

No.	Date	Via	Support SRV?	Comment/Question
1	11/01/2023	email	Yes	I write in support of the proposal for the SRV. [Which I presume does not stand for Sports Recreational Vehicle]. On your charming website you have buttons for questions and comments and you invite people to leave a comment. There is a big, wide button that says "click here to sign in or register to get involved". Very nice of you however, I have flogged my little mouse half to death, clicking the little rodent and nothing happens. I presume you know the meaning of "nothing happens" – it means she no worke. Anyways, I pay farmland rates and I notice that the effect is basically proportional to the amount of rates that each ratepayer pays. That seems to me entirely fair. Of the reasons advanced for the SRV, I find all of them convincing, both individually but also as a group and in particular, I support and encourage council's development of its IT business systems and cyber security, which are critical to any institution doing business, using the Internet, which the council does. The cost and disruption of not adequately dealing with cyber security and core IT architecture and implementation, can be horrific, as has been demonstrated more than amply in the United States recently. [You might start by fixing the 'comments' button – only kidding].
2	11/01/2023	YST-Guestbook	No	Please do not raise the rates any higher. If you need more money for projects then you must reassess how council has spent / wasted money over the past year. The council is receiving more money than most regional councils in NSW plus they get extra money from levies - koala levy, pontoon levy etc. The council involves itself in issues which should not involve them, they take on legal arguments they have been told they cannot win. That o raise the rates AGAIN is criminal and basically stealing from ratepayers.
3	11/01/2023	YST-Question	No	I believe Tweed Council spend money on issues outside the basic Rates roads and rubbish. This can be verified by the state of the roads, illegal dumping, weed control, tweed CBD gardens and general cleanliness. Deal with these issues as a priority for what we pay our rates.
4	12/01/2023	YST Survey-Share feedback	No	At a time when the drastic increases in cost of living is spiralling out of control _ the proposed increase shows no consideration for the rate payers. In addition, I personally feel that the services provided by Tweed Shire are pathetic for local rate payers but support corporations ! I find that what Tweed shire does provide should be of a better standard considering we have one of the highest rates not only in NSW but also compared to other areas in Australia . To be very blunt what Tweed Shire does provide is totally inadequate and focuses on rather irrelevant items and projects
5	12/01/2023	YST Survey-Share feedback	No	Rate payers/home owners are already facing the grunt of increased living expenses such as putting food on the table, increased electricity costs, rising interest rates just to name a few. To put further pressure on households over the approved % increase is greedy, the tweed council already has some of the most expensive council rates in NSW to further increase the cost of living to those already at their maximum capacity will have a devastating impact. Do not apply for the SRV.
6	12/01/2023	YST Survey-Share feedback	No	Given the current climate it seems extraordinarily poor timing to increase the burden on families who are already getting increases from power, gas, petrol, utilities etc.
7	12/01/2023	YST Survey-Share feedback	No	As an affected Bilambil Heights resident from the flooding due to full closure of Scenic Drive I had financial strain of 7 months travelling via Terranora to access my work in Tweed Heads, 5 days a week which was extra wear and tear on a new vehicle and extra fuel costs not to mention extra time spent travelling. There was no financial help as I was not considered flood affected even though the road closure was directly caused by the rain event. Extra rates would add extra burden to my finances. There was no assistance in getting a public bus service running. I know council is not responsible for public transport but Bilambil Heights was forgotten about altogether and I feel council could at least of helped with this seeing as it was a local road being closed which caused the bus service to be discontinued. I am not at all supportive of the special rate increase due to the above reasons I've mentioned.
8	12/01/2023	YST-Question	N/A	For how long is the extra rate increase applicable, i.e. one year or is it a permanent increase?
9	12/01/2023	YST-Question	N/A	Council wants us to believe they a rate rise is necessary. Why is Council creating such a top heavy structure?
10	13/01/2023	email	No	I really cannot support a rate increase that high. Did the Tweed Council receive money after being declared a disaster zone from the Federal Government to fix the roads etc? Have other councils asked for a huge increase? Tweed shire has so many new homes and obviously receiving rates from them. The builders did the infrastructure. It's making it very difficult for pensioners to stay in their homes. Will the NSW government be allocating a bigger discount to help pensioners?
11	13/01/2023	email	No	I have read the notice that rates may rise an additional 2.35% on top of the 4% already planned. I am a single parent with to adult children who still reside at home, my children are saving for their first home. I am on a reduced income after being discharged from NSW Police after 25 years of service due to injury. I am now on a reduced income. I have very real concerns about the proposed increase in rates. We already pay some of the highest rates in the state. On top of the increase in cost of living expenses. This increase will add further stress and cause further financial hardship. I ask the Council to consider this in their decision.

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12	13/01/2023	email	No	This email is my feedback as a concerned member of community and rate payer about the proposed rate increases for 23 and beyond. The current financial situation across Australia is impacting everyone. It's worth noting that salaries haven't increased by inflation either and the cost of living has increased for all ratepayers in recent years. This has been further compounded by local flood events and supply issues. A rate increase will only add pressure to already struggling residents who have had other issues to contend with relating to the pandemic, floods. These issues are significant and include increased homelessness for other members of their community (which falls to the shoulders of the community in the absence of appropriate levels of Government funded housing), financial insecurity, energy price rises, food insecurity, increasing fuel prices and the list goes on and on. All of this affects peoples mental health. On a practical level, I don't believe that council is in a position based on current service levels to be asking for increased returns on rates. Our rubbish & recycling services are currently operating fortnight - half the frequency / service than neighbouring and comparably sized municipalities. Additionally, the roads in Tweed are a mess and many of the playgrounds extremely old, rundown. Park services are not well maintained in a number of areas. On our property we have ageing connections from mains supply into electricity and water, we have trees on council land at the top of our property that are unable to be removed due to councils insistence but that cause major public safety issues. These matters are raised with council and just get dosregarded. Why should we pay more for rates when we barely get minimum service levels as it stands??! I strongly oppose a rate increase and would request council to very carefully consider imposing internal inefficiencies and problems out onto its residents. Look at your internal systems, people and processes and find efficiencies there as other businesses are doing right now. Think like a commercial business and start understanding what people of the area need from you right now rather than enforcing additional pressure on your "customers" (us the ratepayers) during this challenging time for all Australians and members of Tweed Shire. Thank you for taking the time to accept this feedback. I would also in future suggest improving communications for public consultation by actually posting communications opportunities for community consultation out to residents. Finding out about this activity via a Facebook group and not from the Tweed Council really begs the question if genuine community consultation is truly occurring.
13	13/01/2023	YST Survey-Share feedback	No	Bilambil Heights residents have spent much of the year driving an extra 20-25 minutes each way into their workplace school etc due to the closure of scenic drive. Terranora Road has not been adequately serviced in years years (only patch jobs) resulting in horrid road conditions which have damaged numerous vehicles and ruined tyres. I for one had to replace brand new tyres on my brand new car inside 12 months due to the quality of the road travelled not just here but Tweed as a whole. I don't believe it fair that a rate increase is applied when we aren't even receiving adequate basic services of council as it is.
14	13/01/2023	YST Survey-Share feedback	No	TSC say they need a SRV. Why? They do not maintain our roads. They do not maintains the walkways. They do not empty the bins on time. We need to chase this up. TSC don't Perdue illegal dumping even when they are supplied with all the details and photo evidence because it is to hard. If they issued fines for the photos I have of illegal dumping their revenue would increase without the need for a special rate variation. No need to pass on extra costs to residents. TSC did. It reimburse locals when their main route was closed after the big floods. TSC do not take responsibility for damaged vehicles due to the poor state of the roads. TSC needles to budget better. TSC should issue fines for illegal dumping.
15	13/01/2023	YST Survey-Share feedback	No	As a rate payer for 20+ yes, we are finding this council are not living up to their obligations of value for money. For all our payments for our area, we are getting little in return. This additional hike will break many a household who are struggling already. Being a pensioner we will be forced out of our homes due to greed with little to show for it
16	13/01/2023	YST Survey-Share feedback	No	TSC continues to fail this community on a number of issues. The roads are atrocious. Pot holes everywhere which is taking its toll on our cars. It's taken almost a year for Scenic Drive to be repaired which is unacceptable. Let alone all the other roads that have been cut off due to the floods. The parks for the kids are average at best. Whereas the parks on the northern Gold Coast are amazing. We should have parks like these. Perhaps the councillors can have a stop freeze on wages for a couple of years like the nurses and teachers of NSW have had. The rates will increase this year because of the value of the land anyway. It's time for TSC to put greed aside and look after the community who are struggling with inflation and wages not keeping up.
17	13/01/2023	YST Survey-Share feedback	No	We've had so many rates increases over the last 15 years. Every year it goes up more and more. When the population is expanding why do we need to increase rates when the number of people paying rates is increasing? It doesn't make sense. It is my belief that increasing rates is just an easy solution for your finance people to balance the council budget. How about thinking outside the box in order to generate money each year from the rates that are paid so you don't need to increase them all the time.
18	13/01/2023	YST Survey-Share feedback	Provisionally Yes	I understand the rising costs, however if we are going to increase our rates to accommodate more staff especially for the DA process there needs to be some accountability on the councils behalf by providing the public with clear timeframes of the approval process. The last few years has literally been the worst I've experience, I understand covid19 would have played a significant factor however there has been no consistency across the board for approval time frames. Some blow out to 9 months others are weeks. Considering there is a housing crisis in the Tweed this honestly needs to be reviewed and a better system in place. So yes if my rates go up and this process changes significantly for the better I am all for it.
19	13/01/2023	YST Survey-Share feedback	Provisionally Yes	I would have no issue supporting the increase if there were efficiencies shown from Tweed Council. You only have to look at the lost productivity of council workers on road work sites. More people standing around or having smoko than actually working. You need to fix your lack of work ethics and culture of laziness before I would support additional increases.
20	13/01/2023	YST Survey-Share feedback	Yes	
21	13/01/2023	YST Survey-Share feedback	Yes	Yes. Need to upgrade council services

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22	15/01/2023	YST Survey- Share feedback	No	<p>The proposed increase is not a one off. This extra increase will compound annually, As I don't believe that it will be removed next year. Like all Tweed residents, the Tweed shire council should live within its means and budget with the allocated funds, not take more from the ratepayers. While on the topic of rates, I think the current rating system is unfair. As residents of the Tweed we all receive the same benefits from Council, so should all pay the same rates. A 2 bed unit, a residential house, a factory or a cane farm. One flat rate for all. Anyway, NO to the additional rate increase, as the approved rate increase is already above the inflation rate.</p> <p>I am objecting to the proposed rate rise above the prescribed rates. For those of us who have lived and owned property in the Tweed for more than ten years have felt the pain and cost of rate rises above the prescribed levels. There was a seven-year stint on raising rates, and the rate base has since increased. These extra rates will only give you more money to waste on self-promotion, and projects that do not positively impact on us directly. The rate rise does not take into consideration the people who live here. Our population is old, and there are few avenues to find the money to pay for more. Owners will soon feel the loss of income due to rising inflation, and falling house prices. The negative impacts this will have go directly to the heart of the problem issue of housing in the Tweed. This rate rise will force landlords to raise the rent, and for the owner occupier it will be less food on the table. The rate rise on top of the current economic situation we find ourselves in, will push more people into housing stress. The move to increase rates will force some homebuyers out of the market. For those who do their due diligence they will soon see how expensive it is to live here, and choose to go elsewhere. As Council has failed to approve private subdivisions in a timely manner, the rate base has failed to grow as anticipated. If Council would approve, and developers proceed, there would be a bigger rate base, and the extra rate rise would not be necessary. It is not seen as necessary, there is a budget that could be trimmed back. Building more housing would increase the rate base, and benefit all residents through scales of economy. As a ratepayer, long term resident, and past president of the Murwillumbah Ratepayers and Resident Association, I understand the impacts of this proposal, and I strongly oppose the proposal to increase Tweed rates above the prescribed rate.</p>
23	16/01/2023	email	No	<p>For shire residents like us who don't have a door to truck bin collection, we have to take to a centre pick up point as well as our elderly neighbours bins each week, we don't have a green bin service despite the service coming next door to Mooball. Our potholes are shocking, we don't have a sealed road. We have a dangerous cattle grid in the road which council will not look at as they say it's the property owners responsibility. The owner who subdivided is long gone. We are not on town water and have our own septic. So no I do not support a special rate rise.</p>
24	16/01/2023	YST Survey- Share feedback	No	<p>I do not support a special rates variation of 2.35% on top of the 4% rate pegging amount to cover operational expenses of Council that should have been planned for at least 10 years prior. I would only support a special rates variation for improvements to community buildings and recreational assets including road reserves in the Tweed Shire. It is not incumbent on Shire rate payers to bail-out the administrative arm of Council for its lack of planning to provide for growth in the Shire when Councils Community Strategic Plan has flagged sustainable growth as a Shire vision. In accordance with the Integrated Planning and Reporting Framework ('IP&R'), that the Council is legislatively required to fulfil, Council must have focused its planning and financial resourcing to meet "growing" of the Shire. Increased development applications and greater compliance of construction is a consequent of "growing" of the Shire. It was incumbent on Council to have fulfilled its statutory obligation and financially planned over the past 10-years for additional development support and compliance officers to administer growth in construction in the shire. In addition, Council has held a statutory obligation since IP&R commenced in 2009 to have identified and financially planned for strategies to mitigate risks associated with cybercrime and vulnerability of Councils information system. Council's failure to have planned to secure its information technology systems and corporate data is an operational failure of Council and not a matter to be paid for by a special rates variation. Council needs to fund works needed to bring its Information Systems up to date out of its operational budgeted based on a 4% rate pegging increase in 2023/2024. Finally, all homeowners in the Shire have or will suffer an increase in insurance premiums this financial year. Council has the option to increase its 2023/2024 fees and charges for services it offers to cover any increase in its insurance premiums. A special rates variation should not be used to cover operational expenses when Council has options to increase its annual review by other means.</p>
25	17/01/2023	email	No	<p>Nope. I live at AVEO Mountainview. I reside in a four unit block and the Council charges massive rates of \$8,000 per block per annum. Rip off.</p>
26	17/01/2023	email	No	<p>I strongly oppose it. I suggest you start spending our money more wisely. Especially your contractors who fix potholes and mow grass in public areas where they blow it down our drains ready to be unable to handle a downpour. Both pathetic. The incompetence that I've personally witnessed would not be acceptable to anyone with any serious authority.</p>
27	17/01/2023	email	No	<p>As a resident of the Tweed Shire for many, many years this proposed rate increase is totally unjustified. To suggest that services & assets won't be renewed is simply scandalous and speaks volumes of this Councils attitude to its ratepayers. To deal with the council in relation to a simple DA and the cost charged is infuriating and cost gouging. Christmas has just finished and many comments relate to the woeful effort with Christmas decorations at Tweed heads and Kingscliff, when will a Christmas tree appear, the previous one was never replaced. Is it a bureaucratic issue or no state government funding issue that the AED at Faulks park that has been vandalised cannot be repaired/replaced. Please consider a suggestion....relocate it near a well lit place near CCTV so a life is not unnecessarily lost eg Rowan Robinson park. One last matter that the council may consider for future reference if this is not cost prohibitive, as this is regularly a discussion point in the neighbourhood, could a street sweeper clean the leaf matter from under the trees in Darlington Drive, the gutters in Shamrock ave and Tyrone Terrace. In all the Years Ive lived in Tweed Heads Ive never had an occasion where a street sweeper has been seen at the above locations.</p>
28	17/01/2023	email	No	<p>While I can appreciate that costs go up, surely we pay more than enough at the moment. From my unit block you get 4 x the amount of a free standing house! Do I say NO!</p>
29	17/01/2023	YST Survey- Share feedback	No	<p>We are already on the brink of financial ruin. Don't do this to the community who have been, and continue to be, hit with blow after blow. Instead flatten the top down employment structure and get an independent review of your books. Clearly something isn't right here.</p>
30	17/01/2023	YST Survey- Share feedback	No	<p>1. We can't afford it - our rates are already close to \$1000 a quarter - higher than the GC. 2. How about you cut some non-necessities instead? Like social media posts with pretty pictures and descriptions of trees? They're nice but they're really not necessary. STOP donating to wealthy events like the Kingscliff triathlon. STOP resurfacing roads that are perfectly fine eg Elrond Drive (and try resurfacing those that aren't eg Marine Parade Kingscliff). Stick to core services like rubbish and roads. PLEASE. YOU KNOW that so many residents can't afford this.</p>
31	17/01/2023	Share feedback	No	

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32	17/01/2023	YST Survey- Share feedback	No	The council do not provide a good enough service for the residence of Tweed heads/tweed heads south/tweed heads west as it is. You can see a visible line when crossing from Queensland to NSW with how unkept the area is. We have people free camping in park grounds, and the rubbish being dumped illegally needs to be stopped. You travel down to Kingscliff and Cabarita and the grounds are very well-kept and presentable. I know the demographic in those areas is a little different but if action is taken to show everyone that the council care about every area.
33	17/01/2023	YST Survey- Share feedback	No	The TSC like every household or business needs to live within its means. If it is not rubbish or roads, find something to cut. You cannot punish ratepayers in these difficult times. Levy all residents if you are game? How is the council supposed to help regarding insurance premiums? Due to the floods last year, my home insurance premium is quoted to triple compared to last year, how does council help me with that? How are people supposed to survive when inflation is already crippling people, then the RBA continues to have interest rates rises, only for council wanting to increase the already approved rate rise by another 2.35%? The average \$35 residential increase will only stay at that rate if people pay their yearly rates on time, otherwise it increases if paid quarterly, have you made your residents aware of that? It will be more for business owners too. I hope council is prepared to assist more homeless people because this SRV will not help their residents. Also, what happened to a few of the other promises council made? Where is the M1 to Fraser Drive link up and overpass to Kirkwood Rd east? The Darlington Drive park and playground at the old dog park? What happened to those?
34	17/01/2023	YST Survey- Share feedback	No	
35	17/01/2023	YST Survey- Share feedback	No	People are struggling to keep a roof over their heads as it is. Tweed is a low socioeconomic area with many people already doing it tough. Don't make matters worse.
36	17/01/2023	YST- Question	N/A	If council gets this increase does that mean we will get things done? Will the potholes be filled in? Will the red bins be picked up weekly over summer? Will the plants growing out of the drainage system in my street be removed? It's all very well increasing our rates but this council is gone if we the rate payers see no action as a result!
37	17/01/2023	YST- Question	N/A	Rates (land) are Only 1 part oft yearly notice , What is the increase % in the rest of notice EG Sewer,Rubbish, water , Land fill fees ETC , Or is there any new ones we don't know about Thanks ,
38	18/01/2023	email	No	I wish to formally object to the Special Rate Variation. I understand increasing VPI costs but I wish council concentrate on the essential services such as water, sewer, general fund infrastructure and basic open spaces (mowing). Stop trying to provide for all the extras like homeless and community services which only benefit the minority. Well managed councils can balance the books. Look for your leaks and you will not need the SRV. Contractors? Run Asset Predictive Modelling on all your major asset infrastructure to prioritise your capital renewals. Listen and ask your staff to review their hidden budgets. I heard an interview on the ABC radio (94.5) that indicated councillors were making an exceptional request to further increase the Tweed Shire rates. As a resident I am definitely opposed to a greater rate as I am finding the already high rate quite difficult to manage. Compared to the rest of the state our area is one of the highest and surely the annual budget must be closely examined and moderated rather than just grabbing further dollars from the pockets of those who have supported you and voted for you. Last year we were definitely surprised at the increase from the previous year, but were promised increased services to compensate. Well we have yet to see this become a reality. When we moved into the area, just over three years ago, we were so impressed with the regular care of parks and gardens and commented to many about how lucky we were to be living in an area that was do proud of their environment. Now we are lucky to see parks and gardens staff and when they are working it is a quick run around with the mower / or whipper sniper and all the cuttings are left to blow over surrounding properties. As well as this we have seen closure of facilities e.g Tweed Information Centre, which is quite ludicrous seeing as Tweed boasts it is a top tourist destination! Of course we all understand the floods impacted on our region but there has been a lot of government (both state and federal) financial support. Perhaps an honest audit and evaluation of current expenditure should be readily available for all ratepayers and again, an open and honest forum, to indicate why this current rate is insufficient.
39	18/01/2023	email	No	
40	18/01/2023	email	No	As a current resident of the Tweed Shire in Casuarina, I am opposed to the rate hikes and special exceptions you are asking for. We already pay much higher rates than most parts of the state and feel that if you cannot properly manage the budget you currently have, then it is not up to us as ratepayers to, once again, be paying even higher rates. In addition, an exception was already granted in the past year and we've yet to see increased services from the last increase. In fact, the services seem non existent in Casuarina. There is rubbish everywhere, graffiti, long overgrown grass on council strips, it is unacceptable with the high rates we pay. Take a trip to Cairns sometime and see how a real council should operate. I would propose that you audit and evaluate current expenditures as your income from ratepayers should already be sufficient.
41	18/01/2023	email	No	As a current resident of the Tweed Shire in Bogangar, I am opposed to the rate hikes and special exceptions you are asking for. We already pay much higher rates than most parts of the state and feel that if you cannot properly manage the budget you currently have, then it is not up to us as ratepayers to, once again, be paying even higher rates. In addition, an exception was already granted in the past year and we've yet to see increased services from the last increase. I would propose that you audit and evaluate current expenditures as your income from ratepayers should already be sufficient.
42	18/01/2023	email	No	As a current resident of the Tweed Shire in Cabarita, I am opposed to the rate hikes and special exceptions you are asking for. We already pay much higher rates than most parts of the state and feel that if you cannot properly manage the budget you currently have, then it is not up to us as ratepayers to, once again, be paying even higher rates. In addition, an exception was already granted in the past year and we've yet to see increased services from the last increase. I would propose that you audit and evaluate current expenditures as your income from ratepayers should already be sufficient.
43	18/01/2023	email	No	As a current resident of the Tweed Shire in Kingscliff, I am opposed to the rate hikes and special exceptions you are asking for. We already pay much higher rates than most parts of the state and feel that if you cannot properly manage the budget you currently have, then it is not up to us as ratepayers to, once again, be paying even higher rates. In addition, an exception was already granted in the past year and we've yet to see increased services from the last increase. I would propose that you audit and evaluate current expenditures as your income from ratepayers should already be sufficient.

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44	18/01/2023	email	No	I am writing, as a tax rate payer, to express my disappointment and concern that council could possibly entertain such an idea. After the recent fallout from the floods, people losing their homes or not adequately insured, followed by the economic crisis with increasing interest rates and inability to meet the financial burden created by this, I am astounded that council would consider another stress on many of the residents within the Tweed Shire! Please consider the community in this decision. It is already struggling
45	18/01/2023	email	No	As a current owner and resident of property in the Tweed Shire in Casuarina, I am opposed to the rate hikes and special exceptions you are asking for. We already pay much higher rates than most parts of the state and feel that if you cannot properly manage the budget you currently have, then it is not up to us as ratepayers to, once again, be paying even higher rates. In addition, an exception was already granted in the past year and we've yet to see increased services from the last increase. I would propose that you audit and evaluate current expenditures as your income from ratepayers should already be sufficient.
46	18/01/2023	email	No	As a current resident of the Tweed Shire in Casuarina, I am opposed to the rate hikes and special exceptions you are asking for. We already pay much higher rates than most parts of the state and feel that if you cannot properly manage the budget you currently have, then it is not up to us as ratepayers to, once again, be paying even higher rates. In addition, an exception was already granted in the past year and we've yet to see increased services from the last increase. I would propose that you audit and evaluate current expenditures as your income from ratepayers should already be sufficient.
47	18/01/2023	email	No	As a current resident of the Tweed Shire in Casuarina, I am opposed to the rate hikes and special exceptions you are asking for. We already pay much higher rates than most parts of the state and feel that if you cannot properly manage the budget you currently have, then it is not up to us as ratepayers to, once again, be paying even higher rates. In addition, an exception was already granted in the past year and we've yet to see increased services from the last increase. I would propose that you audit and evaluate current expenditures as your income from ratepayers should already be sufficient.
48	18/01/2023	email	No	I am against any special rate variation. The rates are already exceeding high and rise is unjust and not necessary. All home owners are currently dealing with higher interest rates and it is not fair to increase your already high rates. The impact it will have is detrimental to families and could force some families to sell their properties. Completely against it.
49	18/01/2023	email	No	As a ratepayer and resident of the Tweed Shire for the past 13 years I am against the proposed special rate variation of 2.35% about the rate peg of 4%. In an environment where cost of living has risen dramatically you are just trying to shift the burden onto ratepayers who are already under pressure. Council has to budget and deliver its services within its limits. Council needs to look at ways to stop waste and find synergies between departments. Council needs to be financially responsible and tighten its spending like everyone else rather than crying poor and imposing greater costs upon its ratepayers. The proposed rate increase could push some ratepayers into financial hardship.
50	18/01/2023	email	No	I won't be voting for this useless council if rates rise at all let alone 6plus per cent as reported by c9 news. What a disgrace. Another pay rise is it? Dearer than Brisbane with bigger blocks and better roads I still have to pay to use the dump
51	18/01/2023	YST Survey-Share feedback	Conditionally Yes	The already allowed increase is insufficient because it does not keep pace with inflation and because the shire has expenses increasing beyond inflation considerations. Even as an aged pensioner struggling to maintain our personal life style I would be willing to pay an increase higher than that proposed. I would support a further TEMPORARY (one off) increase of 3%. Council and staff are to be commended on the restoration of assets and the support for the community in response to the flood disaster!
52	18/01/2023	YST Survey-Share feedback	No	We do not receive the quality of services we should with the amount of rates we pay. Roadsides and paths are overgrown with vegetation, litter everywhere, not enough rubbish bins in parks. Potholes in most roads, graffiti everywhere and the Shire looks rundown.
53	18/01/2023	YST Survey-Share feedback	No	everyone in Tweed shire is feeling the effects of COVID, flooding and recession: retirees, employers, employees and the unemployed. Now is not the time to add to their financial burden. We are already absorbing an annual increase.
54	18/01/2023	YST Survey-Share feedback	No	Council should focus on cost reductions and efficiency increases rather than increasing rates.
55	19/01/2023	email	No	No! Cannot afford increased rates! As a current resident of the Tweed Shire in Casuarina, I am opposed to the rate hikes and special exceptions you are asking for. We already pay much higher rates than most parts of the state and feel that if you cannot properly manage the budget you currently have, then it is not up to us as ratepayers to, once again, be paying even higher rates. In addition, an exception was already granted in the past year and we've yet to see increased services from the last increase. I would propose that you audit and evaluate current expenditures as your income from ratepayers should already be sufficient.
56	19/01/2023	email	No	As a current resident of the Tweed Shire in Kingscliff, I am opposed to the special variation you are asking for in respect to our rates . We already pay much higher rates than many parts of the state. I understand that the recent flood crisis has caused much damage to the area but the Federal Government is paying the Council subsidies to cover rectification of much of this flood damage. Perhaps you should be looking at the priority of current spending and wastage, before we the rate payers are asked to pay even higher rates. The vast majority of the Shire population cannot afford to pay a higher rate rise with the greatly increased cost of living. In addition, I believe an exception was already granted in the past year, and land value rates within Tweed Shire have increased by 36% in many areas, hence higher rates will already be paid. I am sure this will be an important consideration in the up coming elections. Whilst I understand there will be an increase to rates, I would propose that you audit and evaluate current expenditures, priorities and wastage before requesting the special variation over and above the usual rate rise.
57	19/01/2023	email	No	Whilst realising you have major problems with finances, you must realise that us ratepayers, particularly us pensioners in the huge cost of living. Because of the floods in recent years our insurances have been pushed up even though we do not have a flood problem and on top of this have a look at the weekly cost of living. We can no longer afford to eat meat even though we live in a beef producing country also fruit and vegetables have to be limited in our "diets" Please give us a break, we just cannot afford these increases

No.	Date	Via	Support SRV?	Comment/Question
58	19/01/2023	email	No	<p>Having read your article in the Tweed Link about the proposed Rate Variation left me feeling nauseous and ill. This outrageous idea is downright GREED, especially during these tough and uncertain times. I am a pensioner and most likely speak for many, including low-income families, that this proposal is way out-of-place, considering what we have endured the past 3 years. There has been no real increase in income for most people, most likely a massive decrease in disposable funds once all the necessary and essentials are taken out, even worse for those with a home mortgage experiencing rising loan rates, and someone like me on a fortnightly pension. Added to that, the increase in cost for food, fuel and the list goes on, mostly again, greed from those in power and control. You may say that I don't have as many expenses because I am a pensioner however, do you know that I have been a volunteer for the Tweed Theatre Company for over 6 years? I'm currently Secretary and have held that position for more than 3 years and with all that responsibility comes a lot of travel, to meetings, auditions, rehearsals and the shows held at the Civic center. Last year was a horrifying year because of Scenic drive being closed so, my fuel bills were greatly increased having to travel an extra half an hour just to get to Tweed Heads and Tweed Heads West. Then there is the return trip, all done on a voluntarily capacity for this community. The increases in everything are currently blamed on Covid, Ukraine war, floods, bush fires. etc. The truth is? It is exasperated by greed, and that's what I see here from the Tweed council. You state in your article that financially the council is in an excellent position and then saying in the same breath; you have challenges ahead. WE ALL DO, and most of us are not in a good financial position 'Using your quote.' The truth is, you are trying to recoup money spent on repairing our roads, most of them poorly maintained in the first place. My experiences enduring the closure of Scenic drive for the lengthy period was a massive burden on finances, costing me and others alike, huge fuel bills because of the extra travel distance, not to mention the damage to our vehicles endured because of disgusting roads (Terranora road & Bilambil road). I can honestly say that the council is going down the wrong path if proceeding with this outrageous proposal. Again, this is unadulterated greed with no compassion for the people of this shire who are struggling.</p>
59	19/01/2023	email	No	<p>As a current resident of the Tweed Shire in Casuarina, I am opposed to the rate hikes and special exceptions you are asking for. We already pay much higher rates than most parts of the state and feel that if you cannot properly manage the budget you currently have, then it is not up to us as ratepayers to, once again, be paying even higher rates. In addition, an exception was already granted in the past year and we've yet to see increased services from the last increase. I would propose that you audit and evaluate current expenditures as your income from ratepayers should already be sufficient.</p>
60	19/01/2023	email	No	<p>As a current resident of the Tweed Shire in Casuarina, I am completely opposed to the rate hikes and special exceptions you are asking for. We're struggling. Many of us are stretched to capacity, doing our best to stay afloat post pandemic, floods, the devastating housing crisis etc, as well as the cost of living increasing exponentially in every way. We already pay much higher rates than most parts of the state. If you cannot properly manage the budget you currently have, it's unfair to ask us as ratepayers to, once again, be forced to pay even higher rates. In addition, an exception was already granted in the past year and we've yet to see increased services from the last increase. I would propose that you audit and evaluate current expenditures as your income from ratepayers should already be sufficient. Please, show some compassion.</p>
61	19/01/2023	email	No	<p>As a current resident of the Tweed Shire in Casuarina, I am opposed to the rate hikes and special exceptions you are asking for. We already pay much higher rates than most parts of the state and feel that if you cannot properly manage the budget you currently have, then it is not up to us as ratepayers to, once again, be paying even higher rates. In addition, an exception was already granted in the past year and we've yet to see increased services from the last increase. I would propose that you audit and evaluate current expenditures as your income from ratepayers should already be sufficient. I would also like to know when you are going to maintain Casuarina to an acceptable standard. The gardens need mulching and weeding, the access paths maintained by roads are disgusting Thank you,</p>
62	19/01/2023	email	No	<p>Was distressed to say the least, when I read that there was to be a rate rise of 6.85%. As if we aren't as a population already doing it hard enough. When I moved here just over two years ago, I was gobsmacked when I got my first rates notice. Having moved from Brisbane and living on a larger block than here, I was shocked to see the difference in rates. I lived in a pretty affluent suburb of Brisbane, yet my rates were at least \$1,000 cheaper per annum, and I can tell you, the BCC dud a helluva lot more for their bucks than the TSC. The roads here are absolutely atrocious as is the infrastructure. There's little to no forward thinking of how ratepayers money is spent, and I must say the way you go about community engagement is appalling. I hope to goodness, you have a re think</p>
63	19/01/2023	email	No	<p>1 The Have Your Say link on the linked council page does not work. 2 I object to this application as a PERMANENT variation. It allows for a permanent rate increase of almost 7% this year on land values that have significantly increased through no fault of those who own property. The increase in land value is if no benefit to those who intend to stay put in their Tweed homes. Basically council is triple dipping here. 3 Taking land valuation increases into account will mean a much higher permanent and exponentially increasing rate impost than council is marketing to its rate payers. This represents a cynical lack of clarity.</p>
64	19/01/2023	email	No	<p>I just wanted to voice my concern over this. There are still so many who are not back in their homes post flood. They cannot afford any extra money. There are those still reeling from the flood. They do not need to spend more. We also have so many pensioners. They do not need to have more outgoings. I know you need to have money to support our community, but I do not think this is a great option. Can we look at budget cuts or fundraisers or belt tightening? I loved not paying all my rates this year as I was flood effected, but to follow that with an increase is disappointing.</p>
65	19/01/2023	email	No	<p>Why do I have to sign in to Your Say. What is the point of it?. Cannot even ask a question if I dont sign in. I wanted to express my disgust at the rate rise. In general I know that rate rises are required sometimes. However, when locals are locked out of the place where they live so the holiday makers can take over, that is rich. In Kingscliff you cannot use the creek, you cannot get a park to shop at the shopping centre. The holiday makers are so rude and cranky. Their sense of entitlement is second to none, and seem to think that this is now their home and it is the locals, WHAT LOCALS. I am and always have been in support of support your local business. However, they put their prices up for holiday makers and do not in any way shape or form support the locals. Then they whinge when the locals find elsewhere to shop because there is no room for them in Kingscliff. I can assure you I am not alone in this.</p>
66	19/01/2023	YST Survey- Share feedback	No	<p>Firstly, you say you are applying for the SRI on a permanent basis. This is unlikely to be necessary in future years, as inflation is subsiding already, and many of the increased expenses are one-offs. Secondly, the new property valuations will undoubtedly lead to higher rates in future. Council, like all large organizations, will have areas of expenditure that can be trimmed.</p>

No.	Date	Via	Support SRV?	Comment/Question
67	19/01/2023	YST Survey- Share feedback	No	this is not the time-too many struggling. is there a council bubble???
68	19/01/2023	YST Survey- Share feedback	No	I definitely do not support a rate increase until we can see significant changes made. The whole shire is very uninviting, the roads are appalling, the up keep of council land around roadways is awful, the boat ramps and toilet facilities at Dry dock and Fingal are terrible these have not been upgraded in my 40 years of boating on the Tweed River. I have lived in the Tweed shire for 55 years and never have I seen it look so terrible. An audit needs to be done on money expenditure within the council, why should the ratepayers have to pay for new IT systems at the council, individual businesses need to pay for their own....how about an upgrade of the Tweed indoor pool where there are paying customers swimming in a cold pool through winter.....and then you put the price up....really....these are mostly pensioners with health conditions...
69	19/01/2023	YST Survey- Share feedback	No	4% is enough
70	19/01/2023	YST Survey- Share feedback	No	The average increase for residents is \$2/week-may not sound much but is to a pensioner. This is not the real increase as the value general review comes into play so most residents will have that added on as well-a double wammy
71	19/01/2023	YST Survey- Share feedback	No	The shire has approvals in place for many multi story residential buildings that are nearing completion or will be completed this year, wont these increase the amount of rate revenue without having to apply an increase? Have you considered how the increase in rates will affect those living on a government pension? Many of those have spent their life savings to be able to own their own residence . Where will they go if they can't afford this increase which may seem small to you but could be the tipping point for a lot of elderly homeowners? They won't be able to afford rents even if they can find somewhere to rent. Do you not think we have enough homelessness in the shire without putting pressure on residents who are already struggling with the increasing costs of food and power? Sadly I feel that the dye has already been cast and that it will be unanimous vote for the increase but I hope that everyone who is voting thinks long and hard about the impact of the decision they are making.
72	19/01/2023	YST Survey- Share feedback	No	I am not in agreement that the special rate increase becomes permanent. After the environmental events this year I can understand the requirement for extra funds to help cover additional costs. This should not be a way of increasing the rates permanently, I would agree to the increase for this year only.
73	19/01/2023	YST Survey- Share feedback	No	I just wanted to voice my concern over this. There are still so many who are not back in their homes post flood. They cannot afford any extra money. There are those still reeling from the flood. They do not need to spend more. We also have so many pensioners. They do not need to have more outgoings. I know you need to have money to support our community, but I do not think this is a great option. Can we look at budget cuts or fundraisers or belt tightening? I loved not paying all my rates this year as I was flood effected, but to follow that with an increase is disappointing.
74	19/01/2023	YST Survey- Share feedback	No	Council has not supplied enough information for any reasonable person/ rate payer to make a decision. I see nothing about expenditure, nothing about internal programs to reduce spending All I see is we want more revenue. It isn't appropriate to charge rate payers more without showing how council spends money and how it works to become more productive and manage costs. If I was being cynical.... I would guess that the flood impact has hurt the budget.... Which why unfortunate not unexpected, was this planned for via internal risk programs? Was the council adequately insured? Rates are not insurance products So it's not right to charge residents outside of impacted areas to pay for it. Just some thoughts, and what many rate payers would be thinking.
75	19/01/2023	YST Survey- Share feedback	No	I cannot believe that this will only result in an approximate \$36 increase to our rates. It will be an increase on an increase with the new land valuations. Many in the Tweed Shire are still suffering from the effects of the floods, many have already seen real income fall with the effects of inflation, many have experienced income decreases with poor returns on investments and this will be another blow to those already struggling. Why have a Rate Peg when it becomes completely redundant in this process, it is there for a purpose and not something to be overridden as council see fit.

No.	Date	Via	Support SRV?	Comment/Question
76	19/01/2023	YST Survey- Share feedback	No	<p>When I drive around our tweed roads and see construction or repairs going on, I see men standing around doing nothing. There needs to be better supervision to the staff members who are supposed to be working. I constantly see men leaning on equipment or talking or smoking on the side of the road. When I worked in Main Roads Queensland, men would be sacked for not putting in the time and effort but not here on the Tweed. Too many man hours are wasted by these workers who are bludging on the system of being in a remote location for different jobs. With no oversight by a decent abiding ganger or supervisor, all unionised and allowing such time waste. Knocking off early to travel back to the depot is another waste. Men should report to the job site not to the depot then travel say 30 + minutes whilst getting paid to ride in a truck. If men arrived at the job site and only one man brought the truck or equipment, things would be more efficient. I see all the time men riding around in vehicles doing nothing but going to or coming back from jobs where they will knock off early and slowly pack up then get paid to travel back to the depot. More wasted time in man hours. Why not get the men to report to the site? Not wasted wages sitting in a truck. Yet here the union the council is scared of. It's a total waste of money and I do not agree that the council increase rates when I see such dollars wasted. Also, the provision of vehicles for staff to use for travel large distances from places in Queensland to Murwillumbah for example is unacceptable as is those who get to use these vehicles on weekends. Stop the rorts with council vehicles. If staff won't accept that they there is always someone who will accept the job. Let those who waste money be dismissed. It's outrageous that this is allowed to occur. Again, when in the Main Roads Qld, there was a vehicle motor pool where the vehicles were kept and not given for staff to use for personal use such as travel to their homes in such places as Coolangatta and Tweed Heads. Milage or klms needed to be recorded in books regularly then overseen by an auditor. Not vehicles given to staff as part of an employment package. Take the vehicles off the staff and save money that was, not tax the residents. It's a waste of money this doing nothing and until I see working men and not wasted man hours, I will never agree with the increase in rates particularly in regard to a special increase. We had a new bridge designed for Byrriil Creek where many millions of dollars was spent on a long drawn-innovations construction again with the wasted man hours in and where those would be standing around doing nothing because of no supervision. That bridge was built at the same height as the previous bridge from the 50's that washed away then yet here the new bridge was damaged and nearly had the new bridge washed away also because of ignorance in the height approaches and lack of future design initiatives. Designed as required and did it's job is the council quote. Rubbish. The bridge just become a dam wall with the barriers becoming nothing but a wall to the flooding. Whereby the flood waters washed the approaches away causing incredible damage. The bridge foundations moved it was so poorly designed. We used to have a scenic bridge low level that could survive more than the new bridge did. The new multi-million-dollar bridge was damaged because of the design of not sealing the approaches and the whole bridge now needs a total repining of foundations because again of lack of both foresight and design innovations. More wasted money here. This is where council needs to trim its budget instead of wanting more money not increasing rates. I know the this is not however why increase rates when there is such waste going on with fuel and vehicle blms. I remember one staff member</p> <p>How are pensioners expected to pay this increase, they didn't get that increase in their pensions. Cost of living keeps going through the roof. Last time I inquired about Councils reduced payment for Pensioners that were finding it difficult to pay their rates, I was informed that the certain lady who took my call had worked at the Council for quite awhile and hadn't ever known of one application ever being approval and not to waste my time.</p>
77	19/01/2023	YST- Question	N/A	<p>1 - Why do rate payers not get free tip fees each quarter to drop rubbish? Each property owner should have the ability to use the tip for free once per quarter for rubbish drop off. 2 - Why do council not accept DVA Gold Card 100% disability unless it is either TPI or EDI? This would assist a lot of veterans in the community who are not EDI to TPI. 3 - Council need to repair roads in residential streets rather than patching them only. 4 - Bus routes need to be maintained to arterial routes and not residential streets creating more traffic and congestion.</p>
78	19/01/2023	YST- Question	N/A	<p>I wish to express my objection to Tweed Council's proposal to increase our rates above the regulation rate peg. You are causing hardship to families. I am a pensioner and my pension has not increased to cover the cost of living increases and now you are adding to our burden. You will be forcing every day residents to sell and move from the area. Do you plan to give low income/pensioner card holders a larger discount? The number of new houses being built means your revenue is increasing. 40+ new properties in Salt/Casuarina alone in the last year. You have received funds from Government to assist with flood restoration repairs. Like us, good Local Government should be tightening its belt and not spending above its income. In these hard economic times you should be seen to support your ratepayers not adding to their burden.</p>
79	20/01/2023	email	No	<p>I disagree with the increase, home owners are already doing it tough enough with massive insurance increases due to recent floods, ridiculous electricity rises and solar rebates becoming virtually \$0 as ours is now less than 1/4 of what we started with 4 years ago. Absolute rubbish. Living costs continually increase leaving little budget left after food and standard bills and don't forget the mortgage interest rates increasing. The cost of replacing or fixing anything these days is always a huge cost with most people referring not to due to budget and in turn their houses slowly deteriorating over time. The council really needs to look at how the people are doing it tough here in Tweed and not so much how the council needs more revenue to cover their costs. Don't take it away from the homeowners doing it tough.</p>
80	20/01/2023	email	No	<p>As a current resident of the Tweed Shire in Casuarina, I am opposed to the rate hikes and special exceptions you are asking for. First of all, it should not be up to existing rate payers to subsidise DA applications (so that they can be processed in a timely manner). If Council is experiencing delays with DA Applications they should increase the Application Fee/Processing Fees associated with DA's to cover any increase. There is ZERO benefit to a rate payer for approval of someone else's DA Application, they should be the ones bearing any additional costs associated with shorter timeframes. Variations to the NSW Planning/Portal should have been dealt with given they have been in the pipeline for a significant amount of time and if costings were an issue TSC should have looked to the State Government for assistance. In addition to this, upgrading IT systems/Cloud servers is not something that ratepayers should have to suffer a Special Rate Variation for, as this is considerably poor planning by TSC in determining the operational needs of the Council moving forward. Any increase should have been considered over several years so that there was no requirement for a SRV and so that any upgrades could have occurred within the ordinary course of business operations and across a longer period of time so as to have a reduced impact. It is no different to maintaining any other business or property. TSC ratepayers already pay much higher rates than most parts of the state and feel that if you cannot properly manage the budget you currently have, then it is not up to us as ratepayers to, once again, be paying even higher rates. I would propose that you audit and evaluate current expenditures as your income from ratepayers should already be sufficient.</p>
81	20/01/2023	email	No	<p>No, No, No. You are spending too much on non essential items - this should be cut. First repair roads. I live near Tyalgum and it is already costing me \$thousands extra each year because Tyalgum Rd remains closed. Already rates are too high, and I cannot afford these extra costs whilst Tyalgum Rd is closed. No rate increase is appropriate above the cap - ever - Council need to trim spending.</p>
82	20/01/2023	YST Survey- Share feedback	No	<p>No, No, No. You are spending too much on non essential items - this should be cut. First repair roads. I live near Tyalgum and it is already costing me \$thousands extra each year because Tyalgum Rd remains closed. Already rates are too high, and I cannot afford these extra costs whilst Tyalgum Rd is closed. No rate increase is appropriate above the cap - ever - Council need to trim spending.</p>

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83	20/01/2023	YST Survey- Share feedback	No	I believe that the Tweed Council provides good services and they need to keep up with inflation. However, large rate rises will have an impact on the large number of retirees in the Shire. Retirees' incomes have been low in recent years due to low interest rates and poor superannuation returns. This is likely to continue with the economic downturn that has commenced (lowest consumer sentiment since the 1970s recession, lower than the 1990s recession). Rises for individual retirees, should not exceed inflation or maybe 10% in any one year. That will give them time to adjust.
84	20/01/2023	YST Survey- Share feedback	No	As a pensioner the recent increase has help sadly we will see it gobble up by the Tweed Council . You employ a CEO to manage the council and look for ways to save money this is what good management does. You are just take the easy way out by increasing rates above what is expected. Troy Green should resign if he incapable of doing this. It's a bit cheap coming from a council that has no competition it's not that we can go to the opposition for a better deal. You may wonder why people have a low opinion of the way this council operates.
85	20/01/2023	YST Survey- Share feedback	No	The government should move funds around internally before asking for more money from ratepayers who are already struggling to make ends meet, what a joke
86	20/01/2023	YST Survey- Share feedback	No	I don't believe the rates for the suburb of Tweed heads west should be increased, as our area is still significantly lower socioeconomic compared to other regions in northern NSW, and we are already among some of the highest rate payers in Australia- how? We don't see any of our small requests for council upkeep, repairs or changes being implemented after over 2.5 years of living here. Our parks, streets and neighborhood aren't well maintained and many of the plans proposed by council don't seem to be reflected when looking at our community. There should be better ways to find the funds for services that a council is always expected to provide, it is not something we should pay exorbitant rates for when it's a basic necessity for councils to provide. Perhaps looking to other councils to see how they go about funding such improvements to their services first, is what is needed here.
87	20/01/2023	YST Survey- Share feedback	No	Just like so many other around me - I had to put up with the road closures, use my petrol to take the massive detour just to get to work/shops, repair a popped tyre from the potholes in Terranora, been handed mortgage rate increase after increase, dealt with the rise cost of EVERYTHING like food (which some weeks I could barely afford). The majority of people in Tweed are barely hanging on as it is. We can't take another rise in cost to our living. It doesn't seem like much but it'll be a tipping point for many who are already desperately struggling to get by. How much more or this can we take.... Even without the rate rise I will most definitely be facing financial hardship this year and I know with great certainty I am not the only one in this position.
88	20/01/2023	YST- Question	N/A	If Tweed Council can not maintain gutter clearing now how will this change? Another point Tweed Council gives Pensioners a lesser rebate than other councils in NSW - why is this?
89	21/01/2023	email	No	As a current resident of the Tweed Shire in Casuarina for over 21 years, I am opposed to the rate hikes and special exceptions you are asking for. We already pay much higher rates than most parts of the state and feel that if you cannot properly manage the budget you currently have, then it is not up to us as ratepayers to, once again, be paying even higher rates. In addition, an exception was already granted in the past year and we've yet to see increased services from the last increase. An example would be our paths and nature strips are deteriorating as are our roads. Last year alone we had two times when water was coming out of our taps brown. Over the 21 years I have lived here you have made us more of a "nana shire". There are limited areas for off leash grounds for dogs. Farmers are not allowed to have multiple dwellings on their properties to help with housing shortages but you are allowing new developments to build in crazy areas. Your contract for rubbish removal with solo is ridiculous. In every other shire the main bin (red) is emptied every week but ours is every two weeks which naturally attracts maggots. The only exciting thing is the hospital here at Kingscliff so hopefully the State and Federal Government will upgrade those roads as I know this falls under their banner not yours. I would propose that you audit and evaluate current expenditures as your income from ratepayers should already be sufficient. Population in the last 21 years in the coastal area of the shire has increased sufficiently so with this you should have far more funds to play with. I remember when the council was put into administration due to mis-management of funds and backhanders, so let's not have this happen again. Look forward to your reply
90	21/01/2023	email	No	As a current resident of the Tweed Shire in Casuarina, I am opposed to the rate hikes and special exceptions you are asking for. We already pay much higher rates than most parts of the state and feel that if you cannot properly manage the budget you currently have, then it is not up to us as ratepayers to, once again, be paying even higher rates. In addition, an exception was already granted in the past year and we've yet to see increased services from the last increase. I would propose that you audit and evaluate current expenditures as your income from ratepayers should already be sufficient.
91	21/01/2023	email	No	As a current resident of the Tweed Shire in Casuarina, I am opposed to the rate hikes and special exceptions you are asking for. We already pay much higher rates than most parts of the state and feel that if you cannot properly manage the budget you currently have, then it is not up to us as ratepayers to, once again, be paying even higher rates. In addition, an exception was already granted in the past year and we've yet to see increased services from the last increase. I would propose that you audit and evaluate current expenditures as your income from ratepayers should already be sufficient.
92	21/01/2023	YST Survey- Share feedback	No	The proposed additional increase is for what should be considered the council's 'business as usual'. The management of the budget is fundamental to the council's obligations to the community and hard decisions should be made around current roles, jobs and responsibilities prior to asking for a further increase from constituents who will not see a meaningful benefit. Security is important but if the council has failed to address what is not a new risk, that is something that should be considered in review of roles within council.
93	21/01/2023	YST Survey- Share feedback	No	Wages have not increased and interests have. We are not all from Sydney and rolling in it, some of us live pay check to pay check and this increase does not seem reasonable.
94	21/01/2023	YST- Question	No	If the rate rise is mainly to cover staff to process development applications then the developers should be paying more to cover the cost of their applications not regular ratepayers surely this would be fairer?

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95	22/01/2023	email	No	Your proposed rate rise of 6.35% is an excessive impost on top of a 7+% inflation in cost of living and would particularly impact self-funded retirees living along the coastal strip with its inflated land valuations. Landlords will also have to pass on this increase to tenants who are already paying unaffordable rents on the Tweed. I agree that something should be done about Tweed's extraordinarily long DA times, but the answer is not more (buck-passing) staff but fewer more efficient staff with enough skills and authority (and balls) to make faster decisions. Council could also stop wasting money on lawyers fighting deservedly lost cases in the Land and Environment Court. Retrieve some of that by slashing the wages of Councilors responsible for those losses! Finally, don't waste another cent of my rates on climate change. Until China, Russia and India do anything meaningful, our actions make as much difference as peeing (or not peeing) in the ocean. On another matter - West Kingscliff drainage contributions - the whole focus seems to be on "storm water run-off" with no mention of "flood water run-on", the major contributor of all the Cudgen-Kingscliff flooding I have observed this century. Narrowing of Tweed River flows during flooding, caused by the M1 and Barneys Point Bridge, results in flood water spreading onto the Cudgen-Kingscliff floodplain. All landfill on this floodplain will displace flood water and elevate flooding levels unless matched by equal excavations elsewhere on that floodplain. The Kingscliff Sands mine may be doing that, but have the maths/hydrology studies been done?
96	22/01/2023	email	No	As a current resident of the Tweed Shire in Casuarina, I am opposed to the rate hikes and special exceptions you are asking for. We already pay much higher rates than most parts of the state and feel that if you cannot properly manage the budget you currently have, then it is not up to us as ratepayers to, once again, be paying even higher rates. In addition, an exception was already granted in the past year and we've yet to see increased services from the last increase. I would propose that you audit and evaluate current expenditures as your income from ratepayers should already be sufficient.
97	22/01/2023	email	No	As a current resident of the Tweed Shire in Casuarina, I am opposed to the rate hikes and special exceptions you are asking for. We already pay much higher rates than most parts of the state and feel that if you cannot properly manage the budget you currently have, then it is not up to us as ratepayers to, once again, be paying even higher rates. In addition, an exception was already granted in the past year and we've yet to see increased services from the last increase. I would propose that you audit and evaluate current expenditures as your income from ratepayers should already be sufficient.
98	22/01/2023	email	Yes	This will not make me popular, but yes I agree your fosts would have increased dramatically. Costs have increased everywhere so you would not be immune. I have only praise for your council, i have never had an issue, and your staff are friendly and efficient. Especially Fionna who answers the main number, she is a gem. Don't lose her.
99	23/01/2023	email	No	I am a Ratepayer and Pensioner and like most pensioners we cannot afford the Special Rate Variation on top of our normal Rates increases. Why should the "little guy" pay for the "big guys"? I believe rather than charge the poor people the Tweed Council should charge an added "DA Tax" to the Developers instead to cover the costs of this Special Rate Variation. The Big Money Complex Developers and also the rich interstate Canal property owners who make DA applications for their \$30,000+ industrial-sized boat moorings – they should be able to afford an additional "DA Tax" to cover this Special Rate Variation. Can Tweed Shire Councillors please re-consider how they vote on the Special Rate Variation - which should be applied without affecting the pensioners and average families within the Tweed Shire.
100	23/01/2023	email	No	I am not happy with the 6% rate rise which has been suggested. We have struggled over the last 2 yrs to make ends meet and live within our budget. Raising the rates is only going to put us and many other home owners in a vulnerable situation which we have only just managed to avoid with the recent weather and pandemic interruptions. We had to move house with scenic drive closed which meant driving all our belonging around the Terranora way, which added alot of cost to the process let alone wear and tear on our vehicles from the state of the road we had to use. We have personally had to foot these adding costs, not you. We now live in Kennedy drive and fail to see where our current rates are going as our street is full of graffiti and nature strips are neglected by the council as they are always over grown and messy and sometimes have piles of dumped belongings sitting out front for weeks before being removed. If you are going to propose a rate hike, maybe start to look after the owners in lower demographic areas like Kennedy Drive. I don't support the rate rise at all and from other owners I have spoken to about it, the general consensus is that its like a kick in the teeth after all we have been through. I really thought you guys would know better than to suggest such a rate hike in these vulnerable times.
101	23/01/2023	email	No	I would prefer to see the council procure extra funds by issuing more fines for people illegally parking. For example there are cars consistently parked in the turning circle at Cabarita Beach carpark, causing safety issues by tourists who just do not care about others. Also the rates will rise due to increased land values along with other cost of living pressures, some consideration for rate payers would be appreciated.
102	24/01/2023	YST Survey-Share feedback	No	In the last 14 years that we have lived in the Tweed Shire at Bogangar we have seen very little maintenance and improvement in public spaces in our community. So, I do not support an increase in rates when council are not delivering. If they want to improve DA processing times, take a look at the additional income from the population explosion that has occurred in the last 10 years, where has that money gone?
103	24/01/2023	YST Survey-Share feedback	No	How about you do the bare minimum of what a council should be doing before asking for a raise. Tweed council is a joke. Roads are a mess, bins only get emptied fortnightly, the tip is too expensive and you don't do any council pick ups. All you care about is planting trees and cutting costs! Also just a heads up Tweed Shire includes towns outside Salt and Murwillumbah. If your confused maybe start with Tweed Heads wow look at that it's even in the name TWEED Shire.
104	25/01/2023	YST Survey-Share feedback	No	Perhaps the council needs to pursue expense trimming in other areas, such as reducing the frivolous lawsuits it takes up, and also cutting some of the fat in its staffing levels in its offices. The countless career bureaucrats that keep getting added and creating unnecessary waste, whilst valuable services keep getting cut. Tweed Shire council has never had more staff, yet provided less for their rate payers and going out of their way to stifle any enjoyment that residents want to have.
105	25/01/2023	YST Survey-Share feedback	No	I'm perplexed by the justification of a rate hike to support the acquisition of new staff to help with DA processing. My understanding is that Council has been advertising these jobs for months but that there is a skilled labour shortage. In fact, there are four skilled positions vacant in Australia for every single job seeker. So I don't understand how more money might help this situation. I understand Council's budget already accommodates the hiring of new staff. And secondly, for those of us who purchased a house before the overheated property market of Covid, we'll now be looking at higher rates anyway thanks to the valuer general, even though our property prices are taking a dive this year. I can barely afford rates now, as my household is also experiencing the pressure not only from inflation, but also with increased (mortgage) rates, something Council does not need to tolerate like rate payers do.

No.	Date	Via	Support SRV?	Comment/Question
106	30/01/2023	email	No	As a current resident of the Tweed Shire living in Banora Point, I am opposed to the rate hikes and special exceptions you are asking for. We already pay much higher rates than most parts of the state and feel that if you cannot properly manage the budget you currently have, then it is not up to us as ratepayers to, once again, be paying even higher rates. In addition, an exception was already granted in the past year and we've yet to see increased services from the last increase. I would propose that you audit and evaluate current expenditures as your income from ratepayers should already be sufficient.
107	30/01/2023	email	No	As a current resident of the Tweed Shire in Casuarina, I am opposed to the rate hikes and special exceptions you are asking for. We already pay much higher rates than most parts of the state and feel that if you cannot properly manage the budget you currently have, then it is not up to us as ratepayers to, once again, be paying even higher rates. In addition, an exception was already granted in the past year and we've yet to see increased services from the last increase. I would propose that you audit and evaluate current expenditures as your income from ratepayers should already be sufficient.
108	01/02/2023	YST Survey- Share feedback	No	Council already has an increase in place, perhaps the developers can contribute more to the community, this includes small subdivisions on new dual occupancy knock downs and rebuild, putting 4 or 8 town houses on one old block but not doing anything for the community, the council will however now get 4 or 8 times what they previously got in rates for the old block.
109	02/02/2023	email	No	We are very concerned about the Council proposal to apply for an extra percentage rise in rates. Already we pay an unusually high price for rates relative to anyone I've spoken to from all parts of Australia (Queensland, NSW, ACT, WA) I understand that by area this is a large shire but it seems unfair that in our retirement our rates for living at Fingal Head are going up and up! We qualify for an Australian health card but otherwise are self supporting in retirement so \$7000+ (and rising) out of our annual income is unsustainable. The continuing rise in rates will mean that the demographics of some areas will change ... only the very very wealthy will be able to live in some areas! If council needs extra sources of income surely installation of parking meters would come way before a rise in rates. All shires around us here in the Tweed charge people to park in popular places ... why can't this be implemented in Tweed Shire?
110	02/02/2023	email	No	I am opposed to this increase
111	02/02/2023	email	No	I do not support your proposal for a special rate variation. The reasons given for the increase are not sufficient to incur the increase. 1. Given the council was in a good financial position at the beginning of the financial year with presumably increased cost of doing business, not necessary. 2. Unprecedented growth in DA applications, this has always been a notoriously slow process in the council, a change in business plan to allow increase product should not be at rate payer expense now. More DA will give more money to council to compensate. 3. Reduction of environmental levy was a known cost, should have been factored in already. 4. Upgrading core business platforms was a known expense and should be well considered prior to need and budgeted for. Same applies to cyber security. 5. Increase insurance, all people bear this cost for insurances, council is no different. I do not get a wage increase, I need to rework my budget, council respectfully needs to do the same.
112	02/02/2023	email	No	I am totally against the Special Rate Variation Tweed Shire Council is seeking. How can the council put more pressure on the Tweed Shire Community and businesses that are still struggling to recover from COVID19 and the 2022 floods. This is extremely unfair and unjustified! Tweed Shire Council already waste so much of their resources and asking the Community for more money to compensate their lack of management is appalling. I request Tweed Shire Council to reconsider their decision to request this Special Rates Variation and actually consider their struggling community. I am a rate payer and have been for over 34 years. I am battling to keep up with the yearly increases as it is. To increase the Rates even further will break me. Please do the right thing for the people of the Tweed Shire and DO NOT seek a Special Rate Variation this year.
113	02/02/2023	email	No	You have to be kidding !!!!! You're bleeding this community dry . We have been through bushfires, floods, Covid floods again and now financial stress though the constant rise in the cost of living . Why don't you cull things in the council first. Give back all the hire cars , you've had them since Covid Cull your staff Stop outsourcing work at ridiculous rates STOP wasting our money and then crying poor You the worst council for robbing its rate payers and bad management. Instead of trying to gouge rate payers why don't you have some compassion instead
114	02/02/2023	email	No	A comment on the Proposed Special Rate Variation...as a ratepayer, the steady increase in rates each year puts a lot of stress on the average household. A naive suggestion would be for the individual DA applicant to foot the price increase for putting their DA through council, instead of the average ratepayer who is not involved in the DA process to have to cop the increase. And I feel strongly that Council allows too many development applications to go through without the adequate longterm impact on the environment to be evaluated. A short drive through our coastal roads illustrates this. I understand the DA process includes much more than these developments but this is a point of contention.
115	02/02/2023	email	No	I would like to understand why Tweed Shire Council rates are so high compared to other parts of New South Wales, in fact, much higher than Sydney or Brisbane. Have staff efficiencies been measured? If there are overwhelming numbers of DA's, this will mean a large increase in rates payable? I think requesting additional rates, over and above other councils, is not fair or justifiable. Residents are struggling with inflation, insurance increases etc and we are then being asked to pay over and above the 4% increase, in fact, over 50% above, with no road or service improvements.
116	02/02/2023	email	No	I am writing to strongly oppose the Tweed Shire Council application for a permanent Special Rate Variation (SRV) of 2.35% above the rate peg limit of 4.0%. Whilst I understand the council faces challenges with rising costs of goods and services, households are facing these same challenges with many struggling to meet their basic mortgage and utility bills. The council, like all of us needs to assess where it can tighten its budget, rather than push the burden of trying to meet additional costs to its ratepayers.
117	02/02/2023	email	No	Please remember pensioners and increase their discount by the same %
118	02/02/2023	email	No	This proposal is for a permanent variation, but it seems to me that the noted costs, other than personnel, are capital costs, and should be one off budget costs delivered via open tender to achieve savings over the term of the contract. How were the potential cost increases calculated?
119	02/02/2023	email	No	Absolutely disagree with adding extra to our rates. People can barely afford to live. If you need more money start by streamlining your workforce or better still stop supplying cars to those who really don't need it. Perhaps staff could share when they need to use a vehicle for council work.

No.	Date	Via	Support SRV?	Comment/Question
120	02/02/2023	email	No	People of Tyalgum are already paying many THOUSANDS of dollars a year in extra fuel costs, mainly due to the continued closure of Tyalgum Rd. The new Valuer General valuations will certainly raise all rates as it is. When Council asks for more money, and at Tyalgum we are still without a main road and paying excessive travel costs in money and TIME, to say we are angry would be an understatement. I do NOT agree for Council to approve a SRV, and, if you do, you may expect a strong reaction. Please, please . . do NOT do this crazy thing. If you need more money, control expenses and reduce spending on the “nice” things like Bike Tracks – and put more money into Essential issues – like road repair.
121	02/02/2023	YST Survey- Share feedback	No	Rates are limited to ensure all councils are appropriately funded. Flood mitigation & recovery is not funded by rates. Technology updates should improve efficiencies. TSC staff with whom I've dealt, have been great; by majority. (I am aware of one ineffective staff member being 'helped out'.) I've lived in council area, that ended up under administrators etc. Giving extra money didn't bode well. Personally, I can't afford it. My budget doesn't have 'just ask for more money' flexibility. Its a 'manage with what you've got' situation.
122	02/02/2023	YST Survey- Share feedback	No	Not only does create a precedent for future years as has been in the past but everybody is doing it very tough at the moment. I believe rates will be increasing considerably already due to increased valuations due to high sale values. Now we have a slump in values but this wont be reflected in the new rates. Give ratepayers a fair go! Council needs to look at its wages costs - so many work staff to do small jobs with half of them leaning over shovels needs to be looked at - going to private enterprise for works would be the way to go to save many millions of dollars - this will give you additional monies for other projects.
123	02/02/2023	YST Survey- Share feedback	No	Our organisation provides social housing and it is unreasonable to have an increase in rates as we already pay a substantial amount of money in rates for our portfolio of properties which support TSC community members. Without our social housing portfolio there would be a large number of community without accommodation. Our Board do not agree or support the special rate increase.
124	02/02/2023	YST Survey- Share feedback	No	People cannot afford extra money right now. If you need more money reduce the number of council supplied vehicles and have your staff share.
125	02/02/2023	YST Survey- Share feedback	No	you have got to be kidding, absolutely no. People can barely afford to feed their families with the current increases of food and fuel. I work in a supermarket and the amount of people I catch trying to steal things, for example a pensioner stealing orange juice, an 75 year old woman who can't afford to buy juice. Their are 3 more interest rate rises coming and you adding to our financial woes will make it worse. Tweed Heads is fast becoming a ghetto and this will surely make things worse. I strongly appose this rise.
126	02/02/2023	YST Survey- Share feedback	No	Cut internal wastage. Rates are high enough as is.
127	02/02/2023	YST Survey- Share feedback	Yes	Please spend more protecting the environment and education about protecting our environment
128	02/02/2023	YST Survey- Share feedback	Yes	Yes, as long as this is refected in the number of people assesing DA's in the council and Civil works investments
129	02/02/2023	YST- Question	N/A	With the new values from the Valuer Generals Office, won't rates be increasing as the land value of the properties is increasing as well. So if I am right, we'll see the standard pegged 4% increase, the council is asking for another 2.3% and then with the Valuer Generals increases, they will be going up further again. Total increase could be more likely around the 10% mark. Why doesn't council look to there other areas of it's revenue for increases or be creative and look for new revenue streams rather than taking the soft option of increasing rates all the time. Or have they already increased other areas as well and are just getting greedy?
130	02/02/2023	YST- Question	N/A	So are you saying there will be no increase in the total revenue with the land values increase, or just no change in the percentage you can raise the land rates. Maybe to make the response less ambiguous, I can frame the questions this way. Will the Council be gaining more revenue from Council Rates, when the Valuer Generals valuations come through, regardless of any other increases pegged or special in nature? Will the Council Rates be more likely to increase by closer to 10%, rather than 6.35% when ALL increases are considered?
131	03/02/2023	YST Survey- Share feedback	No	Definitely not! Most of the works undertaken after the floods is subsidised by the government. You've smashed us with rates rises a number of times. Employ an efficiency officer to get the council workers actually working, not sitting around on their phones or chatting. Councillors-take a pay cut. Prove you're serious about saving revenue.
132	03/02/2023	YST Survey- Share feedback	No	Understand that Council is under pressure from recent events and rising costs but so are their rate payers (e.g. we also have repairs to our own property, our insurance has gone up 25+% plus there are the increases in every day purchases like petrol, food, etc.). The Valuer General has hiked values up so much this year - that will increase Council's revenue base. Many people in the Tweed are at breaking point. Instead of looking for more income, Council should be looking to get better value for their spend. For example road repairs are often done in the most illogical and inefficient manner. There are also numerous Federal and State funds that Council can access - look that way instead of gouging the rate payers. If Council wants to broaden their rate base to increase revenue, look to allowing large blocks to be split into sustainable medium blocks (e.g. 40 h blocks to become 4 x 10h blocks - Note: NOT advocating for 40h to be turned into 500 m2 parcels - that kind of density would have huge negative impacts) This would also help address the housing crisis in the region. Lobby State government for changes to the Planning Act to make things like this possible (and start by allowing 2 dwellings on large blocks to demonstrate your own willingness to address the housing shortage). Be courageous, innovative, creative - asking rate payers to pay more is unfair.

No.	Date	Via	Support SRV?	Comment/Question
133	03/02/2023	YST Survey- Share feedback	No	Rate pegging is based on inflation. Inflation will also increase the property valuation rates. Therefore this proposal should not have been considered prior to the assessment of all property valuations for 2023/2024. It is not appropriate to financially burden residents based on an unknown scenario.
134	03/02/2023	YST Survey- Share feedback	No	<p>Proposed permanent Special Rate Variation (SRV) The argument for this permanent Special Rate Variation, which is on top of the maximum allowed increase for all Councils in NSW has been stated in the announcement as: "There are some challenges ahead for Council with rising costs of goods and services, increases to insurance premiums, and unprecedented growth in development applications." Fact is: There are challenges already for everybody in Australia with rising costs of goods and services, increases to insurance premiums and so on. Development applications are normally paid for by the applicant and should not be covered by the rate payer. Other arguments claimed for the Special Rate Variation "In particular, the SRV would support Council to deliver the following outcomes in the 2023/24 budget: - Reduce Development Application processing times – Council is seeking additional funds to increase staff resources to help reduce the long DA processing times caused by a range of complexities and resource challenges associated with the NSW planning system." Comment: A better solution for all would be to reduce the complexity of these applications! - " Make it easier and safer to do business with Council by upgrading core IT Business Systems – Council is facing increased information technology costs as we must retire our on-premises corporate systems and move to a cloud hosted software solution." Feedback: Moving Council's IT to a "cloud" based system is no improvement, instead it makes all (Council's and our) data vulnerable to hacker attack and also interruptions (power outage, server down, internet down, passwords and other access authorizations suddenly stop working, software bugs....). - " Improve Cyber Security to protect your data – Council is seeking additional funds to protect Council's network and digital information to comply with the Essential 8 mitigation strategies as recommended by the Australian Cyber Security Centre." Comment: Cyber security will become a big issue when a "cloud" based IT system (see point above) would be introduced for Council. The Essential 8 mitigation strategies will soon become more and more demanding, complex and costly and there will be no way in the power of Council to avoid it. - " Ensure people and property are protected despite increased Insurance Premiums - Insurance premiums on Property, Public Liability and others insurance coverage are estimated to increase." Comment: Everything is increasing except the income for most people in an inflation as it plays out now. This is the challenge every household is facing now and especially in the Tweed Shire after draught, fire, COVID and the flood. Is it wise, responsible and in the best interest of the people to propose a permanent Special Rate Variation under the given conditions in the Tweed Shire? The reasons given (e.g. "cloud" based IT and its associated security issues) for the permanent Special Rate Variation are not to be in the best interest of the Tweed shire and its people. Is there no other way to fund the increased insurance cost claimed? Are projects like the redevelopment of Point Danger essential and necessary now? Because Council rates have to be paid by law (they are not optional spending), an increase will drive up inflation even more and hurt everybody home owners as well as home renters. Thank you for your consideration!</p>
135	05/02/2023	YST Survey- Share feedback	No	<p>In the two years we have been living in the Tweed Shire Council local Government area we have witnessed first hand multiple examples of the council being slow, inefficient and wasting valuable financial resources. Two specific examples include; - Plumbing work undertaken on Ducat Street, the road crew were standing around for a substantial period of time (days) due to council plans being wrong and engineers not coming out in a timely manner - Computer system upgrade resulted in Tweed Shire Council staff admitting that they were unable to do their job during work hours. Everyone, ourselves, our neighbours, friends and family, and the council are currently facing the same situation. We are all faced with increasing insurance premiums, and rising costs of living expenses. We all need the skills to budget accordingly, spend wisely and work efficiently. Unlike this proposal, I cannot ask my employer for a special levy above and beyond agreed pay rises (which is generally lower than inflation) and the idea that you are asking for a special levy is preposterous. Tweed Shire Council has a long standing and bad reputation for being slow and inefficient. Perhaps rather than proposing a special levy, which will only be superfluously wasted elsewhere. The Council should use this as an opportunity to undertake an internal review on their systems, processes and procedures to identify how these can be improved not only in terms of efficiency, reducing waste but also streamline costs.</p>
136	05/02/2023	YST Survey- Share feedback	No	<p>In the two years we have been living in the Tweed Shire Council local Government area we have witnessed first hand multiple examples of the council being slow, inefficient and wasting valuable financial resources. Two specific examples include; - Plumbing work undertaken on Ducat Street, the road crew were standing around for a substantial period of time (days) due to council plans being wrong and engineers not coming out in a timely manner - Computer system upgrade resulted in Tweed Shire Council staff admitting that they were unable to do their job during work hours. Everyone, ourselves, our neighbours, friends and family, and the council are currently facing the same situation. We are all faced with increasing insurance premiums, and rising costs of living expenses. We all need the skills to budget accordingly, spend wisely and work efficiently. Unlike this proposal, I cannot ask my employer for a special levy above and beyond agreed pay rises (which is generally lower than inflation) and the idea that you are asking for a special levy is preposterous. Tweed Shire Council has a long standing and bad reputation for being slow and inefficient. Perhaps rather than proposing a special levy, which will only be superfluously wasted elsewhere. The Council should use this as an opportunity to undertake an internal review on their systems, processes and procedures to identify how these can be improved not only in terms of efficiency, reducing waste but also streamline costs.</p>
137	05/02/2023	YST Survey- Share feedback	No	<p>As house prices and therefore VG valuations have substantially increased in the Shire, the Council will be receiving increased rate revenue. A lot of Council spending could be cut back in things that do not benefit the majority of ratepayers i.e. cultural and environmental programs and instead concentrate on the basic needs of improved roads, potholes filled, maintenance of road verges and vegetation and increased security and safety in parks and public places. As a vast majority of the Shire's population are either retired, on pensions or families that are coping with increased cost of living, any increase will be an extra burden. A review of staffing and their duties could also yield substantial savings.</p>

No.	Date	Via	Support SRV?	Comment/Question
138	06/02/2023	YST Survey- Share feedback	No	<p>Consider ways to be more efficient and spend less rather than taking the easy way out and asking struggling ratepayers to pay more. Examples. Send management out (in unmarked cars) to view workers leaning on shovels. This is an insult to ratepayers that see this regularly. Consider projects that benefit most ratepayers. Examples Compass Way at Tweed would have 100 traffic movements per day but was completely dug up and resealed 4 months ago. Ducat Street is a very busy thoroughfare with ? 10000 traffic movements per day is in a dangerous state with numerous potholes and severe drainage issues in moderate wet weather. My neighbour complained to Council recently and was told " not in the budget". How did Compass Way get in the budget? You talk about increased development applications. Doesn't that mean you have got and continue to get more rate payers?. Doesn't this mean that logically more rate payers = LESSER cost per rate payer? You haven't budgeted to improve data security it seems in years. This has been an issue for years. You are now in panicking about it and want help from ratepayers to pay. Do senior levels Manager on already very high wages need a pay raise each year? My company froze senior wages for many years saving lots of money and retaining strong junior talent. You wasted enormous amounts of Council money with a poorly thought out and executed plan to charge " rich " pontoon owners with a \$250 levy. Your attempt to draft a contract was terrible and you should not be paying your external lawyers (or hiring better inhouse counsel.) You say you are anticipating paying higher insurance premiums. Have you had your insurance program reviewed by an independent consultant to ensure it is best practice in terms of cover and broker service and you are paying fair premiums and fees for broker service? Do you know the exact amount your broker earns each year? When did last tender your insurance broking arrangements? What do you do in house and what is outsourced? Have you investigated potential cost savings? I am an insurance consultant that can assist Council in this area. I would be delighted if you asked to meet me to discuss. Finally. I have a property in Nambucca Shire (heavily flood impacted Shire). They have not requested a special rate increase. For the reasons outlined above and many more, I strongly believe Tweed Council should not request a special rate increase from ratepayers already suffering from cost of living increases</p>
139	06/02/2023	YST Survey- Share feedback	No	<p>Households are struggling with rising interest rates. TSC rates are some of the highest in NSW already (source: https://www.yourcouncil.nsw.gov.au/compare-councils/) higher than many councils in metro Sydney and other neighbouring councils including Richmond, Ballina and Clarence. 6.25% is well above any wage increase families are receiving this year. Reducing internal overheads on legal appeals, costly consultant engagements and managing assets to reduce long-term costs could be explored as a ways of improving finances. I support a standard rate rise increase no higher than the cap.</p>
140	07/02/2023	email	No	<p>1.) Reduce Development Application processing times. I submit that DA processing fees be entirely shouldered by the users of the service, not the general rate payers. The beneficiary of the approved DA is the applicant, both in terms of an overall increase in property value and individual net worth. Thus, DA costs, no matter how onerous, rest solely with the applicant. Furthermore, if changes to State planning guidelines are the cause of increased costs, then that is a discussion to be mediated between TSC and the State, petitioning the State for increased funding to offset their more rigorous planning guidelines. Again, this cost should not be borne by the general rate payer. 2.) Make it easier and safer to do business with Council by upgrading core IT Business Systems. I am not a cyber security expert in any way; however the details provided by TSC on the rationale to shift to cloud-based software are lacking. Debate continues to surround this issue, as some quick searching reveals. For example: https://www.channelfutures.com/best-practices/the-key-differences-between-onpremises-and-cloud-security Each approach has pros and cons, and it seems that cloud-based software is less secure but less expensive, hence I am unsure why so much extra money is needed by TSC to move to cloud-based software, as opposed to employing local people to keep it on-premise. I can only veto the proposal due to incomplete information. 3.) Improve Cyber Security to protect your data. See above. Cloud computing is not necessarily safer, though the sellers of the "solutions" containing the "Essential 8 mitigation strategies" may convince you otherwise. In the absence of solid information, I view the rationale as noble but poorly fleshed out: how vulnerable are we really? Another veto because of incomplete information. 4.) Ensure people and property are protected despite increased Insurance Premiums. The increase in premiums has one source: massive property damage secondary to climate disruption caused by global heating. It is a fact that the major fossil fuel companies knew of global heating due to CO2 emissions in the 1970's. In spite of this, fossil fuel producers continued with business as usual, spending millions obfuscating the science, along with some of our politicians. I suggest TSC band with other Councils and launch a class action suit against the big producers to offset the increasing (and ever increasing) premiums: a "climate disruption insurance levy." Become pro-active and put the responsibility where it belongs, not on us ratepayers. Another veto. In summary, my response is no to the SRV. Having lived here for nearly 30 years, our rates have significantly increased year after year, far above wage growth and I simply do not see any major changes, other than greater population density. Better budgeting, eliminating wasteful spending and increased employee efficiency are in order. Thank-you for the opportunity to contribute to this discussion.</p>
141	07/02/2023	email	No	<p>As a concerned ratepayer I disagree with council applying for a permanent special rate variation for 2023/24 in any form. With the valuer general's new land valuations coming, rates in the Shire will be adjusted for that year increasing rates and councils income. It is premature for council to be proposing this increase without knowing the full impact to its ratepayers! It is prudent for council to revise its expenditure and services provided to ratepayers like any other business, and to ensure that the council is providing their ratepayers with the necessary amenities and services. Whilst it might be nice for council to put on more staff to reduce DA application processing times. Council needs to revise and ensure their processes are relevant and necessary for the area before increasing rates. The NSW Government's removal of the Environmental Enforcement Levy at the beginning of 2022 council should have been aware of it's timing and removal way before it happened and budgeted accordingly. Ratepayers are already tackling high cost of living pressures and inflation. I've lived in several LGA's, and Tweed Shire Council rates are exorbitant for what council provides. It seems to me Council is only proposing this special rate increase for in-house services and not services like road maintenance and pothole management for example. That better serve the community as some of the roads in Kingscliff are atrocious.</p>

No.	Date	Via	Support SRV?	Comment/Question
142	07/02/2023	YST Survey- Share feedback	No	Curiose to know if the increase in land valuation from the valuer general has been taken into account? With the increase in land value accessed by the Valuer General (our property has gone from \$495,000 in 2019 to \$1,010,000 in 2023) and based on the current residential rate in the dollar of 0.4163, and current ancillary charges (Waste Admin, Bin Services, Landfill, Sewerage and Water) the yearly rates for my property will increase by \$2144.03. Then you still need to add the proposed special rate variation, along with the increased cost of living and increased mortgage on a very average income. We understand an increase in rates is bound to happen and understand the necessity for it however this will be a very substantial increase and hit for families across the Tweed, personally I don't know how my family will be able to manage a \$2000 plus increase to our rates. Over the last 5 years our rates have only gone up between \$72 -\$171 in one financial year which I believe is acceptable, last financial year our rates went up by \$72 how can a jump to \$2144.03 be justified. If the proposed special rate increase of 6.35% does come into effect, I really hope the Residential Rate in the dollar decreases dramatically.
143	08/02/2023	YST Survey- Share feedback	No	With the current land value on properties increasing significantly council will already be receiving an substantial increase in rate revenue. Some of my properties have nearly doubled in the last 3 years which will give council a major increase in rate revenue with a 4% rise without adding an additional 2.35%. Council should remember that long time residents and businesses of the Tweed Shire are mainly not responsible for land values increasing and many may not be able to afford the additional 4% increase let alone an additional 2.35%.
144	09/02/2023	email		The Kingscliff Ratepayers and Progress Association Inc met and discussed the proposed TSC Special Rate Variation (SRV) at its general meeting on Monday 6 February. While there was a mixed reaction to the question of an SRV, and there was a general understanding of the need for an SRV to obtain budget relief and maintain services, the meeting did agree that the community required and would benefit in relation to additional information prior to the approval of any increase. Questions that the members posed included: - What consideration has been given to reducing expenditure (eg minimal budget cuts across entire departments) vs an SRV which impacts residents who are already feeling the pressure of cost of living rises? - Will the revised land valuations provide additional funds for TSC due to rates rising due to new valuations? - What other avenues could be considered for increasing/raising revenue streams eg increased compliance, increased user pay fees (eg DA fees)? - What steps were taken to forecast and budget previously to meet the cost of updating IT systems? - What projects, if any, could be scaled back in part, or put on hold, to reduce overall expenditure? While the meeting acknowledged the great work that TSC has done previously in relation to budget performance, and in no way would we want our Council to become a 'shoe-string Council', the proposed SRV added to the already determined 4% increase is going to create additional pressure to many of the residents of our community. In this way, Council's clear communication to the community in relation to the matters raised above and ultimately how the 2.35% was determined would be appreciated.
145	09/02/2023	YST Survey- Share feedback	No	Pressure on family and businesses in the area is already too great.
146	09/02/2023	YST Survey- Share feedback	Yes	The Kingscliff Ratepayers and Progress Association Inc met and discussed the proposed TSC Special Rate Variation (SRV) at its general meeting on Monday 6 February. While there was a mixed reaction to the question of an SRV, and there was a general understanding of the need for an SRV to obtain budget relief and maintain services, the meeting did agree that the community required and would benefit in relation to additional information prior to the approval of any increase. Questions that the members posed included: What consideration has been given to reducing expenditure (eg minimal budget cuts across entire departments) vs an SRV which impacts residents who are already feeling the pressure of cost of living rises? Will the revised land valuations provide additional funds for TSC due to rates rising due to new valuations? What other avenues could be considered for increasing/raising revenue streams eg increased compliance, increased user pay fees (eg DA fees)? What steps were taken to forecast and budget previously to meet the cost of updating IT systems? What projects, if any, could be scaled back in part, or put on hold, to reduce overall expenditure? While the meeting acknowledged the great work that TSC has done previously in relation to budget performance, and in no way would we want our Council to become a 'shoe-string Council', the proposed SRV added to the already determined 4% increase is going to create additional pressure to many of the residents of our community. In this way, Council's clear communication to the community in relation to the matters raised above and ultimately how the 2.35% was determined would be appreciated. Livy James Secretary Kingscliff Ratepayers & Progress Association secretary@kingscliff.org.au
147	09/02/2023	YST Survey- Share feedback	Yes	With respect, I object to the proposed special rate variation proposal for several reasons. First, whilst Tweed residents particularly in coastal locations have experienced significant land value increases, such benefits do not benefit individuals' cash flow. Second, substantial increases in cost of living driven by strong inflation recently have compounded financial pressure on families, especially given wage stagnation over the past decade. In short, most working families have not experienced an uplift in income to service price increases demanded by suppliers and government authorities. Working families have had to re-assess their budgets and make reductions in discretionary spending to cope with cost of living pressures. In contrast, local government authorities seem to be diversifying their programs further away from the core purposes which local government have traditionally served. In the current environment of cost pressures, it is incumbent on all government authorities to exercise fiscal restraint and not lean on already their already financially-stressed communities to fund an ever-growing range of services. Particular attention should be paid to where local government services overlap with state and federal programs, such as those intended to support identified groups based on gender, age and ethnicity. Tweed Shire Council should look closely at its internal structure before passing further costs on to the local community.