initiatives as ultimate priority" - "None of the items listed below are of any benefit to ratepayers" 	49	2.8%
	2148	123.1%²

² Note figure does not tally 100% as respondents may have given more than one reason.

5.3. Results – by suburb and ownership

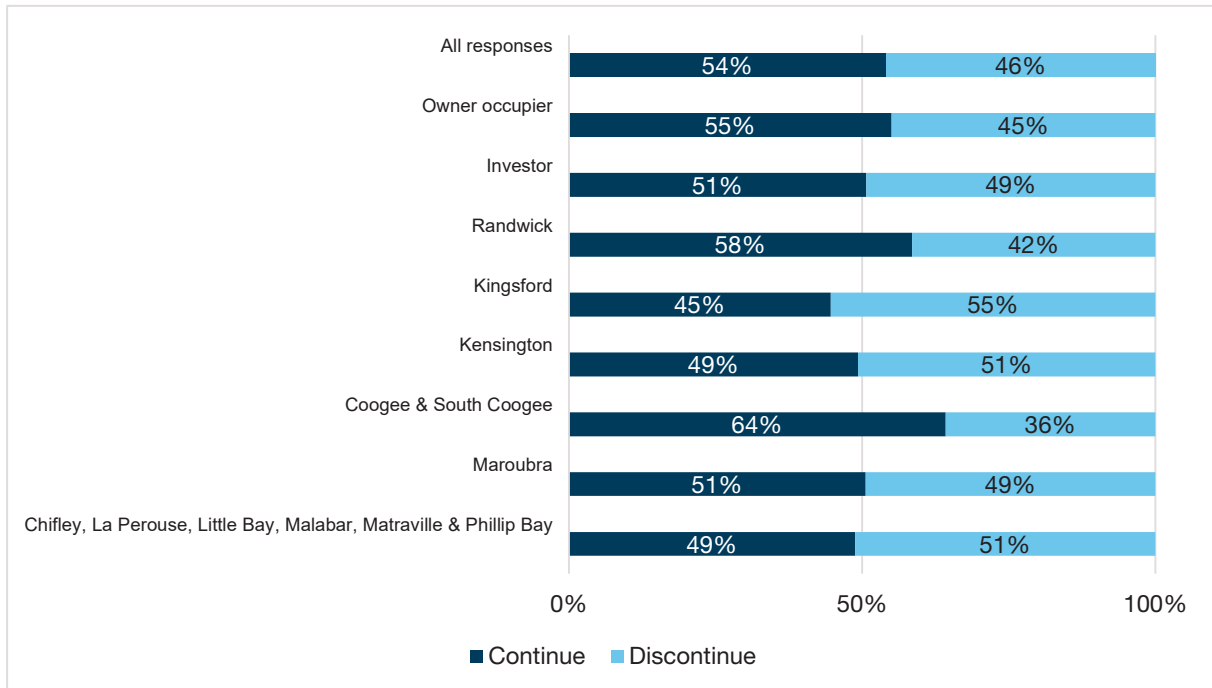


Chart: Support for Environmental Levy by suburb and ownership.

The above table breaks down the level of support for the Environmental Levy. It shows there's marginally more support for the Levy amongst owner occupiers (55%) compared with investors (51%). Also of interest it shows some suburbs such as Coogee and South Coogee (64%) and Randwick (58%) have a significantly higher level of support for the Levy and suburbs such as Kingsford (45%) and Kensington (49%) have a statistically lower level of support compared to the average.

5.4. Results – Importance of proposed projects

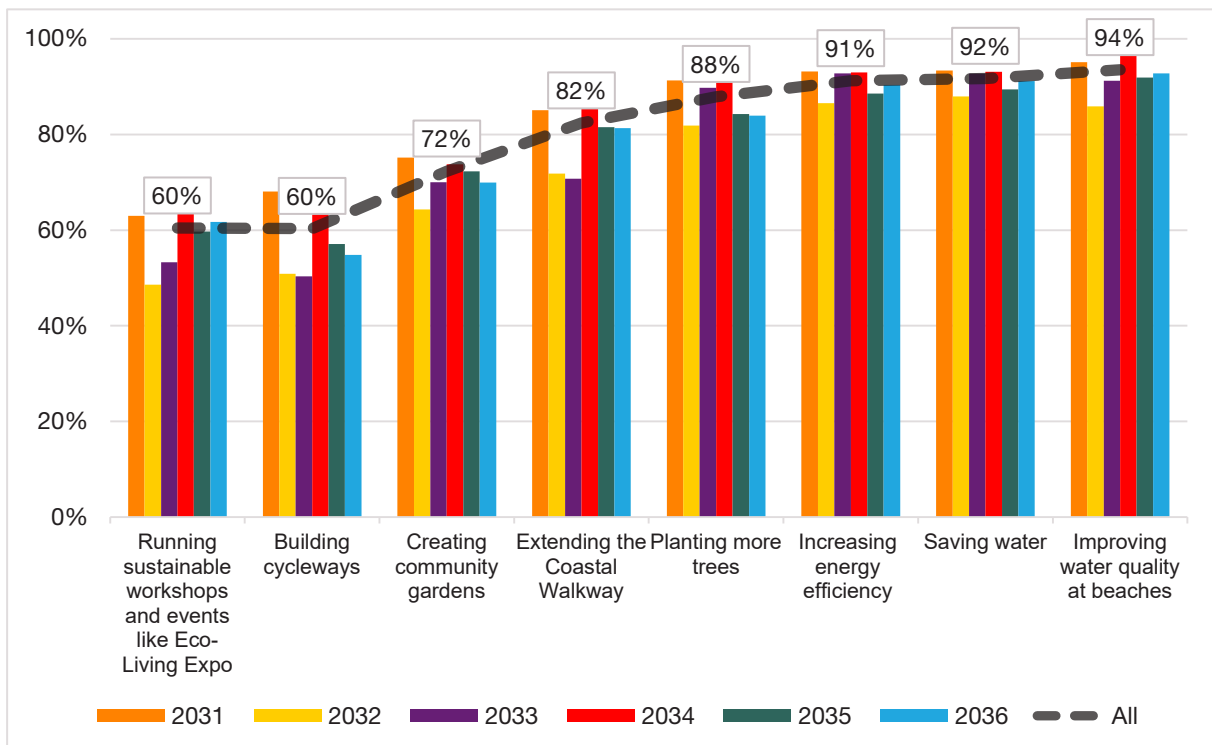


Chart: Importance of proposed Environmental Levy projects by postcode.

The above chart shows the level of importance for the proposed Environmental Levy projects. The figures are the tally of respondents who said a project was “very important”, “important” or “moderately important”.

It shows improving water quality at beaches (94%), saving water (92%), increasing energy efficiency (91%) and planting more trees (88%) are considered most important.

Projects like sustainable workshops and events and cycleways are still considered important, but at 60%, they are seen relatively as less important than other projects.

Coogee and South Coogee (2034) ratepayers tended to rate the importance of projects higher with improving water quality at beaches rated at 97% - the highest of any suburb and higher than the average (94%).

Randwick (2031) ratepayers also tended to rate most projects as higher importance – particularly extending the Coastal Walkway and planting more trees.

Statistically Kingsford (2032) and Kensington (2033) ratepayers tended to rate the importance of projects relatively lower than other ratepayers.

6. Information sessions

Council hosted three information sessions at locations across Randwick City on 28 November, 6 and 12 December 2018; at the Randwick Community Centre Randwick, Lionel Bowen Library Maroubra, Prince Henry Centre Little Bay respectively. The sessions were open to all Randwick City residents and were advertised in the information booklet, local newspaper (*The Southern Courier*) and on the Your Say Randwick and Randwick City Council websites.

Approximately 15 residents attended the three information sessions which were designed to inform residents about the Environmental Levy; what it has funded over the past 15 years, what it will continue to fund and how the levy will impact on their rates.

The sessions were facilitated by Council’s Sustainability, Rates and Communications teams and provided residents with the opportunity to speak one on one with Council staff.

Attendees were able to find out what effect continuing the Environmental Levy would have on rates for their property as well as speaking to officers about the consultation opportunities, achievements of the Levy to date and proposed future projects.

7. Dedicated consultation website

A dedicated Your Say Randwick website was created to help inform residents of the consultation and all the ways they could be involved and have their say: www.yoursay.randwick.nsw.gov.au/EnviroLevy2019

A number of documents were available on the website to download, including the information booklet sent to all ratepayers and a Technical Information Sheet. The consultation included the exhibition of updated Integrated Planning & Reporting documents including the Long Term Financial Plan, Randwick City Plan and 2018-19 Operational Plan and Delivery Program. A short video on the Environmental Levy was also available online.

The website was launched on 20 November 2018 and was open for 49 days, closing at 9am on 9 January 2019.

During this time, the site experienced the following:

- 1,006 visits to the YourSay Randwick webpage
- 141 submissions
- 127 document downloads

Document	Downloads
Information Booklet	109
Technical information sheet	11
Draft Operational Plan/Delivery Program 2018-19	2
Draft Long Term Financial Plan 2019-2029	3
Draft Randwick City Plan	2

Table: Documents downloaded via consultation website.

8. Public exhibition of physical documents

In addition to publicly exhibiting the Environmental Levy material and Integrated Planning documents on our website, Council also put paper copies of the documents for public viewing at our most popular locations. These documents were available at:

- Randwick Council Administration Building, Randwick
- Lionel Bowen Library, Maroubra
- Margaret Martin Library, Randwick
- Malabar Community Library, Matraville

Paper versions of the submission form were also available for completion by members of the public.

During the exhibition period, Council received seven (7) enquiries about the Environmental Levy (note these are in addition to the submissions tallied in section 9 and interactions at the Information Sessions). The majority of these enquiries related to technical issues completing online and paper surveys or not receiving a letter. Some enquiries were to seek information about their levy amount while one phone call was opposed to the levy and two phone calls supportive of the levy projects.

9. Submissions

Randwick Council actively encouraged the community throughout November, December 2018 and January 2019 to tell Council what they thought about continuing the levy.

In addition to specific engagement activities such as a ratepayer survey and telephone survey, Council welcomed submissions via its consultation website and via letter and email.

In total **163** submissions were received.

Of these submissions, 85% were received through Council's Your Say Randwick consultation website, 15% were via email and 1% through letters (note: percentages do not add up to 100% due to rounding).

All submissions received were accepted. Submissions may have come from ratepayers, businesses, community groups and renters.

Some people may have lodged a submission as well as completing the ratepayer survey.

Of the 163 submissions received, 66 were in favour of continuing the levy and 93 did not want to continue the levy.

	Count	Per cent
Continue levy	66	40%
Discontinue levy	94	57%
Position unclear	4	2%
	164	100%

Table: Views of residents and ratepayers who lodged submissions

The main reasons cited for supporting the levy were:

- General support for environment and sustainability (15 mentions)
- Valuing achievements of project to date (10 mentions)
- Valuing continuation of projects and support for future project (10 mentions)

The main reasons cited for not supporting the levy were:

- Project should be funded through normal Council budget / core business (27 mentions)
- Levy is too expensive / paying too much / unfair (18 mentions)
- Not an efficient use of money (10 mentions)
- Levy not needed after recent Our Community Our Future SRV (8 mentions)
- Projects not valued / not needed (8 mentions)
- Too expensive for pensioners, sole parents, self-funded retirees etc (5 mentions)
- Levy should not be based on land value (5 mentions)
- Not Council's main/core business (3 mentions)

Examples of submissions supportive of continuing levy

I'm very positive about the outcomes of the council's environmental Levy and would like to see it continue in future.

I support continuation of the Environmental Levy - The coastal walks need to be completed, water saving needs to be improved and annual events such as the eco-living fair are great for the community. A bit more going to improving safe cycling would also be appreciated.

Please continue with the levy for the greater good of our community and environment.

I support the continuation of the Environmental Levy. The community should support these Environmental initiatives and I'm happy and proud of Randwick Council's ongoing progress in this space. I hope some of the budget can also be used to facilitate / encourage active travel / cycling.

The levy seems very suitable as long as the money is being used efficiently. i.e., cut out the ridiculous amounts of red-tape around projects like cycleways and get on with the job!

I would love to see the Environmental Levy continued for another 5 years. We've seen so much important work done with the funds from the levy that are still as pressing as they were when it began. Very necessary to continue on with in the future.

Examples of submissions opposed to continuing levy

This proposal comes after the increase in rates due to the approval of the Special Rate Variation (SRV) in 2017. The projects proposed under the continued Environmental Levy should be prioritised with those of the Special Rate Variation and funded by the

Examples of submissions opposed to continuing levy

Special Rate Variation. If the Environmental Levy is not continued, then the financial impact of the SRV on the ratepayers will be reduced. I believe that councils must provide basic services to ratepayers and that expenditures on projects however laudable that benefit only minority groups should be minimised. Consequently I object to the continuation of the Environmental Levy.

Do not continue the Environmental levy. The recent massive rates increase should be used for such programs, with other "non-core council business" programs such as arts and womens' refuges/safe houses scrapped.

No, I do not support the continuation of the environmental levy. We have experienced a massive increase in council rates already. In a time of increasing cost of living pressures, and low wage growth, this is unacceptable. Council should prioritise projects to work within its means.

The charging of an Environmental Levy is ridiculous in light of the amount of residential development being allowed in the Randwick LGA.

I oppose the continuation in what are difficult times, with many cost of living increases especially for self-funded retirees who have saved to look after themselves in their old age, often on far reduced incomes. The Council rate is high enough as mandated by the State government. The Council must learn to live within its means and remove all the levies.

I think council gets enough rates each year, and if the budget does not extend to extra environmental works then so be it. I am also against an environmental levy based on land values. I think that is too socialist and is not in accordance with Australian values.

A. Attachment – Telephone Survey

B. Attachment – Ratepayer survey, information booklet and letter





Research Report

A Survey of Randwick City Residents About the Environmental Levy

December 2018

Project Reference Number: 5462

Randwick City Council Contacts: Amanda Mather & Joshua Hay

Taverner Contact: Michael Trigwell

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Table of Contents

1.	Executive Summary	5
2.	Project Background, Objectives & Methodology	6
2.1.	Project Background & Objectives.....	6
2.2.	Methodology	6
3.	Detailed Findings	10
3.1.	The Environmental Levy	10
3.2.	Council Performance.....	16
3.3.	Conclusions	18
	Appendix I: Questionnaire Used	19

Table of Figures

Figure 1: Age Groups According to 2016 ABS Census Data	7
Figure 2: Demographics of Survey Sample	8
Figure 3: Demographics of Survey Sample	9
Figure 4: Recall Receiving a Letter About the Environmental Levy	10
Figure 5: Actions After Receiving the Letter	11
Figure 6: Support for Continuing or Discontinuing the Levy	12
Figure 7: Importance of Projects	15
Figure 8: Satisfaction With Council Performance	16
Figure 9: Satisfaction With Infrastructure & Facilities Provided by Council	17
Figure 10: Council's Care for the Environment	17

1. Executive Summary

A telephone survey of n=600 adult residents of the Randwick City Council LGA were conducted in November 2018.

The survey aimed to:

- ✧ Measure support for continuing or discontinuing the environmental levy
- ✧ Identify reasons for support for continuing or discontinuing the environmental levy
- ✧ Identify the importance of different programs and initiatives that could be funded by the environmental levy

Preference to Continue or Discontinue the Levy

There was significantly greater support for continuing the environmental levy (72%) than support for discontinuing the levy (29%)¹.

Those who supported the levy continuing did so mainly because they support the projects/necessary work the levy funds or because they generally support the environment.

For those who supported discontinuing the levy their main reasons were related to cost, such as rates being too high already or experiencing a high cost of living and can't afford the levy.

¹ The sum of the individual components does not add to 100% as the exact results are 71.5% (429 of 600) and 28.5% (171 of 600) with both results being rounded up

2. Project Background, Objectives & Methodology

2.1. Project Background & Objectives

Randwick City Council commissioned Taverner Research to conduct a survey of residents in the Randwick City LGA to gauge support for continuing or discontinuing the environmental levy.

The full questionnaire is included as Appendix 1 to this report.

2.2. Methodology

The research was conducted amongst residents of the Randwick City Council Local Government Area (LGA) by Computer Assisted Telephone Interviewing (CATI).

A selected respondent in each cooperative household was contacted from a list of Random Digit Dial (RDD) residential mobile and landline telephone numbers expected to fall within the Randwick City Council LGA. All households reached were screened to ensure that they fell within the Randwick City Council area.

Sample

The sample for this project included adult residents in the Randwick City Council LGA with a landline or mobile telephone number. A total of n=600 residents were surveyed. Due to the increasing difficulty in obtaining interviews from those aged under 35 (and especially those aged 18-34), many households called had to be screened out as there was no resident in the target age range as quotas of older residents had been met.

Quotas

The original sample design aimed to achieve a sample that was fairly representative of the population aged 18+, with an under-sampling of the hard to reach 18-34 year old cohort.

Quotas were set for each of four age cohorts (18-34, 35-49, 50-64 and 65+) interlocked with gender.

Weighting (based on age and gender) was applied to the data and compared to non-weighted results. The differences between weighted and unweighted results were not significant. As such the unweighted results give a good estimate of what would be found in a fully representative sample and have been displayed for analysis in this report.

The following table (see Figure 1) shows the distribution of residents within the Randwick City Council LGA using ABS Census of Population data from 2016 by age group by gender.

Figure 1: Age Groups According to 2016 ABS Census Data

Age Groups	2016 Census Population Data	2016 Census Population %	Sample N	Sample %
18-34 male	23,249	20%	47	8%
35-49 male	14,686	13%	66	11%
50-64 male	10,355	9%	76	13%
65+ male	8,429	7%	88	15%
18-34 female	22,883	20%	53	9%
35-49 female	15,242	13%	86	14%
50-64 female	10,812	9%	86	14%
65+ female	10,496	9%	96	16%
TOTAL	116,152	100%	598*	100%

* n=2 (n=1 male and n=1 female) refused to provide their age

Questionnaire Development and Structure

The questionnaire developed for the research, was designed by Taverner Research in consultation with the Randwick City Council project team.

Questionnaire items directly concerning support for continuing or discontinuing the environmental levy were maintained to be asked the same way as in other survey questions sent to residents.

Error Variance

Based on the sample size of n=600, the sample error variance for the survey results at a 95% confidence interval is approximately +/- 4.0 %. This implies that for a response figure of 50%, the true population figure will be between 46% and 54% in 19 samples out of 20. On this basis the survey results can be deemed to be an accurate account of the views of Randwick City Council residents.

Demographics of the Survey Sample

Figure 2 provides a demographic breakdown of the survey respondents for this project.

Figure 2: Demographics of Survey Sample

Demographic Group	%	#
GENDER		
Male	46	278
Female	54	322
AGE		
18 – 34	17	100
35 – 49	25	152
50 – 64	27	162
65 or older	31	184
LOCATION*		
Randwick	22	134
Maroubra	21	123
Coogee	14	85
Kingsford	9	53
Kensington	9	51
Matraville	8	45
Coogee South	4	26
Clovelly	4	22
Little Bay	3	20
Malabar	3	19
Chifley	3	18
Philip Bay	1	4
RATE PAYER STATUS		
Solely or jointly responsible for paying	72	433
Parent, guardian or other relative is responsible	9	55
Someone else is responsible for paying	19	112
LENGTH OF TIME IN THE LGA		
2 years or less	2	14
3 to 5 years	10	61
6 to 10 years	18	105
11 to 20 years	20	121
More than 20 years	50	299
TOTAL	100	600

*Note that residents living in these suburbs were only included in the research if they lived within the Randwick City Council LGA.

Figure 3: Demographics of Survey Sample

Demographic Group	%	#
TYPE OF HOME		
Detached house	41	247
Semi-detached house/townhouse/villa	20	119
A flat/unit/apartment	38	227
Other	1	7
HOME OWNERSHIP		
Own/mortgage	74	445
Rent	24	143
Other	2	12
HOUSEHOLD TYPE		
Couple with children	37	220
Couple without children	31	186
One person household	18	107
Single parent with children	4	25
Group household of unrelated individuals	4	26
Adult child with parents	2	12
Multi-generational living	1	8
Share with sibling	1	6
Other	1	5
Prefer not to say	1	5
MAIN LANGUAGE SPOKEN AT HOME		
English	91	546
Cantonese/Mandarin	3	16
French	1	5
Italian	1	3
Other	5	30
TOTAL	100	600

3. Detailed Findings

This section of the report provides charted and narrative commentary for all questions asked in the survey.

Note that where two or more responses have been combined the sum of the combination may be different (+/- 1%) to the sum of the individual items due to rounding.

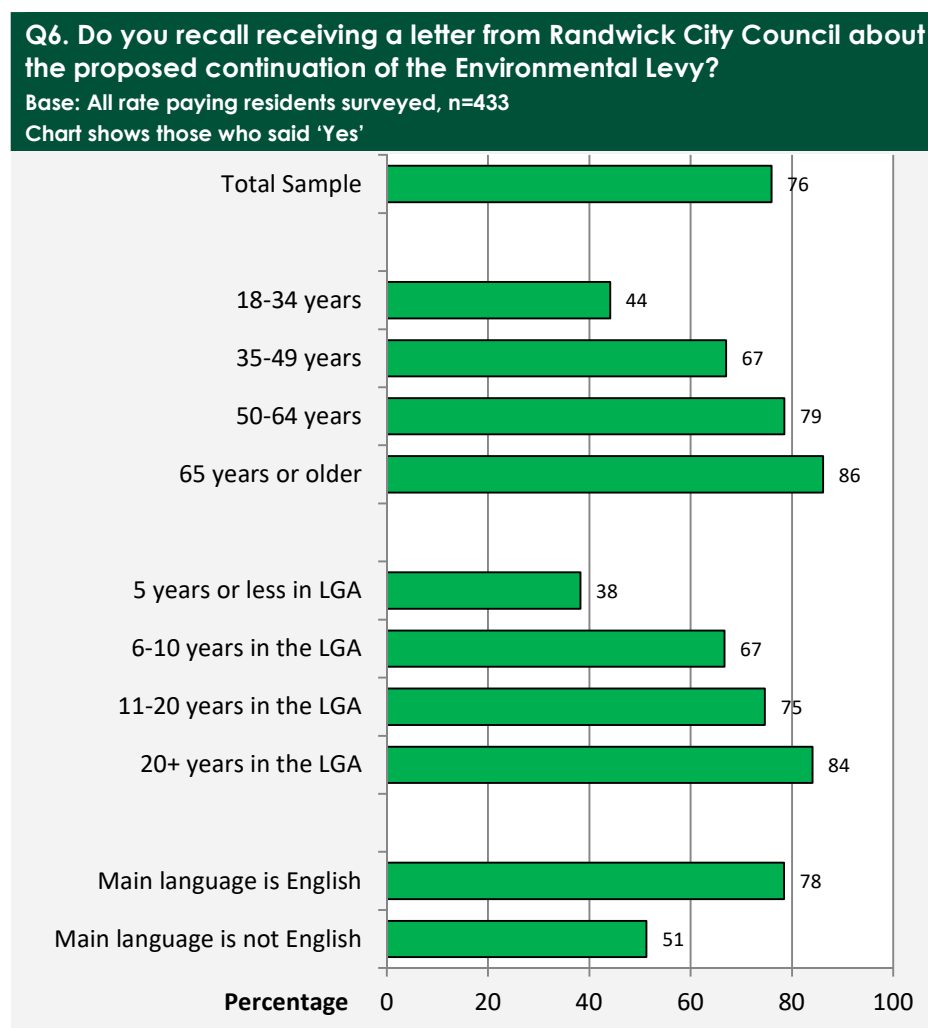
3.1. The Environmental Levy

Recall Receiving a Letter

All rate paying residents surveyed (n=433) were asked if they recalled receiving a letter from Randwick City Council about the proposed continuation of the Environmental Levy. Three quarters (76%) of residents said that they did recall the letter while one quarter (24%) did not (see Figure 4).

Recall of the letter increased with age with 85% of rate payers aged 65 years or older recalling receiving the letter compared to less than half (44%) of rate payers aged 18-34 years.

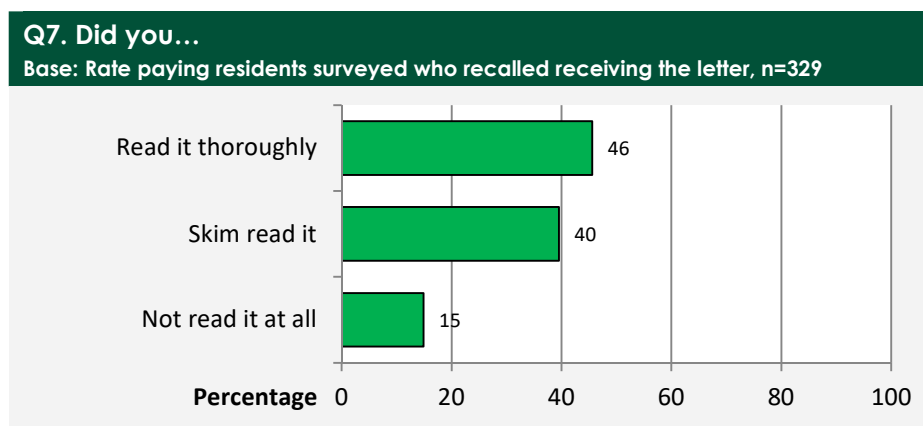
Figure 4: Recall Receiving a Letter About the Environmental Levy



Reading of the Letter

Amongst the n=329 rate payers who indicated that they could recall receiving the letter slightly less than half (46%) said that they read it thoroughly, two out of five (40% said that they skim read it while 15% said that they did not read it (see Figure 5).

Figure 5: Actions After Receiving the Letter



Support for Continuing or Discontinuing the Environmental Levy

All residents surveyed, regardless of if they were rate payers, non-rate payers or could recall receiving the letter, were asked if they supported continuing or discontinuing the levy based on what they had read (for those who had read thoroughly or skim read the information) or based on information read to them by the interviewer (for non-rate payers, those who did not recall receiving the letter and those who did not read the letter).

Figure 6 shows that more than seven out of ten (72%) residents surveyed support the continuation of the environmental levy. Support for continuing the levy was higher amongst renters, younger people and those living in the LGA for five years or less.

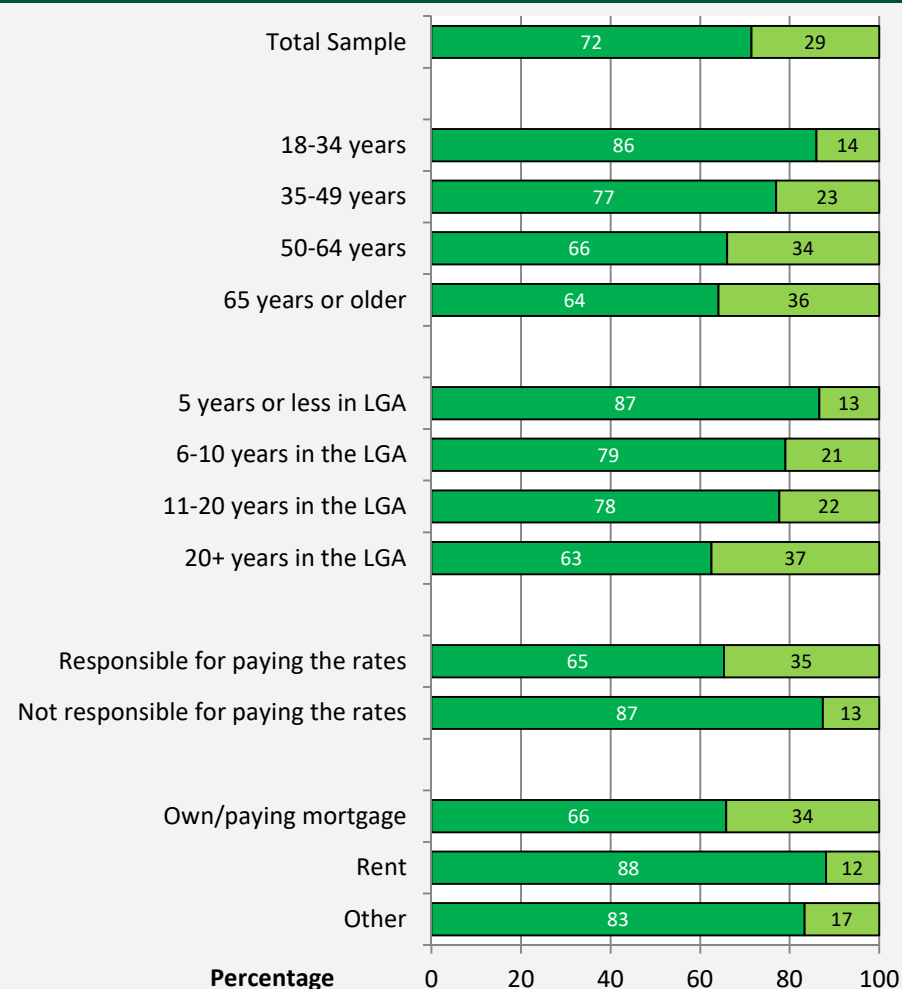
Despite this there is strong overall community support for continuing the levy.

Figure 6: Support for Continuing or Discontinuing the Levy

Q9a. Given what you have read about the proposed continuation of the Environmental Levy do you support....

Q9b/Q10. Given what I have just read to you about the proposed continuation of the Environmental Levy do you support...

Base: All respondents, n=600



There was also a strong relationship between being satisfied with Council's performance in a range of areas and support for continuing the environmental levy.

- ✧ Those who were satisfied or very satisfied with Council's performance across all responsibility areas were significantly more likely to support continuing the levy compared to those who were not very satisfied or not at all satisfied (84% compared to 35%)
- ✧ Those who were satisfied or very satisfied with the quality of infrastructure and facilities provided by Council were significantly more likely to support continuing the levy compared to those who were not very satisfied or not at all satisfied (80% compared to 47%)

- ✧ Those who rated Council's care for the environment as good or very good were significantly more likely to support continuing the levy than those who rated Council's care for the environment as poor or very poor (78% compared to 30%)

There was also a strong relationship between a respondent's concern for the environment and their support for continuing the levy. Four out of five (80%) of those who indicated they had a great deal of concern for environmental problems supported continuing the levy while those who said they had not very much or no concern at all for environmental problems were more likely to support discontinuing the levy (80%) as opposed to continuing the levy (20%).

Reasons for Supporting their Preferred Option

Amongst those residents who supported continuing the levy the main reasons given were:

- ✧ I support specific projects/necessary work that the levy funds (41%)
- ✧ It's important to support the environment (40%)
- ✧ Projects are beneficial to the community (12%)
- ✧ It is a reasonable amount/not too much to pay (10%)
- ✧ Can see improvements the levy has funded (9%)
- ✧ I support the Council in what they are trying to achieve (8%)
- ✧ I support the levy in general/it's a good idea (5%)

Amongst those who supported discontinuing the levy the main reasons given were:

- ✧ Rates are too high already/rates or other funds should pay for projects (38%)
- ✧ High cost of living already/I can't afford it (20%)
- ✧ It is a waste of money/projects are not value for money/money is wasted (18%)
- ✧ Can't see any benefits/improvements the levy has funded (16%)
- ✧ Don't like how Council spends money (8%)
- ✧ Not everyone/I benefits from the projects the levy funds (8%)
- ✧ Council should spend on other things (7%)
- ✧ Need more information on projects completed/benefits (6%)
- ✧ Don't think it is necessary/don't care about the environment (5%)

Importance of Projects

Those who indicated support for continuing the environmental levy were asked to indicate how important each of eight (8) different initiatives or programs were to them.

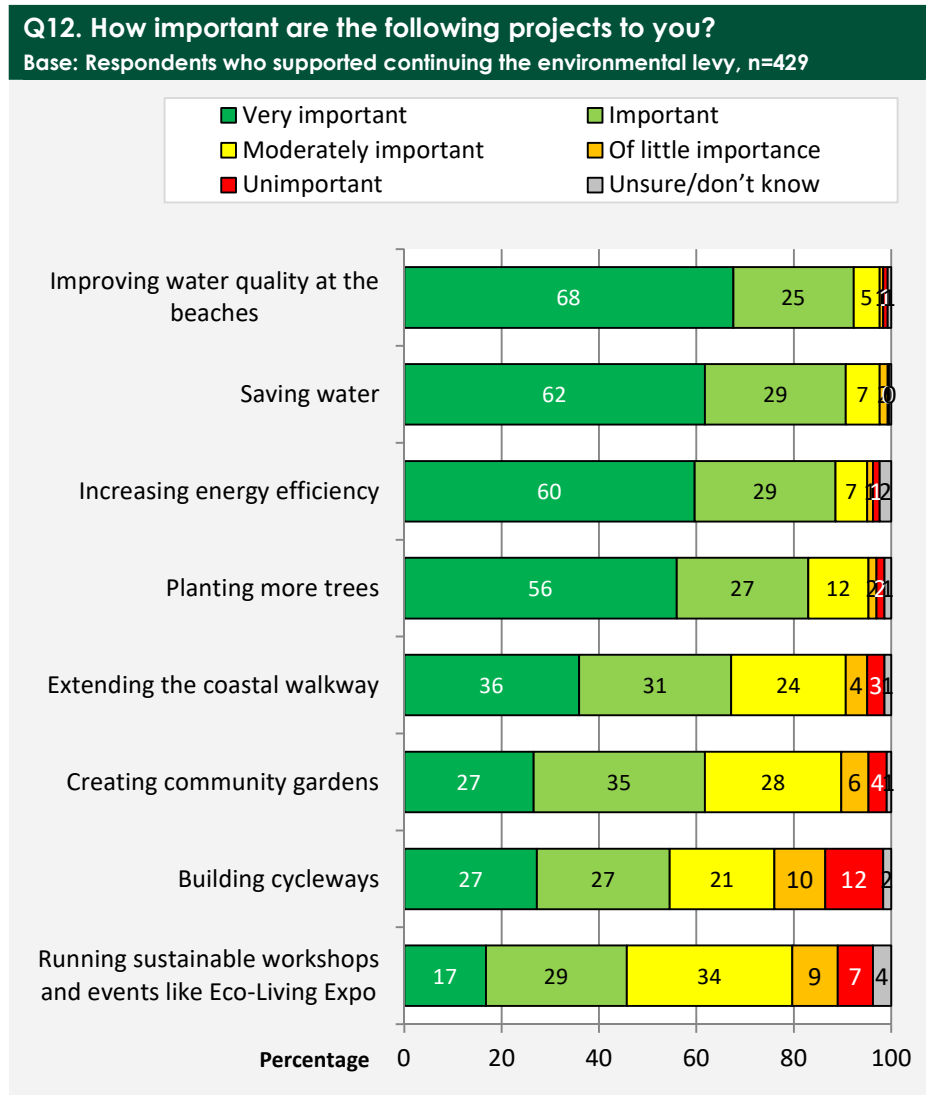
Figure 7 shows that residents who support continuing the environmental levy said the following areas are most important, namely:

- ✧ Improving water quality at the beaches (98% at least moderately important)
- ✧ Saving water (98% at least moderately important)
- ✧ Increasing energy efficiency (95% at least moderately important)
- ✧ Planting more trees (95% at least moderately important)

Areas of lesser relative importance were:

- ✧ Running sustainable workshops and Eco-Living Expo (80% at least moderately important)
- ✧ Building cycle ways (76% at least moderately important)

Figure 7: Importance of Projects



The main areas of significant difference were:

- ✧ Building cycle ways were significantly more important to:
 - Those living in the Randwick City LGA for 5 years or less (49% very important) compared to those living in the LGA for 6 years or longer (23% very important)
 - Those renting the property they live in (40% very important) compared to those who own/have a mortgage (22% very important)
 - Couples with children (37% very important) compared to other household types (21% very important)
- ✧ Running sustainable workshops and events like Eco-Living Expo was significantly more likely to be of little importance or unimportant to males (24%) compared to females (10%)

3.2. Council Performance

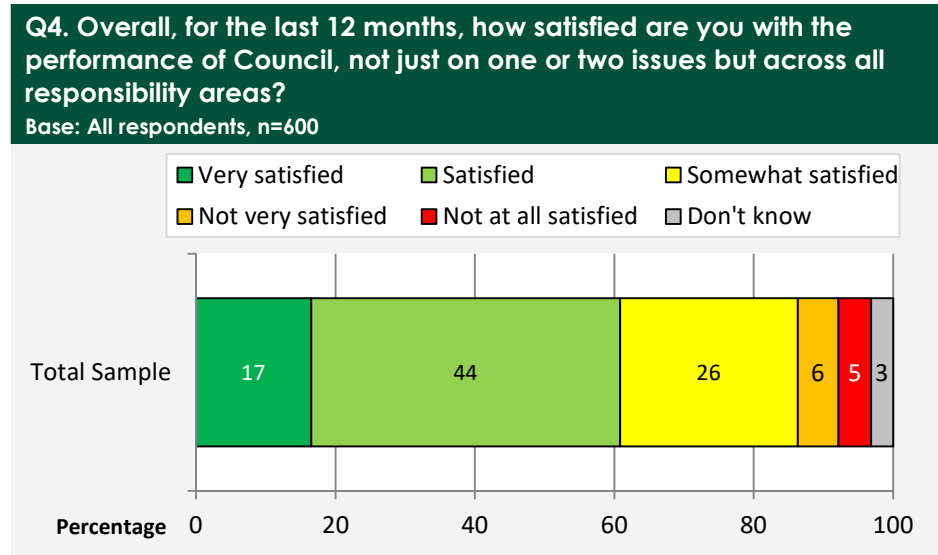
Overall Performance

As shown in Figure 8, more than three out of five (61%) of all residents surveyed indicated they were satisfied or very satisfied with the performance of Council over the past 12 months.

However one out of ten (11%) of those surveyed did say that they were not very satisfied or not at all satisfied.

There were strong correlations between overall satisfaction with Council and support for continuing the environmental levy with 87% of those very satisfied with Council's performance supporting the continuance of the levy compared to 35% support for continuing the levy (and 65% supporting discontinuing) amongst those who said they were not at all satisfied or very dissatisfied with Council's performance.

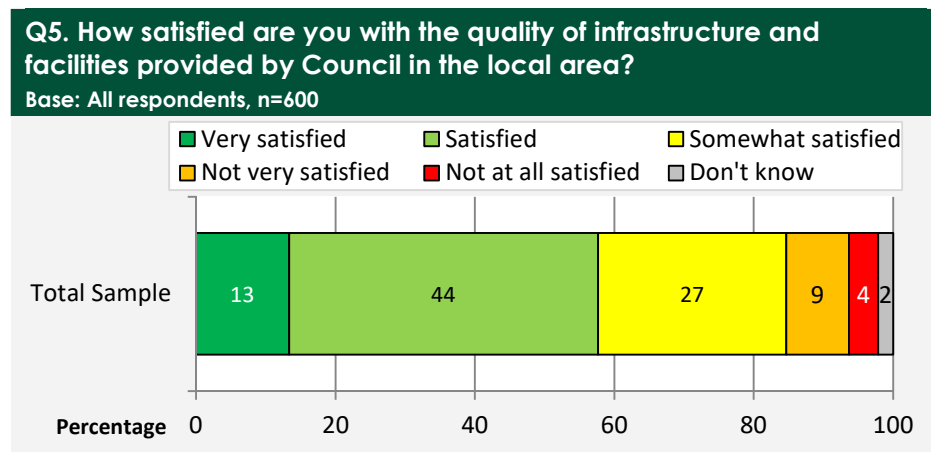
Figure 8: Satisfaction With Council Performance



Quality of Infrastructure and Facilities Provided by Council

Significantly more residents surveyed indicated that they are at least somewhat satisfied (85%) with the quality of infrastructure and facilities provided by Council (see Figure 9).

While there were no significant differences in ratings provided by those in different demographic groups there was a strong correlation with the overall satisfaction rating given to Council where 77% of those who were very satisfied or satisfied with Council's overall performance were also satisfied with the quality of infrastructure and facilities provided by Council.

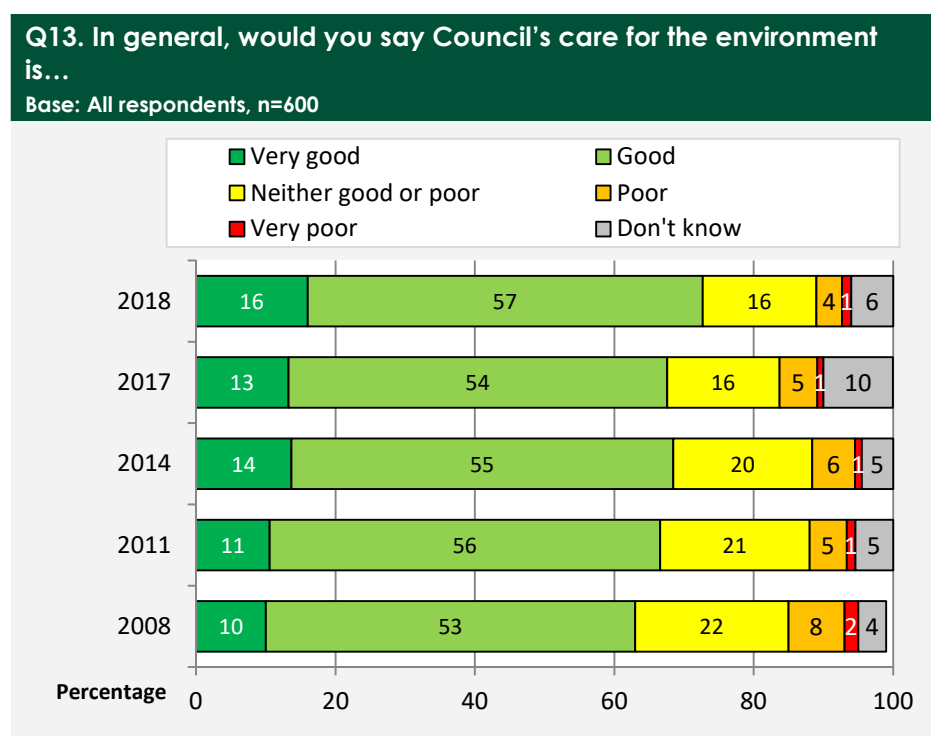
Figure 9: Satisfaction With Infrastructure & Facilities Provided by Council

Council's Care for The Environment

Nearly three quarters (73%) of all respondents rated Council's care for the environment as good (57%) or very good (16%), see Figure 10.

This question was a question that has been asked in previous studies conducted by Taverner Research for Randwick City Council as part of the 'Who Cares Locally in Randwick' time series of data.

The results in 2018 show a slight upward shift in resident's rating of Council's care for the environment and continues the gradual increase in the proportion of residents rating Council as good or very good since 2008.

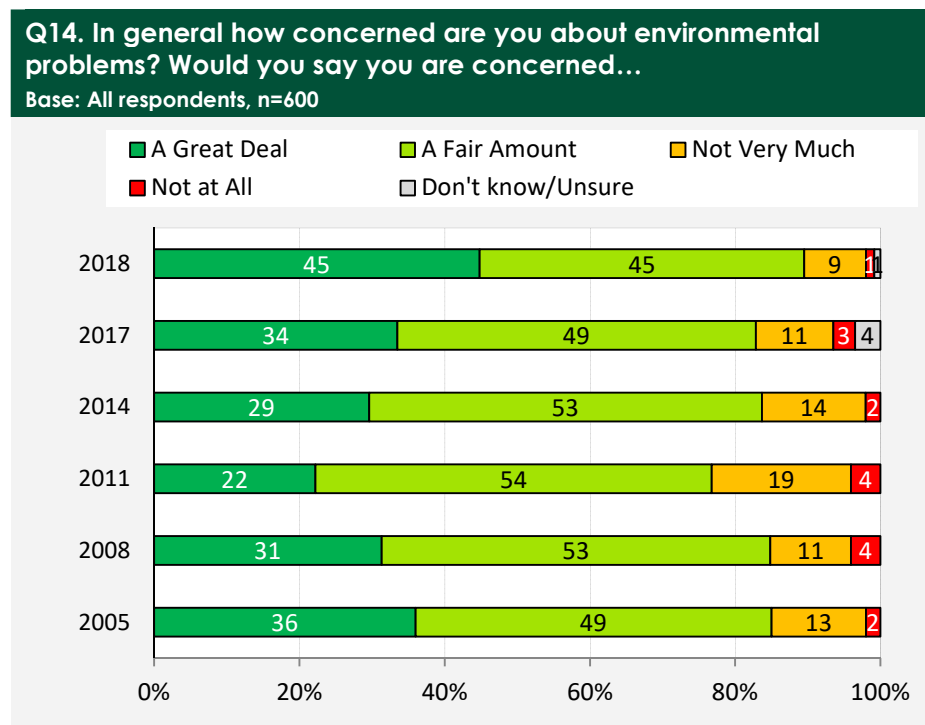
Figure 10: Council's Care for the Environment

3.3. Respondent's Concern for the Environment

Results in 2018 have continued the upward trajectory of concern for the environment shown by residents of Randwick City LGA (see Figure 11).

In 2018 45% of respondents indicated that they are concerned a great deal about environmental problems, an 11% increase on the result from 2017. This is the highest level of concern shown since this question was asked in 2008 and across six (6) different Who Cares Locally studies.

Figure 11: Respondent's Concern for the Environment



3.4. Conclusions

Significantly more residents (72%) support continuing the environmental levy than support discontinuing the levy (29%).

It should be noted that both renter and rate payer groups were significantly more likely to support continuing the levy than discontinuing the levy, however rate payers show less support for continuing the levy than renters. Support for continuing the levy doesn't fall below 60% for any of the major demographic groups.

Residents who supported continuing the levy rated all eight (8) projects presented to them as important to them. The level of importance varied for each project with more importance placed on improving water quality at the beaches, saving water, increasing energy efficiency and planting more trees in.

Appendix I: Questionnaire Used

INTRODUCTION

Good (...). My name is (.....) from TAVERNER Research Company. We are conducting a brief survey on behalf of Randwick City Council.

We are calling Randwick City residents and ratepayers to conduct a survey about community attitudes about continuing the Environmental Levy.

May I speak to the youngest male aged 15 or over (IF YOUNGEST MALE IS NOT AVAILABLE THEN MAKE AN APPOINTMENT. IF NO MALES RESIDE IN THE HOUSEHOLD, THEN ASK FOR YOUNGEST FEMALE)

WHEN SPEAKING TO SELECTED PERSON CONTINUE:

NOW SAY: For the purposes of training this call may be monitored by my supervisor.

NOTE: IF AT ANY POINT A RESPONDENT INDICATES THAT THEY, OR SOMEONE ELSE IN THEIR HOUSEHOLD, HAVE ALREADY COMPLETED THE FEEDBACK FORM EITHER HARDCOPY OR ONLINE AND DOESN'T WANT TO CONTINUE SAY "I UNDERSTAND, HOWEVER WE WOULD STILL LIKE TO CAPTURE YOUR FEEDBACK IN THIS TELEPHONE SURVEY TOO"

SCREENER

Q1S. Before we start, I would like to ask if you or an immediate family member works for Randwick City Council?

1. Yes THANK AND TERMINATE: **Unfortunately we cannot continue as this project is designed to capture the community's attitudes re continuing the Environmental Levy and for probity issues we require that the attitudes elicited be free of any bias**
2. No CONTINUE

Q2S. Which suburb do you live in?

LIST OF SUBURBS WITHIN THE RANDWICK CITY COUNCIL AREA TO BE CONFIRMED

1. Randwick (any)
2. Kensington (any)
3. Clovelly (any)
4. Coogee
5. Coogee South
6. Kingsford
7. Maroubra (any)
8. Matraville
9. Malabar (any)
10. Chifley
11. Phillip Bay
12. Little Bay
13. La Perouse/Frenchmans Bay
14. Other (specify)

ASK Q3S IF CODES 6, 8, 10 OR 14 WERE SELECTED, OTHERS GO TO Q4S

Q3S. Is your address in (suburb from Q2S) definitely in the Council Area of Randwick City Council? Council offices are in Frances Street, Randwick?

1. No (thank and terminate)
2. Don't know (thank and terminate)

3. Yes (CONTINUE)

THANK & TERMINATE IF NOT YES '3' IN Q3S

**Q4S. CONSTRUCTED & HIDDEN QUESTION
ASSIGN TO LOCATION AS FOLLOWS:**

1. 1. NORTH – CODES 1-5 IN Q1S
2. 2. MIDDLE – CODES 6-9 IN Q1S
3. 3. SOUTH – CODES 10-14 IN Q1S

MAIN QUESTIONNAIRE

Q1 Firstly, can I just record your age group? READ OUT IF NEEDED

1. 15 – 19
2. 20 – 24
3. 25 – 29
4. 30 – 34
5. 35 – 39
6. 40 – 44
7. 45 – 49
8. 50 – 54
9. 55 – 64
10. 65 – 70
11. 70+
12. Refused/Prefer not to say

Quota Group 1: 1-4

Quota Group 2: 5-7

Quota Group 3: 8-9

Quota Group 4: 10-11

Q2 Record gender automatically

1. Male
2. Female

Q3 Which of the following best applies to you? READ OUT

1. I am solely or jointly responsible for paying the rates for the property I live in
2. A parent, guardian or other relative is responsible for paying the rates for the property I live in
3. Someone else is responsible for paying the rates for the property I live in

Q4 Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas? READ OUT

1. Very satisfied
2. Satisfied
3. Somewhat satisfied
4. Not very satisfied
5. Not at all satisfied
6. (Don't know)

Q5 How satisfied are you with the quality of infrastructure and facilities provided by Council in the local area?

1. Very satisfied
2. Satisfied
3. Somewhat satisfied
4. Not very satisfied
5. Not at all satisfied
6. (Don't know)

IF 1 AT Q3 GO TO Q6, IF 2 OR 3 AT Q3 GO TO Q10

RATE PAYERS

Q6 Do you recall receiving a letter from Randwick City Council about the proposed continuation of the Environmental Levy?

1. Yes
2. No GO TO Q9b

Q7 Did you... READ OUT

1. Read it thoroughly
2. Skim read it
3. Not read it at all

IF 3 AT Q7 GO TO Q9b

Q9a Given what you have read about the proposed continuation of the Environmental Levy do you support.... RANDOMISE ORDER, READ OUT

1. Continuing the levy
2. Discontinuing the levy

GO TO Q11

Q9b READ OUT "Since 2004, Randwick City Council has been delivering a range of environmental programs, community initiatives and new and upgraded infrastructure as part of the Sustaining our City program funded by an Environmental Levy. The five-year levy applies to residential and business ratepayers and is currently due to expire on 30 June 2019.

Randwick Council is currently consulting with the community about whether you want to continue the levy for another five years to 2024.

SAY: PLEASE PAY CAREFUL ATTENTION TO THE INFORMATION I AM ABOUT TO READ OUT - RANDOMISE THE ORDER OF PARAGRAPHS 3 AND 4

PARA 3 If the Levy continues, it means Council will be able to continue funding Coastal Walkway upgrades, stormwater recycling, gross pollutant traps and festivals like the Eco-Living Expo. For the average residential ratepayer they will keep paying about 25 cents a day or \$91.49 a year. Over the next five years the overall cumulative increase to your rates (including already approved rate increases) would be 19.91%.

PARA 4 If the Levy does not continue, it means environmental projects may not happen, some will take longer to implement and other planned projects may be affected. For the average residential ratepayer they will save 25 cents a day or \$91.49 a year. If Council doesn't continue the levy, the cumulative overall rate increase over the next five years (including already approved rate increases) would be 12.44%."

IF ASKED FOR MORE INFORMATION SAY "TODAY I CAN ONLY PROVIDE YOU WITH THE INFORMATION I HAVE READ TO YOU, SHOULD YOU WISH TO GET IN CONTACT WITH COUNCIL TO DISCUSS THIS FURTHER I CAN PROVIDE CONTACTS DETAILS FOR YOU AT THE END OF THE PHONE CALL"

Given what I have just read to you about the proposed continuation of the Environmental Levy do you support... RANDOMISE ORDER, READ OUT

1. Continuing the levy
2. Discontinuing the levy

GO TO Q11

NON-RATE PAYERS

Q10 READ OUT "Since 2004, Randwick City Council has been delivering a range of environmental programs, community initiatives and new and upgraded infrastructure as part of the Sustaining our City program funded by an Environmental Levy. The five-year levy applies to residential and business ratepayers and is currently due to expire on 30 June 2019.

Randwick Council is currently consulting with the community about whether you want to continue the levy for another five years to 2024.

SAY: PLEASE PAY CAREFUL ATTENTION TO THE INFORMATION I AM ABOUT TO READ OUT - RANDOMISE THE ORDER OF PARAGRAPHS 3 AND 4

PARA 3 If the Levy continues, it means Council will be able to continue funding Coastal Walkway upgrades, stormwater recycling, gross pollutant traps and festivals like the Eco-Living Expo. For the average residential ratepayer they will keep paying about 25 cents a day or \$91.49 a year. Over the next five years the overall cumulative rates increase (including already approved rate increases) would be 19.91%.

PARA 4 If the Levy does not continue, it means environmental projects may not happen, some will take longer to implement and other planned projects may be affected. For the average residential ratepayer they will save 25 cents a day or \$91.49 a year. If Council doesn't continue the levy, the cumulative overall rates increase over the next five years (including already approved rate increases) would be 12.44%."

IF 3 IN Q3 SHOW “As a renter, a change in rates won’t directly affect you, but it could have flow-on effects in future.”

IF ASKED FOR MORE INFORMATION SAY “TODAY I CAN ONLY PROVIDE YOU WITH THE INFORMATION I HAVE READ TO YOU, SHOULD YOU WISH TO GET IN CONTACT WITH COUNCIL TO DISCUSS THIS FURTHER I CAN PROVIDE CONTACTS DETAILS FOR YOU AT THE END OF THE PHONE CALL”

Given what I have just read to you about the proposed continuation of the Environmental Levy do you support... RANDOMISE ORDER, READ OUT

1. Continuing the levy
2. Discontinuing the levy

ASK ALL

**Q11 Why do you support this option?
OPEN ENDED**

**ASK OF THOSE WHO SUPPORT CONTINUING THE LEVY
ASK Q12 IF 1 IN Q9a OR Q9b OR Q10, OTHERS GO TO Q13**

Q12 How important are the following projects to you? RANDOMISE AND READ OUT

1. Extending the coastal walkway
2. Improving water quality at the beaches
3. Increasing energy efficiency
4. Saving water
5. Building cycleways
6. Planting more trees
7. Creating community gardens
8. Running sustainable workshops and events like Eco-Living Expo

Would that be...

1. Very important
2. Important
3. Moderately important
4. Of little importance
5. Unimportant
6. (Unsure/don't know)

PREVIOUS WHO CARES LOCALLY QUESTIONS – ASK ALL

Q13 In general, would you say Council's care for the environment is.... (READ OUT)

1. Very good
2. Good
3. Neither good or poor
4. Poor
5. Very poor
6. (Unsure/DK/Declined to answer)

Q14 In general how concerned are you about environmental problems? Would you say you are concerned

1. A great deal
2. A fair amount
3. Not very much
4. Not at all
5. (Don't know/unsure)

DEMOGRAPHICS

Finally, I'd like to ask you a few questions just to make sure we have spoken to a good cross section of people in the Randwick City Council area.

Q1D How long have you lived in the Randwick City Council area? AID IF NECESSARY

1. Less than 6 months
2. 6 months to 2 years
3. 3 to 5 years
4. 6 to 10 years
5. 11 to 20 years
6. More than 20 years
7. (Can't remember/don't know)

Q2D What type of dwelling do you live in? AID IF NECESSARY, PROBE FULLY TO CLARIFY

READ OUT AS NEEDED TO PROBE FULLY

1. Detached house
2. Semi detached house,/villa/townhouse
3. A flat/unit/apartment
4. Other(specify)
5. (REFUSED)

Q3D Talking about the home you live in. Do YOU rent or own your home?

1. Rent
2. Own / Paying mortgage
3. Other (Specify) _____ [INTERVIEWER NOTE: IF LIVING WITH PARENT/S, ASK: ARE YOU AWARE WHETHER YOUR HOME IS RENTED OR BEING PAID OFF OR IS FULLY OWNED?]
4. (Refused)

Q4D Which of the following best describes those living in your household at the moment?

READ OUT

1. Couple with children
2. Couple without children
3. Single parent with children
4. One person household
5. Group household of unrelated individuals
6. Other type of household (Specify)

Q5D What is the main language you speak at home? SINGLE RESPONSE

1. English
2. Arabic
3. Cantonese/Chinese/Mandarin
4. Italian
5. Greek
6. Vietnamese

8. French
9. Hebrew
7. Other (specify)

Q6D Council is developing a community consultation register – would you be willing to register your interest with Council for future consultation activities?

1. Yes (RECORD INFO)
2. No

Q7D If you would like to get in contact with Council to discuss the information covered in this survey you can contact the Call Centre on 1300 722 542 for your call to be directed to the correct person within Council.

Q99 FINISH

And, just in case my supervisor needs to check anything about this survey, could I please have your first name?

Thank you very much for the time you've taken to participate in this survey.

END

