




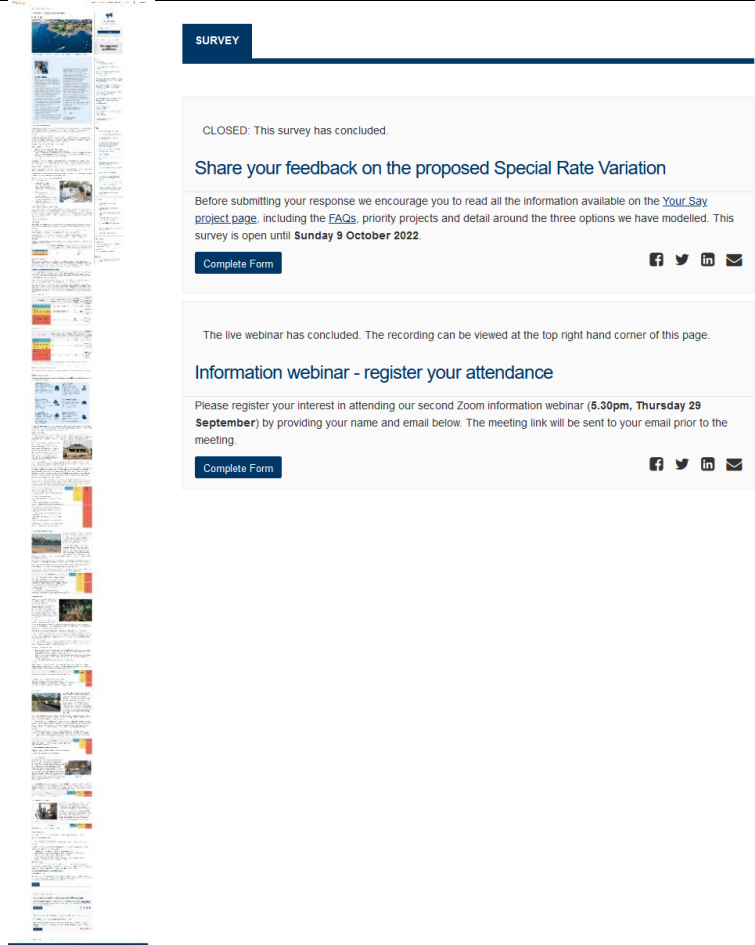


Attachment 10 – Communications & Engagement activities undertaken by Woollahra Municipal Council (2022)

Communication activity	Timing	Group reached	Evidence	Outcome
Information on Council's financial position Information brochure 1	April 2022	- All ratepayers		DL insert distributed in April 2022 rates notice provided ratepayers with an update on Council's financial position. Hardcopy posted to 20,301 ratepayers; direct email link to brochure to 5,665 ratepayers.
Information brochure 2 - Direct mail to ratepayers, plus overprint and distribution to customer service centres and libraries	September 2022	- All ratepayers - Visitors to libraries and customer service centres - Handed out at pop-up engagement events - Shared online	 	Provided a plain English, high level overview of Council's budget position and why we are pursuing an SRV, what the options are (and their attendant costs and benefits), what the engagement process is and how the community can participate, with directions to find more information. Hardcopy posted to 20,301 ratepayers; direct email link to brochure to 5,665 ratepayers.




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Communication activity	Timing	Group reached	Evidence	Outcome
Your Say page	Launched on first day of engagement	<ul style="list-style-type: none"> - Your Say users - Wider community 	 <p>The screenshot shows the 'Your Say' website interface. It includes a 'SURVEY' section with a 'Complete Form' button. Below this, there is a section for a 'Share your feedback on the proposed Special Rate Variation' survey, which is closed. It also features an 'Information webinar - register your attendance' section with a 'Complete Form' button. The website layout is clean and professional, with a blue and white color scheme.</p>	<p>Acted as the central source of information, host all relevant documents and further reading; Provided information on all the different options for providing feedback, including submitting directly to IPART; Hosted submission form.</p> <p>2k+ total visits; 588 engaged visitors; 852 informed visitors; 1.5k aware visitors.</p>





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Communication activity	Timing	Group reached	Evidence	Outcome
Website information <ul style="list-style-type: none"> - Budget and rates pages - Open consultations page - Home page Showreel + widget 	Launched on first day of engagement	- Website visitors	<p>Message from the Mayor News item - 24 August 2022 Have your say on Council's financial sustainability</p> <p>To help build long term financial sustainability and meet the demands of our growing community, we are considering applying to the Independent Pricing and Regulatory Tribunal for a Special Rate Variation (SRV). This would allow us to address a range of priority projects directly linked to protecting our heritage, recreation and trees, climate change action, active transport, community infrastructure and service improvements.</p> <p>We are seeking your feedback on three SRV-related options, which will help us identify the level of funding commitment you think is appropriate for our community's future. Visit Your Say Woollahra for further details and to have your say before 4 October.</p> <p>Showreel 24 August - 9 October 2022</p> <p>www.woollahra.nsw.gov.au/ https://yoursay.woollahra.nsw.gov.au/srv</p>  <p>Community feedback welcome on Special Rate Variation options</p> <p>We encourage you to share your feedback on our Special Rate Variation options and plans to deliver long-term financial sustainability and meet the priorities of our community, before Tuesday 4 October 2022.</p> <p>Read more ></p>	<p>Provided detailed information on Council's budget and financials; Provided detailed information on SRV and options Developed potential rate calculator tool; Drew the attention of website visitors (via the Showreel); Updates on milestones, with previous updates remaining available.</p> <p>Council's landing page which contained the Showreel promotion from 24 August to 9 October 2022 (consultation period): 25,733 views.</p>




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Communication activity	Timing	Group reached	Evidence	Outcome
			<p>Budget and Financial Sustainability webpage: https://www.woollahra.nsw.gov.au/council/vision-structure-and-financial-sustainability/budget-and-financial-sustainability</p> <p>Previous (Budget and Financial Sustainability) updates webpage: https://www.woollahra.nsw.gov.au/council/vision-structure-and-financial-sustainability/budget-and-financial-sustainability/previous-updates</p>  	<p>27 September 2021 - 6 December 2022 (launch to present): 428 views</p> <p>2 May - 6 December 2022 (launch to present): 27 views</p>





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Communication activity	Timing	Group reached	Evidence	Outcome
E-newsletters (Woollahra News, YSW newsletter, Enviro News, Small Business Newsletter)	Throughout engagement period during normal publishing cycles	<ul style="list-style-type: none"> - Newsletter subscribers - Business community 	<p>1. Message from the Mayor - 24 August 2022 Have your say on Council's financial sustainability</p> <p>To help build long term financial sustainability and meet the demands of our growing community, we are considering applying to the Independent Pricing and Regulatory Tribunal for a Special Rate Variation (SRV).</p> <p>This would allow us to address a range of priority projects directly linked to protecting our heritage, recreation and trees, climate change action, active transport, community infrastructure and service improvements.</p> <p>We are seeking your feedback on three SRV-related options, which will help us identify the level of funding commitment you think is appropriate for our community's future. Visit Your Say Woollahra for further details and to have your say before 4 October.</p> <p>2. Woollahra News - Spring edition https://www.woollahra.nsw.gov.au/news/council_newsletters</p>  <p>Have your say on Special Rate Variation options</p> <p>To help build long-term financial sustainability and meet the needs of our community, we are considering applying to the Independent Pricing and Regulatory Tribunal for a Special Rate Variation (SRV). This would help us address priority projects linked to protecting our heritage, recreation and trees, climate change adaptation measures, active transport, community infrastructure and service improvements. Have your say on our three options by Tuesday 4 October.</p> <p>READ MORE</p>	<p>Introduced newsletter readers to the SRV engagement and direct them to the Your Say page for more information.</p> <p>1. Message from the Mayor: 138 recipients; 68.12% eNewsletter open rate; 10.14% eNewsletter click rate.</p> <p>2. Woollahra News – Spring edition: 5,580 recipients; 57.28% eNewsletter open rate; 12.28% eNewsletter click rate.</p>



Attachment 10 – Communications & Engagement activities undertaken by Woollahra Municipal Council (2022)

Communication activity	Timing	Group reached	Evidence	Outcome
			<p>Your Say Woollahra - September 2022 issue</p>  <p>Delivering financial sustainability and meeting the needs of our community.</p> <p>This newsletter contains important information about Special Rate Variation options and how you can have your say - please read.</p> <p>Welcome to the September edition of the Woollahra Your Say Newsletter.</p> <p>We've recently commenced five weeks of community consultation around our proposal to apply for a Special Rate Variation (SRV). Put simply, in order to deliver the services, projects, facilities and outdoor spaces that our residents want, Council needs to be in a stronger financial position that we are in now. To achieve this, we are considering applying to the Independent Pricing & Regulatory Tribunal (IPART) so that we can increase rates above the rate peg.</p> <p>A Special Rate Variation would give Council the financial flexibility to respond to unforeseen events such as natural disasters, as well as the funds to deliver a range of priority projects that the community has told us it wants across areas including heritage protection, recreation, trees, digital service improvements, walking and cycling infrastructure and climate change adaptation.</p> <p>Your Say Woollahra - October 2022 edition</p> <p>Welcome to the October edition of the Woollahra Your Say Newsletter.</p> <p>Over the last three weeks Council staff have been out and about speaking with the community about our Proposed Special Rate Variation (SRV), hosting pop-up consultation sessions outside Edgely Station during the evening commute, on weekend mornings in Bellevue Hill and Paddington, as well as in Rose Bay and Double Bay.</p> <p>It has been great to meet many of you and have the opportunity to discuss the proposed SRV, which will have a significant impact on our Council's future, in person. This week is your last chance to provide a submission in response to the proposal. We also have other exciting projects and updates to share, so read on to find out more.</p> 	<p>3. Your Say September 2022 issue: 2,300 recipients; 78.9% eNewsletter open rate; 7.2% eNewsletter click rate.</p> <p>4. Your Say October 2022 issue: 2,367 recipients; 73.3% eNewsletter open rate; 6% eNewsletter click rate.</p>



Attachment 10 – Communications & Engagement activities undertaken by Woollahra Municipal Council (2022)

Communication activity	Timing	Group reached	Evidence	Outcome
Media release & media stories	Media release published on first week of engagement	- Media/journalists	<p>To help build long term financial sustainability and meet the demands of our growing community, Woollahra Council is considering applying to the Independent Pricing and Regulatory Tribunal (IPART) for a Special Rate Variation (SRV).</p> <p>This would allow Council to address a range of priority projects directly linked to heritage protection, recreation and trees, climate change action, active transport, community infrastructure and service improvements.</p> <p>1.1.1 Three options</p> <p>We are seeking community feedback on three SRV-related options, which will help identify the level of funding commitment that residents and businesses believe is appropriate for the community's future.</p> <p>The impact of COVID-19, the rising cost and increasing demand for services and materials, and increased cost shifting from other levels of government to Council have placed continued pressure on our limited income. The largest proportion of Council's income comes from rates, however the annual rate peg (usually between 1.5 - 2.5% p.a. and historically below the inflation rate) is simply not enough to secure a financially sustainable future for Council.</p> <p>Under the three SRV options, residential rates would increase at either \$42, \$70 or \$96 on average per annum</p>	Made the key messages around our SRV process available to the media; 2 local newspapers ran stories.



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			<p>over 10 years, and business rates at either \$119, \$201 or \$277.</p> <p>Option 1 is our current situation where rates would increase by the rate peg only. This option would not achieve financial sustainability, nor would it provide additional funds to address community priorities identified in our June 2021 Community Satisfaction survey. Options 2 and 3 include a SRV, and both assist in achieving long-term financial sustainability to varying degrees, as well as providing additional funds to address key priority initiatives and cover expenses for situations including necessary works following extreme weather events.</p> <p>1.1.2 "Thriving, inclusive, sustainable and resilient community"</p> <p>"Our vision is for a thriving, inclusive, sustainable and resilient community that will benefit future generations. In order to deliver projects, facilities, outdoor spaces and services that are aligned with our vision, we need to be in a stronger financial position than we are now," Woollahra Mayor Susan Wynne said.</p> <p>"Building long-term financial sustainability will allow us to meet the demands of our growing community and to maintain and improve the services, facilities and spaces we want residents and visitors to enjoy for many years to come.</p>	

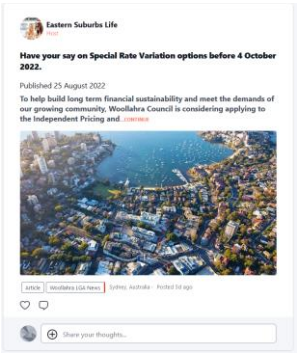


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Communication activity	Timing	Group reached	Evidence	Outcome
			<p>“We are very aware of the financial pressures everyone is under and asking you to consider paying more in rates is not something we take lightly. To this end, in the last 18 months we have undertaken a range of budget repair measures, as we wanted to make internal savings and efficiencies prior to approaching the community about a potential increase in rates.</p> <p>“Your feedback on the three SRV-related options is critical and will help us identify the level of funding commitment you think is appropriate for our community’s future. I encourage you to have your say so the decisions we make next are informed by your comments.”</p> <p>1.1.3 How to have your say</p> <p>Visit www.yoursay.woollahra.nsw.gov.au/srv for further details on SRV options and dates for opportunities to speak to staff about the proposed SRV at pop ups across Woollahra and via a webinar. To have your say, you can also email at records@woollahra.nsw.gov.au, or make a submission by mail to PO Box 61, Double Bay 1360, before 4 October 2022.</p>	




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Communication activity	Timing	Group reached	Evidence	Outcome
			<p>Eastern Suburbs Life Editorial - Woollahra Council Area News - 25 August 2022 edition</p> <p>Full article: https://www.easternsuburbsnetwork.org/posts/have-your-say-on-special-rate-variation-options-befor-4-october-2022</p>  <p>City Hub - 5 October 2022 https://cityhubsydney.com.au/2022/10/woollahra-council-seeking-feedback-over-a-potential-15-rate-increase-in-coming-years/ BONDI VIEW</p> <p>Woollahra Council seeking feedback over a potential rate increase in coming years</p> <p>Posted on 5 October 2022 by Erin Modaro in Bondi View Featured Bondi View · 0 Comments</p>	<p>As per <i>Eastern Suburbs Life</i>, estimated readership is 20,000 across Woollahra, Waverley, Randwick and a small section of City of Sydney LGAs.</p> <p>As per <i>City Hub</i>, estimated readership is 125,000 across Inner West, CBD and East.</p>



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Communication activity	Timing	Group reached	Evidence	Outcome
Mayoral Column	Published on week 1 of engagement with reminder column on week 4	- LGA residents and Wentworth Courier readers	<p>Editorial</p> <p>Wentworth Courier</p> <p>Message from the Mayor</p> <p>https://www.dailytelegraph.com.au/newslocal/wentworth-courier/digitalprintitions</p> <p>Page 2 - 24 August 2022 edition</p>  <p>Have your say on Council's financial sustainability</p> <p>To help build long term financial sustainability and meet the demands of our growing community, we are considering applying to the Independent Pricing and Regulatory Tribunal for a Special Rate Variation (SRV). This would allow us to address a range of priority projects directly linked to protecting our heritage, recreation and trees, climate change action, active transport, community infrastructure and service improvements.</p> <p>We are seeking your feedback on three SRV-related options, which will help us identify the level of funding commitment you think is appropriate for our community's future. Visit yoursay.woollahra.nsw.gov.au/srv for further details and to have your say before 4 October.</p>	<p>Introduced in the Mayor's voice the proposed SRV and direct readers to Your Say for more information.</p> <p>3 messages delivered; as per <i>Wentworth Courier</i>, estimated print readership is 62,000 and digital is <1,000.</p>





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Communication activity	Timing	Group reached	Evidence	Outcome
			<p>Page 2 - 7 September 2022 edition</p> <hr/> <p>Special Rate Variation info sessions</p> <p>To help Council achieve long term financial sustainability and deliver important heritage, recreation, tree, climate change, transport and service projects that respond to community priorities in the next 10 years, we are considering applying for a Special Rate Variation (SRV) in 2023.</p> <p>Council staff will be holding pop-up information sessions on the proposal throughout our LGA, where you can ask questions, receive information and share your feedback in person. I encourage you to drop by one of these locations over the next few weeks:</p> <p>Edgecliff: 4-6pm, 14 September outside Edgecliff Station</p> <p>Bellevue Hill: 8am-10am 17 September, Bellevue Road shops (near 27A Bellevue Road)</p> <p>Paddington: 11am-1pm 17 September, 394 Oxford Street</p> <p>Double Bay: 10am-12pm 19 September, Kiaora Lane</p> <p>Rose Bay: 9-11am 20 September, Dover Road (near Wilberforce car park entrance) and 10am-12pm 28 September, Lyne Park.</p> <p>We are also hosting a special Zoom webinar from 5.30pm on 21 September, where General Manager, Craig Swift-McNair, and Director of Corporate Performance, Sue Meekin will speak in depth about the proposed SRV and what it means for Council and the community.</p> <p>You can find out more and share your feedback online until 4 October at: yoursay.woollahra.nsw.gov.au/srv.</p>	



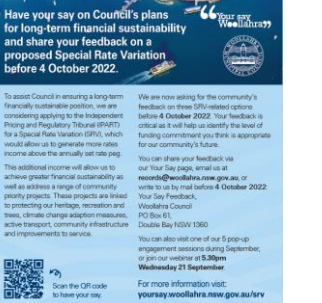


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Communication activity	Timing	Group reached	Evidence	Outcome
			<p>Page 4 - 28 September 2022 edition</p>  <p>Message from Mayor Susan Wynne</p> <p>Special Rate Variation</p> <p>To deliver the projects and services that are important to the Woollahra community, Council needs to be in a stronger financial position. To achieve this, we are considering applying for a Special Rate Variation (SRV) in 2023.</p> <p>Thank you to everyone who stopped by to have their say at pop-up information sessions throughout the LGA over the past few weeks – we really appreciate your feedback.</p> <p>Be sure to register for a special SRV webinar on Thursday 29 September at 5.30pm if you would like to find out more, and comment on the proposal before submissions close on 9 October. Visit yoursay.woollahra.nsw.gov.au/srv for details.</p>  <p>Council staff at one of our SRV pop-ups in Edgecliff</p>	





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Communication activity	Timing	Group reached	Evidence	Outcome
Print advertising	Week 2 & reprint week 4	- LGA residents and Wentworth Courier readers	<p>Wentworth Courier notification - page 2 - 24 August 2022 edition https://www.dailytelegraph.com.au/newslocal/wentworth-courier/digitalprintitions</p>  <p>Wentworth Courier bonus ad - 7 September 2022</p>  <p>Wentworth Courier quarter page ad - 7 and 14 September 2022 edition</p> 	<p>Advertised to the wider community the SRV engagement and direct readers to Your Say.</p> <p>4 promotions run; as per <i>Wentworth Courier</i>, estimated print readership is 62,000 and digital is <1,000.</p>

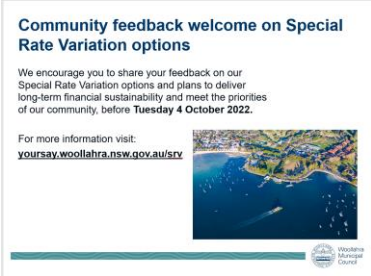



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Communication activity	Timing	Group reached	Evidence	Outcome
			<p>Wentworth Courier quarter page ad - October 2022 edition</p> 	
<p>Out and About posters, community noticeboards, customer service screens, pull-up banners at Customer Service and Woollahra Library at Double Bay</p>	<p>From week 1, O&A Posters – start of September</p>	<p>- LGA residents and visitors</p>	<p>What's On poster inclusion - September (13 locations throughout municipality)</p> 	<p>Advertised to those using our public spaces; Placed additional posters in community venues, playgrounds and parks.</p> <p>Posters displayed at 13 locations and 20 Council noticeboards throughout our municipality.</p>






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Communication activity	Timing	Group reached	Evidence	Outcome
			<p>Customer service screens - September 2022</p>  <p>Pull up banners in Customer Service area</p> 	<p>2x sets of pull-up banners at Customer Service and Woollahra Library at Double Bay for entire engagement period.</p>
Social Media	Throughout engagement period	- Followers on Instagram, Facebook and Twitter	https://www.facebook.com/woollahracouncil	Advertised to the wider community the SRV engagement and direct readers to Your Say.




Attachment 10 – Communications & Engagement activities undertaken by Woollahra Municipal Council (2022)

			<div><p>Woollahra Council • 25 August at 10:41</p><p>We want to be financially sustainable in the long term, and we want to deliver important heritage, recreation, tree, climate change, transport and service projects in the next decade that respond to community priorities.</p><p>That's why we're considering applying for a special rate variation in 2023.</p><p>We've put together three special rate variation options for your feedback. Each option outlines average residential and business rate rises over the next 10 years - and we've detailed what the money would fund under each option. For residents the average rate increase options would be either \$42/year (based on the current baseline situation), \$70/year for option 2 or \$96/year for option 3, for the first three years and then only the standard rate peg increase for the next seven years. For businesses on average the increase in the initial three years would be either \$110, \$201 or \$277/year.</p><p>We know nobody is a fan of increasing rates and it is not something we are taking lightly. We are facing the same issues as residents and businesses when it comes to the rising costs of services and materials and delivering the services, facilities and spaces you want is our mission, as is planning ahead for the future financial sustainability of Council.</p><p>In fact, prior to considering a special rate variation, we have looked at our own operations and as a result, over the last 18 months we have reduced our staffing, refinanced a major loan and taken other budget repair measures that has seen our deficit reduce by \$3.6m.</p><p>Please have your say before 4 October.</p><p>https://www.yoursay.woollahra.nsw.gov.au/srv</p></div> <div><p>Woollahra Council • 27 Sept</p><p>We still need your feedback on our proposed Special Rate Variation, which would help us become financially sustainable long term.</p><p>That's why we're inviting you to come down to beautiful Lyne Park, Rose Bay, tomorrow, Wednesday 27 September, from 10am until midday, to chat about the possible options. We'll also be hosting a Webinar this Thursday at 5.30pm where you can do the same.</p><p>Lyne Park will be a great place to talk about why we're proposing a Special Rate Variation - parks, trees, active transport and community infrastructure are just some of the reasons we're seeking one.</p><p>Please come along and make sure to have your say before October 9. These are important decisions which will have a huge impact on the future of the area.</p><p>https://yoursay.woollahra.nsw.gov.au/srv</p></div> <div><p>Woollahra Council • 9 Sept</p><p>By now, we hope you've heard about our proposed Special Rate Variation options and our plans for long-term financial sustainability.</p><p>In the next week you will receive an information brochure in your letterbox explaining our proposed options for rates over the next decade and the priority projects: protecting our heritage, climate change adaptation measures, recreation and trees, active transport, community infrastructure and improvements to our service through the better use of technology.</p><p>We're also running a series of pop-up feedback sessions over the next two weeks in Bellevue Hill, Edgecliff, Paddington, Double Bay and Rose Bay, as well as over Zoom.</p><ul style="list-style-type: none">• Edgecliff: 4pm-6pm, Wednesday 14 September outside Edgecliff Station• Bellevue Hill: 8am-10am Saturday 17 September, Bellevue Rd shops (near 27A Bellevue Road)• Paddington: 11am-1pm Saturday 17 September, 394 Oxford Street• Double Bay: 9am-11am Monday 19 September, Kiara Lane• Rose Bay: 9am-11am Tuesday 20 September, Dover Road (near Wilberforce car park entrance)• Rose Bay: 10am-12pm Wednesday 28 September, Lyne Park.<p>You can read the brochure online and find the most convenient pop-up engagement opportunity.</p><p>https://yoursay.woollahra.nsw.gov.au/srv</p><p>Feedback is welcome until 4 October.</p></div> <div><p>Woollahra Council • 6 October</p><p>There are only three days left to have your say on our proposed Special Rate Variation, which would help us become financially sustainable long term.</p><p>We're proposing several different options for rates over the next decade, and would use the funding on priority projects: protecting our heritage, climate change adaptation measures, recreation and trees, active transport, community infrastructure and improvements to our service through the better use of technology.</p><p>Please tell us what you think before October 9. These are important decisions which will have a huge impact on the future of the area.</p><p>https://yoursay.woollahra.nsw.gov.au/srv</p></div>	<p>Reach refers to the raw number of people who saw the post in their feed, engagements are the number of likes, comments, shares and clicks.</p> <p>Follower rate of 4.5k+</p> <p>25 August 2022 Reach: 1,925 Engagements: 269</p> <p>9 September 2022 Reach: 343 Engagements: 7</p> <p>19 September 2022 Reach: 481 Engagements: 68</p> <p>27 September 2022 Reach: 360 Engagements: 1</p> <p>6 October 2022 Reach: 484 Engagements: 39</p>
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Communication activity	Timing	Group reached	Evidence	Outcome
Direct email	Week 1-2	<ul style="list-style-type: none"> - Participants to IP&R consultation - Webinar registrations 	<p>Dear Community Member,</p> <p>I'm emailing you as you attended our webinar <i>Planning for the Future of Woollahra</i> back in May. We valued your attendance and contributions to the discussion with our General Manager Craig Swift-McNair and Director of Corporate Performance Sue Meekin.</p> <p>During this webinar we shared our new 10-year Community Strategic Plan and discussed some of the financial hurdles we have faced as a Council in recent years, as well as our plans for achieving financial sustainability as outlined in our Long Term Financial Plan 2022-2023. In addition to actions we have already taken including efficiency reviews and a staff redundancy program, we shared that Council was considering applying for a Special Rate Variation (SRV).</p> <p>We have just launched consultation on the Proposed Special Rate Variation, and I invite you to read about the rate variation options we have modelled, as well as the priority projects that would be funded with an SRV. I would also like to invite you our next webinar at 5.30pm Wednesday 21 September, which will go into detail about the proposed SRV and continue many of the conversation threads that were started in May. Register your attendance here or simply reply to this email.</p> <p>https://yoursay.woollahra.nsw.gov.au/sv</p> <p>Many thanks, Juliana</p> <div style="text-align: right;">  <p>Juliana Yu Community Engagement Coordinator</p> <p>Woollahra Municipal Council 530 New South Head Road, Double Bay NSW 2028 t: 02 9391 7952 e: juliana.yu@woollahra.nsw.gov.au w: www.woollahra.nsw.gov.au</p> <p><small>Our Values: Respect for People Integrity and Excellent Performance Professional Quality Service Open Accountable Communication</small></p> <p><small>We acknowledge the Gadigal and Birrabirragal people as the traditional custodians of the land in our local area.</small></p> </div>	<p>Carried forward our relationship with community members who have already indicated interest in Council matters.</p> <p>51 direct emails sent.</p>

Engagement activity	Timing	Group reached	Evidence	Outcome
Community and business group invitations	From 2 weeks prior to community engagement launch	<ul style="list-style-type: none"> - Resident groups - Attendees from last webinar - Paddington Chamber of Commerce - Local businesses 	<p>List of groups contacted:</p> <ul style="list-style-type: none"> • BIKEast • Darling Point Society • Double Bay Networking Group • Double Bay Probus Club • Double Bay Residents Association • Double Bay Residents Association • Double Bay Residents Association • HarbourView Neighbourhood Watch and Residents Group • Holdsworth Community Centre & Services • Office of Member for Sydney 	<p>Provided forward information on the SRV engagement to interested community, business and stakeholder groups; Invited them to the webinar and pop-ups, and to share the information with their networks; Made available the opportunity to meet</p>

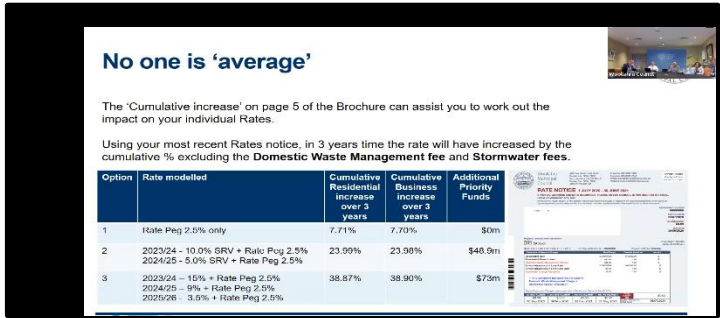
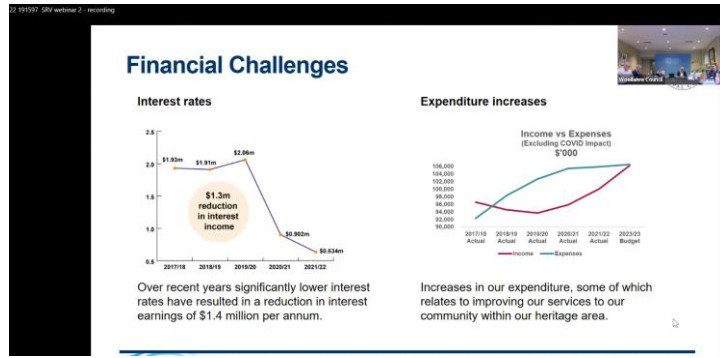


Attachment 10 – Communications & Engagement activities undertaken by Woollahra Municipal Council (2022)

Engagement activity	Timing	Group reached	Evidence	Outcome
			<ul style="list-style-type: none"> Office of Member for Vaucluse Office of Member for Wentworth Paddington Business Partnership Point Piper Residents Queen Street & West Woollahra Association Rose Bay Probus Club Inc Rose Bay Residents Association Rushcutters Bay Foreshore Protection Association Rushcutters Bay Park Enhancement Group The Paddington Society The Watsons Bay Association Vaucluse Progress Association Woollahra History and Heritage Society Inc. <p>Dear President/XXXX</p> <p>We are sending out an information brochure (attached) to every ratepayer in the local government area seeking feedback on Special Rate Variation options and outlining our plans to deliver long-term financial sustainability and how we intend to address key community priority projects. Feedback is invited up until 4 October via our online community engagement webpage: yoursay.woollahra.nsw.gov.au/srv</p> <p>We want to secure the best possible future for our community and the reality is we do not have the income and funds to action projects we know are important to our residents and ratepayers.</p> <p>These priority areas are: protecting our heritage, climate change adaptation measures, recreation and trees, active transport, community infrastructure, improvements to service through better use of technology.</p> <p>The brochure and website outline our financial situation, what we have done recently to improve our financial situation, what the special rate variation options are and what the impact will be on our financial sustainability, project delivery and what the average rate impact will be.</p> <p>We have also shared the information on our via our monthly newsletter, via advertising in the Wentworth Courier and on social media.</p> <p>Community members are welcome to attend any of the community engagement pop-ups we are hosting on the following dates:</p> <ul style="list-style-type: none"> Edgecliff: 4pm-6pm, Wednesday 14 September outside Edgecliff Station Bellevue Hill: 8am-10am Saturday 17 September, Bellevue Rd shops (near 27A Bellevue Road) Paddington: 11am-1pm Saturday 17 September, 394 Oxford Street Double Bay: 9am-11am Monday 19 September, Kiaora Lane Rose Bay: 9am-11am Tuesday 20 September, Dover Road (near Wilberforce car park entrance) Rose Bay: 10am-12pm Wednesday 28 September, Lyne Park. <p>We are also hosting a webinar on Wednesday 21 September from 5.30pm. You can register here.</p> <p>Please take some time to review the brochure. We would appreciate you sharing this important message with your network as we value the power of word of mouth and the connections you and your organisation have with the broader community, so as many people as possible have the opportunity to have their say.</p> <p>Feedback is open until 4 October and everyone is welcome to find out more by visiting yoursay.woollahra.nsw.gov.au/srv</p> <p>Thank you for any assistance you and your organisation can provide.</p> <p>Craig Swift-McNair</p>	<p>with Council staff if desired to provide commentary; Via email and phone.</p> <p>23 groups contacted.</p>









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Live webinar + recording	1. Webinar 1: 5.30pm, Wednesday 21 September 2022 2. Webinar 2: 5.30pm, Wednesday 29 September 2022	- Interested community members	<p>Webinar 1 screenshot:</p>  <p>Webinar 2 screenshot:</p> 	<p>Provided detailed overview of Council's current budget position, proposed SRV and options, and engagement;</p> <p>Provided opportunity to ask questions about the proposal directly from GM, Director and Council Staff;</p> <p>Recordings an additional information resource hosted on Your Say.</p> <p>9 staff facilitators and 40 community participants during live sessions.</p>



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Engagement activity	Timing	Group reached	Evidence	Outcome
Pop-ups	14 – 28 September 2022	- Wider community	<p>Pop Up sites:</p>       <p>1. Edgecliff: 4pm-6pm, Wednesday 14 September 2022, outside Edgecliff Station</p> <p>2. Bellevue Hill: 8am-10am Saturday 17 September 2022, Bellevue Rd shops</p> <p>3. Paddington: 11am-1pm Saturday 17 September 2022, 394 Oxford St</p> <p>4. Double Bay: 9am-11am Monday 19 September 2022, Kiaora Lane</p> <p>5. Rose Bay: 9am-11am, Tuesday 20 September 2022, next to Wilberforce car park</p> <p>6. School holiday pop-up: 10am-12pm Wednesday 28 September 2022, Lyne Park</p>	<p>Raised awareness of the SRV proposal and engagement process; Reached people who are not engaged with us online; Interfaced with the wider community in each of the five wards; Provided opportunity to speak to Council staff, ask questions, read hard copy documents and provide feedback in person.</p> <p>15 staff facilitators and 159 community participants.</p>