

# ANNEXURE 4

## SAMPLES OF

### CONSULTATION

### MATERIAL

Included within Annexure:

- CSP Review Advertisement - 30 October 2012
- Flyer Promoting 'Your Say Kogarah'
- Kogarahlife Extract December 2012
- Special Edition Kogarahlife for Web
- SRV Advertisement - 17 December
- SRV Advertisement - 24 January 2013
- Survey - Review of CSP 2012

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better lifestyle



## Have your say about Kogarah's Future

What does your ideal Kogarah look like? This is your chance to have your say about the future of our City and ensure that we all continue to live a better lifestyle.

Kogarah City Council is seeking your input in reviewing our Community Strategic Plan - Bright Future, Better Lifestyle: Kogarah 2020. Your feedback will ensure that the Community Strategic Plan continues to reflect a shared vision and set of aspirations for the future of Kogarah.

To have your say now and find out more information about this project, please visit our online community consultation hub – <http://yoursay.kogarah.nsw.gov.au>

Together we can continue on the path of providing a better lifestyle for Kogarah's residents and visitors.

**Visit**  
[yoursay.kogarah.nsw.gov.au](http://yoursay.kogarah.nsw.gov.au)

Call 13 24 25 ... That's Fairfax Community Classifieds

Flyer promoting Council's online consultation hub – 'Your Say Kogarah'

**brightfuture**  
better lifestyle

**KOGARAH**  
CITY COUNCIL

**have your say!**

Visit  
**yoursay.kogarah.nsw.gov.au**

**have your say!**

*Bright Future, Better Lifestyle:*  
*Kogarah 2020 is about the future of our whole community. It represents the aspirations of the people who live, visit and work in the City of Kogarah. It is a 10 year vision developed as a collaborative effort between the community, stakeholders and Council.*

The Community Strategic Plan addresses sustainability over time through an integrated process, planning for environmental, economic and social improvements, increasing resource efficiency and achieving better consistency between Council's various planning and reporting processes. It also enables Council to respond to the challenges and opportunities that we may face in the coming years in a sustainable and coordinated manner.

Kogarah City Council is seeking your input in reviewing the Community Strategic Plan – *Bright Future, Better Lifestyle: Kogarah 2020* to ensure that it continues to reflect a shared vision and set of aspirations for the future of Kogarah.

This is a community Plan, developed with input from you. This is an important project for everyone who lives, visits and works in the City of Kogarah that will guide our priorities and directions over the next 10 years.

To have your say now and find out more information about this project visit our online community consultation hub at [yoursay.kogarah.nsw.gov.au](http://yoursay.kogarah.nsw.gov.au)



Continued from page 1

The International LivCom Awards 2012 attracted entries from communities from 50 cities around the world.

Kogarah's submission covered its environmental projects, the City's exemplary infrastructure and assets, its rich arts and cultural program featuring many successful community events, multi-cultural identity, engagement and partnerships with the community as well

as the many recreational facilities, open spaces and well-being programs that promote healthy living.

'Kogarah is committed to nurturing our local environment and creating a liveable community for our residents', said Cr Varvaris. 'We're thrilled to have won a Gold Award in a field of impressive cities from across Europe, the United States and Asia'

## Community Strategic Plan

Council adopted its first Community Strategic Plan – Bright Future, Better Lifestyle – and associated documents in 2010. Following the recent Council elections, all NSW Councils must review these documents and develop a new four year Delivery Program. Bright Future, Better Lifestyle is a Plan about the future of our whole community, representing the aspirations of the people who live, visit and work in the City of Kogarah. It is a 10 year and beyond vision developed as a collaborative effort between the community, stakeholders and Council. As well as reviewing Bright Future, Better Lifestyle, Council has updated its Resourcing Strategy (including the Long Term Financial Plan, Asset Management Plan and Workforce Strategy) and developed its four year Delivery Program (2013- 2017) and subsequent Operational Plans. During the development of the Delivery Program (2013 – 2017) Council considered the priorities and expected levels of service expressed by the community during the consultation process.

The NSW State Government has recently indicated that a rate cap of 3.4% has been established for the next financial year.

Council's planning and budgets for the next four years indicates that Council requires the annual rate to be set at 4.8% between 2014-15 and 2016-17 to maintain operational services to

the level detailed in the Draft Delivery Program 2013-2017.

Council is required to make an application to IPART to set the rate of 4.8% (inclusive of rate pegging) under Section 508(A) of the Local Government Act 1993, commencing 2014/15 over a three (3) year period. The draft documents are on public exhibition until Thursday 14 February 2013 and the community can now comment on them. Additional information regarding the financial impacts will be sent to all residents in the New Year. Residents are encouraged to:

- Visit our online Community Engagement Hub – [yoursay.kogarah.nsw.gov.au](http://yoursay.kogarah.nsw.gov.au)
- Talk to Council staff directly at one of our upcoming events including Carols at Twilight (15 December 2012) or Australia Day (26 January 2013) at Carss Bush Park
- View the documents at Council's Customer Service Centre (84 Railway Parade, Kogarah), at one of our libraries at Kogarah, South Hurstville and Oatley and Council's website [www.kogarah.nsw.gov.au](http://www.kogarah.nsw.gov.au).

## A new Liberty SWING

On 27 November Council officially opened the second Liberty Swing in our Local Government Area. Located at Carss Bush Park outside the Carss Park Café and Grill, the new Liberty Swing is a specially designed swing which allows children with disabilities to enjoy the thrill and fun of a swing, something they otherwise would not be able to experience. In July 2010 Council opened the first Liberty Swing in Oatley Memorial Gardens which has provided many happy memories for children and their families.

Variety - the Children's Charity co-funded the Liberty Swing at Carss Park along with Council. Alan Samuels and Peter Hebbes from Variety were present on the day to officially open the swing. Also in attendance was Wayne Devine, the designer of the Liberty Swing.

Cr Smith, who was representing Council at the opening said, 'On behalf of Council, I would like to thank Variety for extending its generosity and good work to the City of Kogarah and its residents.'

Kogarah Mayor Cr Nickolas Varvaris commented, 'Council is committed to meeting the needs of our diverse community and we'll continue to work hard in doing so, be that through educational programs, cultural events, workshops for seniors and young people or the provision of modern community facilities.'



St George School Volunteers Annette Dalley & Robert Mola; Sandra Archer, Teacher St George School; Andrew Sharp, Director Assets & Services at Kogarah City Council; the Hon John Ajaka, MLC, Parliamentary Secretary for Transport & Roads; Cr Nathaniel Smith, Kogarah City Council; Wayne Devine, Designer Liberty Swing; Alan Samuels, Chairman, Variety - The Children's Charity.



The City of Kogarah - a better lifestyle

# Kogarahlife

Special Edition - January 2013

KOGARAH  
CITY COUNCIL



Special Edition

## Mayor's Message



Since the inception of our Community Strategic Plan in 2010, Kogarah City Council has remained steadfastly focussed on fulfilling our vision for 'a viable and sustainable future in partnership with our community'. We have

implemented innovative projects, championed green initiatives, introduced new programs and activities and built modern infrastructure and facilities. All this is geared towards continuing to deliver the better lifestyle that the City of Kogarah has become known for providing.

Continuing on this path of being a progressive and innovative Council and one that works alongside our community in achieving our vision is dependant on our ability to carefully provide for the future of our City. The City of Kogarah is home to close to 59,000 residents and there are competing demands and pressures on Council to maintain its range of infrastructure and service levels across the whole of the Local Government Area.

Like many councils in New South Wales, Kogarah City Council is facing significant

challenges in continuing to provide the current high level of services, facilities and infrastructure that have been identified by our community in the preparation and review of the Community Strategic Plan – *Bright Future, Better Lifestyle*

In developing the Delivery Program (2013 – 2017), Council has considered the priorities and expected levels of services expressed by the community during the consultation phase of the review of *Bright Future, Better Lifestyle* in order to ensure that delivery of these services can be provided to our community over the next 4 years.

In the next few months Council will be making significant decisions on the level of services provided to our community over the next four years. I encourage you to read the following information and provide us with your feedback. I'm confident that with your input we can come up with the right solution for our community.

Cr Nickolas Varvaris  
Mayor

## Review of Community Strategic Plan

Council adopted its first Community Strategic Plan – *Bright Future, Better Lifestyle* – and associated documents in 2010. Following the recent Local Government elections in September 2012, all NSW Councils must review these documents and develop a new four year Delivery Program.

*Bright Future, Better Lifestyle* was prepared after significant consultation. This is a plan about the future of our whole community, representing the aspirations of the people who live, visit and work in the City of Kogarah. It is a 10 year and beyond vision developed as a collaborative effort between the community, stakeholders and Council.

As well as reviewing the Community Strategic Plan, *Bright Future, Better Lifestyle*, Council has updated its Resourcing Strategy (including the Long Term Financial Plan, Asset Management Plan and Workforce Strategy) and developed its Delivery Program (2013- 2017) and subsequent Operational Plans.

In the development of the Delivery Program (2013 – 2017) Council considered the priorities and expected levels of service expressed by the community during the consultation process.



## Some of the ways your rates are used....

“It’s a typical Saturday morning – you’ve taken the kids for a swim at the **local pool** and then for a walk along the **foreshore**, and are heading home, driving on **local roads** when you decide to call into your **local library** to use the **internet** and borrow some **books, DVDs** and **CDs**. That afternoon you watch a game of soccer at the **local oval** after having a **BBQ** with a few friends as the children play on the **playground** in the nearby **park**, and walk home on **footpaths** under the **street lights**. ”

Council’s planning and budgets for the next four years indicate that Council requires the annual rate to be set at 4.8% per annum between 2014-15 and 2016-17 to maintain current operational services. These service levels are detailed in the draft Delivery Program 2013 – 2017.

Council is committed to completing the program of infrastructure works detailed in previously published plans. The reaffirmation of the previously approved 5.9% increase (inclusive of 3.4% rate pegging) in 2013/14 will allow Council to complete these infrastructure works, with all funds generated above the rate pegging increase being used in the renewal and maintenance of Council’s large infrastructure stock to the standards expected by the community. The

## Efficiencies

A key element of Council’s long-term financial planning, management strategies and strategic planning is to identify and implement productivity improvements and expenditure reductions. Council is committed to continuing its program of using limited resources in the most efficient manner possible to deliver high quality services to the community.

Council has been able to maintain service levels in all areas of its operations and in some areas, has substantially increased them. This has occurred whilst Council has managed the following issues:

- Council income being constrained by the State Government imposed rate pegging limits
- Cost shifting from other levels of government
- Council’s operating costs increasing at a greater rate than the imposed rate pegging limit set by the State Government

In order to maintain and increase service levels to the community Council sets annual targets for identifying and implementing cost savings measures. Council also strives to increase productivity annually through greater usage of Council assets, structural change, the use of technology and training.

Evidence of Council’s increased service levels to the community has been demonstrated through:



proposed 5.9% increase in 2013/14 would be reduced by the removal of the environmental levy of 3% that finishes at the end of 2012/13 and a further 0.1% repayment of part of the carbon tax advance, resulting in an effective increase for ratepayers of 2.8%.

To set the required rate level at 4.8% per annum (inclusive of rate pegging) commencing 2014/15 over a three (3) year period, Council is required to make an application to the Independent Pricing and Regulatory Tribunal (IPART) under Section 508(A) of the Local Government Act, 1993.

Council is currently undertaking a consultation process to gauge community support for setting the rate to ensure current service levels are maintained.

- Library services within the central library at Kogarah and upgrading of South Hurstville and Oatley libraries
- Community service programs and events
- Provision of local infrastructure including footpaths, kerb and gutter, park and street furniture
- Shade structures in playgrounds
- Environmental programs
- Art and cultural programs
- Economic development

Some of Council’s costs have been increasing at a greater rate than inflation. These increases put pressure on Council’s budget and impact our ability to deliver services to a level expected by the community. Some of these costs include electricity, street lighting, insurance, construction materials, employment costs and the funding of emergency services.

To offset cost rises above inflation and maintain service levels, Council is committed to finding cost savings, productivity gains and other efficiencies. Council sets annual dollar targets for cost savings, productivity gains and efficiencies within its budget which have realised over \$1 million over the last three years through restructures, energy and water efficiency projects and use of new technology and materials.



# What does 'setting the rate' mean?

Each year the Independent Pricing and Regulatory Tribunal (IPART) sets a maximum percentage amount that councils can increase their rates by (known as the 'rate peg').

Councils can then determine whether that rate peg is sufficient to maintain services and infrastructure and, if required, they can request a rise above the rate peg limit.

## What does this mean for you, the ratepayer?

Should Council pursue setting the rate and if approved by IPART, it would result in an effective increase to rates by 2.8% in 2013/14 and 4.8% per annum for the subsequent three years. This would be inclusive of projected rate pegging limits set by IPART.

The following tables show the financial impact (both weekly and annually) for each year across a range of land values and a comparison against the projected rate-pegging limits. A more detailed table of land values for each year is available on Council's website at [www.kogarah.nsw.gov.au](http://www.kogarah.nsw.gov.au)



### Year 1 (2013/14)

Land Value	Weekly Increase - Existing SRV (5.9%)	Weekly Increase - Setting a Rate (5.9%)	Annual Increase - Existing SRV (5.9%)	Annual Increase - Setting a Rate (5.9%)
Minimum Rates (Land Values <\$447,000)	\$0.40	\$0.40	\$20.90	\$20.90
\$450,000	\$0.40	\$0.40	\$21.01	\$21.01
\$600,000	\$0.54	\$0.54	\$28.01	\$28.01
\$800,000	\$0.72	\$0.72	\$37.34	\$37.34
\$1,000,000	\$0.90	\$0.90	\$46.68	\$46.68

### Year 2 (2014/15)

Land Value	Weekly Increase - Rate Peg (3.25%)	Weekly Increase - Setting a Rate (4.8%)	Annual Increase - Rate Peg (3.25%)	Annual Increase - Setting a Rate (4.8%)
Minimum Rates (Land Values <\$447,000)	\$0.48	\$0.71	\$24.94	\$36.83
\$450,000	\$0.48	\$0.71	\$25.07	\$37.02
\$600,000	\$0.64	\$0.95	\$33.42	\$49.36
\$800,000	\$0.86	\$1.27	\$44.56	\$65.82
\$1,000,000	\$1.07	\$1.58	\$55.70	\$82.27

### Year 3 (2015/16)

Land Value	Weekly Increase - Rate Peg (3.25%)	Weekly Increase - Setting a Rate (4.8%)	Annual Increase - Rate Peg (3.25%)	Annual Increase - Setting a Rate (4.8%)
Minimum Rates (Land Values <\$447,000)	\$0.50	\$0.74	\$25.75	\$38.60
\$450,000	\$0.50	\$0.75	\$25.88	\$38.80
\$600,000	\$0.66	\$0.99	\$34.50	\$51.72
\$800,000	\$0.88	\$1.33	\$46.01	\$68.97
\$1,000,000	\$1.11	\$1.66	\$57.52	\$86.21

### Year 4 (2016/17)

Land Value	Weekly Increase - Rate Peg (3.25%)	Weekly Increase - Setting a Rate (4.8%)	Annual Increase - Rate Peg (3.25%)	Annual Increase - Setting a Rate (4.8%)
Minimum Rates (Land Values <\$447,000)	\$0.51	\$0.78	\$26.59	\$40.45
\$450,000	\$0.51	\$0.78	\$26.72	\$40.66
\$600,000	\$0.69	\$1.04	\$35.63	\$54.22
\$800,000	\$0.91	\$1.39	\$47.51	\$72.28
\$1,000,000	\$1.14	\$1.74	\$59.38	\$90.36



## How you can have your say...

### What is the impact of not setting the rate?

Kogarah City Council provides a wide and diverse range of important services and infrastructure. The range of infrastructure and services provided by Council is based on the responses to the needs and priorities identified during extensive consultation carried out with our community.

Should the community decide that they do not wish to set the rates for the lifespan of the Delivery Program 2013 – 2017, annual rate increases will be applied as per the rate peg set annually by IPART.

Council's financial modelling has projected rate pegging increases at 3.25% for years 2, 3 and 4 of the Delivery Program resulting in a forecast shortfall in Council's budget of \$1.2 million based on Council's current levels of services outlined in the Delivery Program.

Such a shortfall would require Council to make decisions regarding which services to provide and which ones to review.

Some of the services currently provided which may need to be reviewed based on this budget shortfall include:

- Waste and recycling education
- Road and footpath maintenance
- Educative road safety
- Traffic management
- Street cleaning
- Community swimming pools
- Specific services and activities for key target groups within our community such as aged, people with a disability, youth, and multicultural (e.g. Seniors Week, Active Ageing, Youth Week, information and referrals, advocacy, Community grants and community Safety programs)
- Community facilities (e.g., halls, senior citizen centres, community meeting spaces)
- Parks, playgrounds, gardens and sportsground maintenance
- Local business support and economic development programs
- Childcare centres (Ocean Street, South Hurstville and Narani, Carss Park)
- Libraries and associated educational programs (Kogarah, Oatley and South Hurstville)
- Cultural programs (eg. Art exhibitions, public art, opportunities for local musicians etc)
- Community events and festivals (Australia Day Celebrations @ Carss Park, Chinese New Year and Music at Twilight)
- Bushland management
- Graffiti management

**Council invites the community's feedback on the proposal to set our rate for the next 4 years.**

**There is extensive information on Council's website regarding the proposal to set our rate over the next 4 years. Copies of supporting information including the Community Strategic Plan - Bright Future, Better Lifestyle, Council's Resourcing Strategy, the draft Delivery Program 2013 – 2017 and subsequent Operational Plans are also available.**

**All of the information is also available for public viewing at Council's three public libraries (Kogarah Town Square, South Hurstville and Oatley) and in Council's Customer Service Centre located at 84 Railway Parade, Kogarah.**

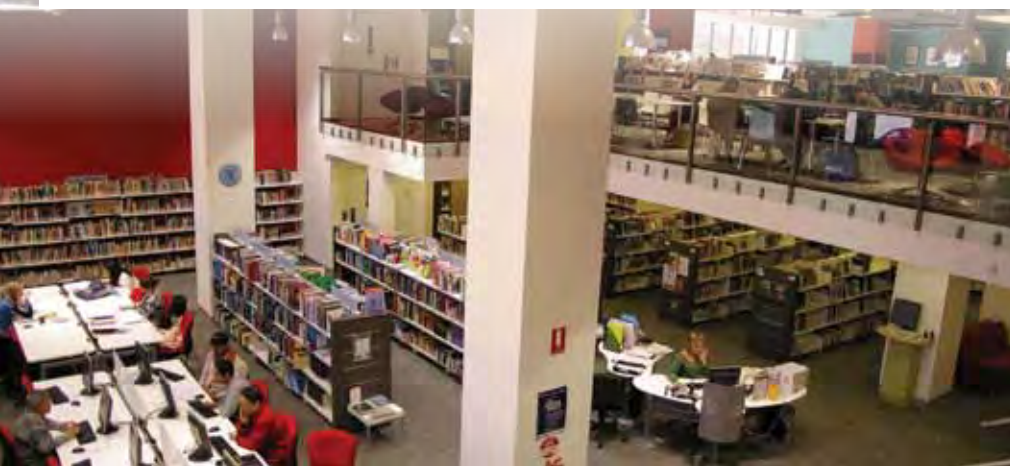
**To have your say on the proposal to set our rate over the next 4 years you can :**

- **Log onto [www.kogarah.nsw.gov.au](http://www.kogarah.nsw.gov.au) and visit our online Consultation Hub.**
- **Talk to Council staff on Australia Day at Carss Bush Park on Saturday 26 January 2013 – staff will be available at the Council stall from 12:00 – 4:00pm**
- **Email a submission to [mail@kogarah.nsw.gov.au](mailto:mail@kogarah.nsw.gov.au).**
- **Provide a written submission addressed to:**

**General Manager  
Kogarah City Council  
Locked Bag 8,  
Kogarah NSW 2217**

**All submissions must be received by close of business on Thursday 14 February 2013.**

**[www.kogarah.nsw.gov.au](http://www.kogarah.nsw.gov.au)**





# Kogarah's Future Have your say!

KOGARAH  
CITY COUNCIL



Council adopted its first Community Strategic Plan – Bright Future, Better Lifestyle – and associated documents in 2010. Following the recent Local Government elections in September 2012, all NSW Councils must review these documents and develop a new four year Delivery Program.

In addition to reviewing Bright Future, Better Lifestyle, Council has updated its Resourcing Strategy (including the Long Term Financial Plan, Asset Management Plan and Workforce Strategy) and developed its Delivery Program (2013-2017) and subsequent Operational Plans.

During the development of the Delivery Program (2013 – 2017) Council considered the priorities and expected levels of service expressed by the community during the consultation process.

Council's planning and budgets for the next four years indicates that Council requires the annual rate to be set at 4.8% per annum between 2014-15 and 2016-17 to maintain current operational services. These service levels are detailed in the draft Delivery Program 2013 – 2017.

To set the required rate level at 4.8% per annum (inclusive of rate pegging) commencing 2014/15 over a three (3) year period. Council is required to make an application to the Independent Pricing and Regulatory Tribunal (IPART) under Section 508(A) of the Local Government Act, 1993.

The draft Community Strategic Plan and associated documents are on public exhibition until Thursday 14 February 2013 and Council invites the community to make comment. Additional information regarding the financial impacts will be sent to all residents in the New Year.

Copies of the draft Community Strategic Plan and associated documentation is available for public viewing at Council's three public libraries (Kogarah Town Square, South Hurstville and Oatley) and in Council's Customer Service Centre located at 84 Railway Parade, Kogarah.

To have your say on the proposal to set the rate over the next 4 years you can:

- Log onto [www.kogarah.nsw.gov.au](http://www.kogarah.nsw.gov.au) and visit our online Consultation Hub.
- Talk to Council staff on Australia Day at Carss Bush Park on Saturday 26 January 2013 – staff will be available at the Council stall from 12:00 – 4:00pm
- Email to [mail@kogarah.nsw.gov.au](mailto:mail@kogarah.nsw.gov.au).
- Provide a written submission addressed to:

General Manager  
Kogarah City Council  
Locked Bag 8,  
Kogarah NSW 2217

All submissions must be received by close of business on Thursday 14 February 2013.

[www.kogarah.nsw.gov.au](http://www.kogarah.nsw.gov.au)



Thursday 24 Jan 13

SPECIAL  
FEATURE

# Celebrate Australia Day 2013



## TV talent show star will be a voice to remember

FANS of Channel Nine's *The Voice* will know all about Ben Hazlewood.

Known as Joel Madden's "front man", the 23-year-old gathered a legion of dedicated fans with his powerfully emotional interpretations of *The Only Exception*, *I'm With You* and *My Kind of Love*.

At home in New Zealand, Ben has built a significant profile and has written and worked extensively in Britain and France with some of the world's leading music identities.

He is now recording his debut album, sharing his progress with fans through his significant social media presence, including 20,000 Twitter followers and over 5000 Facebook "friends".

Ben is set to perform at Carss Bush Park on Australia Day at 4.30pm.



**Direct from centre stage:** Ben Hazlewood will sing at Kogarah's Australia Day celebrations.

## Friends in the making

By Eva Tejszerski

THEY may be too young to understand national pride, but these tiny tots will mark Australia Day in the best way they know – by playing with their new mates.

At Rockdale Family Day Care, children come together to form new friendships.

The day care's supported playgroup attracts multicultural families from St George, and aims to improve the well-being of children.

The Families NSW initiative, managed by Integricare, also gives parents and carers greater access to basic community services.

The playgroup offers tips on first-time parenting, health and development, transition to school seminars and individual family case management.

Integricare family worker Binita Dhungel Ghimire said more than 30 families had joined the group.

"We help families with basics like what to pack in a lunch box or where to take their child if they are sick," she said.

"Many have very limited understanding about what's available because they don't have access to such services in their countries."

The centre celebrated "the whole family" on Australia Day.



**Oz kids:** New friends, Muntaha, 3½ (left), Zain, 4, and Lily, 10½ months.

Picture: Chris Lane

## Kogarah's Future Have your say!



Council is currently seeking your feedback on the draft Community Strategic Plan (Bright Future, Better Lifestyle), the draft Delivery Program 2013-2017, and the draft Resourcing Strategy that are currently on public exhibition until February 14 2013.

During the development of the Delivery Program (2013 - 2017) Council considered the priorities and expected levels of service expressed by the community during the consultation process.

Council's planning and budgets for the next four years indicates that Council requires the annual rate to be set at 4.8% per annum between 2014-15 and 2016-17 to maintain

current operational services. These service levels are detailed in the draft Delivery Program 2013 - 2017.

Come along on Australia Day and talk directly to Council staff members from 12 - 4pm regarding the proposed rate. Alternatively log onto [www.kogarah.nsw.gov.au](http://www.kogarah.nsw.gov.au) and visit our online Consultation Hub.

I am confident that with your input we can come up with the right solution for our community.

Cr Nickolas Varvaris  
Mayor

[www.kogarah.nsw.gov.au](http://www.kogarah.nsw.gov.au)

## PARTICIPANTS

### PLAYGROUP

**Rockdale:** 25 families out of 41 are from Nepal, India Pakistan or Bangladesh.

**Hurstville:** 15 families attend, all Chinese.

**Kogarah:** 11 enrolled, all Chinese.

**Bexley:** Mostly Arabic; Macedonian, Korean, Japanese.

### TRANSITION TO SCHOOL

A total of 20 families out of 53 are Nepalese, Indian, Pakistani or Bangladeshi; five are Japanese.

"We celebrate the same way they would together," she said.

"We encourage them to bring their cultural food and wear their traditional dress."

Playgroup manager Renee Gardiner said they wanted families to feel welcome.

"We've looked at hospital birthing rates, mapped areas of need, and we know Rockdale is a big one for the new Nepalese community coming into the area."

"So many people who feel so isolated walk past, and just ask to come in."

"They make friends... they didn't know anyone before."

**Details: 9567 4977.**



## **Community Survey – Placed on ‘Your Say Kogarah’ CSP Review 2012**

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Kogarah City Council is currently reviewing it's Community Strategic Plan and will be seeking feedback from the whole community on the following:

- Our community vision statement
- Our Strategic objectives for the community that address social, environmental, economic and civic leadership issues identified by the community
- Our Strategies for achieving each objective

In order to help Kogarah City Council develop our plans and projects to meet community aspirations and needs over the next four years please take 10 minutes to complete the following survey.

### **I. Demographics**

Male

Female

Which of the following age groups are you in? (pick from drop down list)

15 – 24

25-44

45-64

65-74

75+

What suburb do you live in? (pick from drop down list)

Allawah

Beverly Park

Blakehurst

Carlton

Carss Park

Connells Point

Kyle Bay

Kogarah

Kogarah Bay

Hurstville

Hurstville Grove

Mortdale

Oatley

Penshurst

Sans Souci

South Hurstville

Other

How long have you lived in the Kogarah area? (pick from drop down list)

Less than 6 months

6 months to 2 years

3-5 years

5-10 years

More than 10 years

### **Overall Satisfaction with Council's Services**

Thinking about all of the services that Council provides, overall how satisfied have you been with Kogarah Council over the last 12 months?

(Multiple Choice – all 5 options displayed)

Very satisfied

Satisfied

Neither

Dissatisfied

Very Dissatisfied

### **Personal Satisfaction with Council Services**

(Likert Question)

#### **Introduction**

Below is a list of services currently being provided by Kogarah Council. Please indicate how satisfied you have personally been with the performance of services in this area. If you are dissatisfied with the service please provide details of what aspects you are dissatisfied with

#### **Options**

Very satisfied

Satisfied

Neither

Dissatisfied

Very Dissatisfied

Don't Know

#### **Statements**

Maintenance of the local roads and footpaths

Cleanliness of the local roads and footpaths

Traffic management such as speed humps, chicanes etc

Maintenance of parks, ovals and bushland areas

Sporting fields and outdoor sport facilities

Children's playgrounds

The customer service/ information provided by Council staff

Community centres and facilities

Waste and recycling services

Policing of parking

Overall management of parking (including restrictions, resident parking etc)

Kogarah Town Square Library and Cultural Centre

South Hurstville Library



Oatley Library  
Carss Park Swimming Pool  
Sans Souci Leisure Centre  
Council's Childcare centres – Narani, Ocean St, South Hurstville  
Pedestrian and cycle paths  
Management of the development within the Kogarah Council area  
Major Community Events e.g. Australia Day, Chinese New Year and Spring Festival  
Small Council funded community events such as Seniors Week, Cultural activities,  
Youth Week, School holiday activities etc.  
Feeling Safe in the Kogarah area – road safety, lighting, crime prevention projects etc  
Council run community consultations  
Kogarahlife resident newsletter

### **Future Vision for Kogarah**

What do you value most about the Kogarah area?

What would you say are the top 3 challenges facing Kogarah in the next 10 years?

1. \_\_\_\_
2. \_\_\_\_
3. \_\_\_\_

What do you think are the top 3 priorities for Kogarah Council to focus on over the next 4 years?

1. \_\_\_\_
2. \_\_\_\_
3. \_\_\_\_

### **Other**

How do you find out about Council activities and news?

(multiple choice – multiple choices allowed)

St George and Sutherland Leader  
KogarahLife newsletter  
Council Website  
Customer Service Centre  
Library  
Word of Mouth  
Council brochures  
Other (specify)

To be included to go into the draw to win one of 5 gift vouchers?? Please provide contact details below:

Name:

Email:

Phone: