



Appendix 12

Summary of Community Consultation

YOUR CITY, YOUR FUTURE

SUMMARY OF COMMUNITY CONSULTATION FOR
SPECIAL RATE VARIATION PROPOSAL



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OVERVIEW

Rates help to provide the services and infrastructure that our 155,000 residents use every day. Although Council regularly looks at ways to improve operations through streamlining services, process improvement and use of technology, if we maintain our current level of funding our core infrastructure and assets will continue to deteriorate.

While Council's financial position has been independently rated as moderate in the medium to short term, our long term financial planning indicates that the current level of revenue will fall short of what is needed to maintain existing infrastructure assets to a standard that our community needs and expects.

At its meeting on 15 October 2013, Council resolved to undergo a period of community consultation to help determine the community's willingness and capacity to support a Special Rate Variation (SRV) of 11%. If successful, 8% would be solely used for maintaining our existing infrastructure with the remaining 3% used for operational needs.

HOW WE CONSULTED THE COMMUNITY

Community engagement is involving the community in the process of decision making on issues that affect the community as a whole.

Council resolved to use a number of methods to provide equal opportunities for all residents and ratepayers to participate in the community consultation process to determine their opinion on Council's SRV proposal.

A Community Engagement Strategy was developed, providing a broad range of opportunities for the community to engage on the proposal. The variety of communication engagement methods undertaken were via online written and spoken material. Each method of engagement was categorised in one of the following ways.

- **Inform:** One way communication providing balanced and objective information to assist understanding about the proposal
- **Consult:** Two way communication designed to obtain public feedback about the proposal to inform decision making
- **Involve:** Participatory process designed to help identify issues and views to ensure that concerns and aspirations are understood and considered prior to decision making

The consultation period ran from 4 November to 20 December 2013. The methods used during the consultation process are outlined below.

1. Staff education

Prior to the public consultation period, staff were provided with a general overview of what the proposed SRV was and its intended use. This was to ensure that staff at all levels had knowledge of the proposal should they get approached in their day-to-day work, as well as where to direct residents for additional information.

Staff memo – all managers were provided with a memo which provided a broad outline of the SRV and requested that this information was passed on to their staff in a team meeting.

Attachment 1 – memo to Managers for team talks

Campbelltown City Council

30 October 2013

Memo to: Council's Managers Group

Subject: Manager's update – special rate variation proposal

Hi all

Council has begun an extensive community consultation program to find out community opinion on a proposed special rate variation of 11%. This consultation period runs until 20 December and involves:

- a newsletter to be delivered to every household in the LGA
- a telephone survey to be conducted mid November
- a dedicated website – www.yourcityyourfuture.com.au
- a dedicated Facebook page – facebook.com/yourcityyourfuture
- radio and newspaper advertising
- community information sessions on Monday 2, Wednesday 4, Thursday 5 and Monday 9 December
- a dedicated community consultation team who will man the consultation hotline – 4645 4200.

All managers are requested to talk to all their staff (where possible) to ensure that everyone has a general idea of what the proposal is and why Council is asking for feedback using the following:

Council is proposing to apply to the Independent Pricing and Regulatory Tribunal (IPART) for a special rate variation of 11% for the 2014-2015 financial year, to help address the declining standard of our existing infrastructure assets such as roads, footpaths, parks and buildings.

Our long term financial planning indicates that our current level of revenue falls short of what is needed to maintain these assets to a standard our community expects.

This one-off increase would help address the declining standard of these assets and cost the community less in the long term, as we would be able to minimise their deterioration before it becomes too costly to repair them.

It is important that when talking to members of the public, you do not give them your own personal opinion about the proposal. Just direct them to the avenues where they can find more information and how they can make comment on the proposal.

- Give the pocket cards to your staff – they are to hand out to members of the community who you and your staff come across in your day to day activities. They provide basic information about what the special rate variation is, as well as where people can find out more.
- Encourage staff to look at the website so they are aware of what Council is proposing, what the special rate variation is and the impact on ratepayers, and where the money would be spent.
- Advise your staff to direct members of the community to visit the website in the first instance (it has the most up to date information on everything related to the proposal) or put them through to a member of the community consultation team on 4645 4200.

**Corinne Mears
Acting Director Business Services**

Pocket cards – staff were also provided with pocket cards which were designed to be handed out to residents that staff came across in their daily activities. They contained basic information about the proposal, and where they could find out more.

Attachment 2 – pocket card

The graphic is a pocket card for Campbelltown City Council. At the top, it features a photograph of a suburban street with houses and trees. Overlaid on the right side of the photo is the text 'YOUR CITY, YOUR FUTURE' in a bold, orange, sans-serif font. Below the photo, on the left, is the word 'CAMPBELLTOWN' in a large, white, serif font. Below that, in a smaller white font, is 'CITY COUNCIL'. A solid orange horizontal bar spans the width of the card, containing the text 'SPECIAL RATE INCREASE' in white, bold, sans-serif capital letters. Below this bar, the card contains three sections of text in a small, black, sans-serif font. The first section is titled 'What is the increase?' and explains a 11% rate increase. The second section is titled 'What will it be used for?' and describes the use of funds for infrastructure. The third section is titled 'Where to get more info' and provides a website. Below this is a 'Who to contact?' section with a phone number. At the bottom, there is a social media link for Facebook and a small logo for Campbelltown City Council on the right, which includes a stylized orange building silhouette.

**YOUR CITY,
YOUR FUTURE**

**CAMPBELLTOWN
CITY COUNCIL**

SPECIAL RATE INCREASE

What is the increase?
We are seeking community support to increase rates by 11%, which equals \$2 per week (\$108 per year) to the average residential ratepayer.

What will it be used for?
These funds will be used to secure the financial future of the city, by ensuring that our infrastructure and community assets such as roads and buildings remain in an acceptable condition into the future. Without additional funds for important maintenance and improvements, our assets will deteriorate significantly and the cost of repairs will grow to an unaffordable level.

Where to get more info
www.yourcityyourfuture.com.au

Who to contact?
Call Council's consultation team on 4645 4200.

Find us on  facebook.com/yourcityyourfuture



2. Advertising

Advertising is a form of one way communication which was utilised to inform the community about the SRV proposal. The aim of advertising was to raise awareness of the proposal and encourage residents and ratepayers to participate in the consultation process.

A range of advertising methods were used to provide as much opportunity as possible for people to get involved in the process including an article in the summer edition of Compass (Council's residential newsletter), newspaper and radio advertisements, and the messages on hold service.

Attachment 3 – Compass article (summer edition)

.....

your city, your future

We want to work with you in helping shape the future of our city, and make Campbelltown a great place to call home.

We're currently looking at our city's long term sustainability, and would like to hear from you on what you think.

There are lots of ways to get involved and provide feedback on our proposed plans for the future. Visit www.yourcityyourfuture.com.au or call us on 4645 4000.

It is now time for us to make some decisions about our future. This is your city too, so we need to make these decisions together.

.....

Attachment 4 – local newspaper advertisement (a)

Advertisements were placed in both the Macarthur Chronicle and Campbelltown-Macarthur Advertiser during the consultation period. The Chronicle has a readership of approximately 102,000 and the Advertiser 108,000.



PLANNING FOR THE FUTURE

The long term sustainability of our city is important to us all, and Council has been listening to what you would like for the Campbelltown of the future.

Through previous survey responses and community consultation, you've told us that local infrastructure is important to the way you live your life, and we want to ensure that we can maintain the many roads, parks, facilities and recreational areas across the city for years to come.

To help ensure that existing infrastructure can be maintained into the future, we are proposing to apply to the Independent Pricing and Regulatory Tribunal (IPART) for a special rate variation of 11% for the 2014-2015 financial year. Applying for this one-off increase will help address the declining standard of infrastructure assets and cost the community less in the long term, as we will be able to minimise the deterioration of community assets before it becomes too costly to repair them.

It is now time for us to make some decisions about the future of our city, and we're seeking your feedback on our proposals to help secure our financial future.

COMMUNITY INFORMATION SESSIONS

To learn more about the proposal and have your say, please come along to one of our community information sessions.

Monday 2 December - 7pm

Campbelltown Civic Hall
*Corner Queen and Broughton Streets,
Campbelltown*

Thursday 5 December - 7pm

Greg Percival Community Centre
*Oxford Road, Ingleburn
Located next to Ingleburn Library*

Wednesday 4 December - 7pm

St Helens Park Hall
Kellerman Drive, St Helens Park
*Located next to St Helens Park
Primary School*

Monday 9 December - 7pm

Eagle Vale Central
*Corner Emerald Drive and Feldspar Road,
Eagle Vale*

Register

For details of these sessions, or to register, visit www.yourcityyourfuture.com.au or phone our team on 4645 4200.

For more information about how we're planning for a strong future, visit www.yourcityyourfuture.com.au or facebook.com/yourcityyourfuture



YOUR CITY, YOUR FUTURE

PLANNING FOR THE FUTURE

The long term sustainability of our city is important to us all, and Council has been listening to what you would like for the Campbelltown of the future.

Through previous survey responses and community consultation, you've told us that local infrastructure is important to the way you live your life, and we want to ensure that we can maintain the many roads, parks, facilities and recreational areas across the city for years to come.

To help ensure that existing infrastructure can be maintained into the future, we are proposing to apply to the Independent Pricing and Regulatory Tribunal (IPART) for a special rate variation of 11% for the 2014-2015 financial year. Applying for this one-off increase will help address the declining standard of infrastructure assets and cost the community less in the long term, as we will be able to minimise the deterioration of community assets before it becomes too costly to repair them.

It is now time for us to make some decisions about the future of our city, and we're seeking your feedback on our proposals to help secure our financial future.

HOW YOU CAN BE INVOLVED

We need your feedback to help plan for the future, and we encourage you to find out more about the proposal and tell us your thoughts. You can do this in a number of ways...

Online survey

Visit www.yourcityyourfuture.com.au to have your say on the proposed plans to help secure the future of your city. You can also call or email us for a hard copy of the survey.

Email

thefuture@campbelltown.nsw.gov.au

Social media



[facebook.com/yourcityyourfuture](https://www.facebook.com/yourcityyourfuture)

By phone

4645 4200

Information sessions

Monday 2 December
Wednesday 4 December
Thursday 5 December
Monday 9 December

For details of these sessions, or to register, visit www.yourcityyourfuture.com.au

In person

Campbelltown City Council
Cnr Queen and Broughton Streets,
Campbelltown

By post

PO Box 57
Campbelltown NSW 2560

To register your attendance at our information sessions or for more information about how we're planning for a strong future, visit www.yourcityyourfuture.com.au



Attachment 6 – local newspaper advertisement (c)

ANNOUNCEMENT-PLANNING FOR THE FUTURE

The long term sustainability of our city is important to us all – from residents of all ages who utilise our local roads, community facilities, services and open spaces; to local businesses and industry that rely on our city's proximity to major transport routes, consistent growth and reliable infrastructure.

Campbelltown City Council values community feedback, and we've been listening to what you would like for the Campbelltown of the future. Through previous survey responses and community consultation, you've told us that local infrastructure is important to the way you live your life, and we want to ensure that we can maintain the many roads, parks, facilities and recreational areas across the city for years to come.

To help ensure that our existing infrastructure can be maintained into the future, we are proposing to apply to the Independent Pricing and Regulatory Tribunal (IPART) for a special rate variation of 11% for the 2014-2015 financial year. Applying for this one-off increase will help address the declining standard of our assets and cost the community less in the long term, as we will be able to minimise the deterioration of our community assets before it becomes too costly to repair them.

It is now time for us to make some decisions about the future of our city, and we're seeking your feedback on our proposals to help secure our financial future.

Visit yourcityyourfuture.com.au or call 4645 4200 to be part of the process.

Attachment 7 – radio advertisements

A series of 30 second radio advertisements were played on local radio station C91.3 between 4 November and 13 December 2013. An example of the ad can be found below:

Campbelltown City Council is seeking feedback from residents to help shape the future of Campbelltown, and ensure that it continues to be a city of choice and opportunity.

We're currently looking at options to secure the city's long term sustainability, and would like to hear from you on what you think about a proposal for a one-off rate increase of 11% in July 2014, which would help fund improvements to infrastructure across the city.

Visit yourcityyourfuture.com.au to be part of the process.

Attachment 8 – messages on hold script

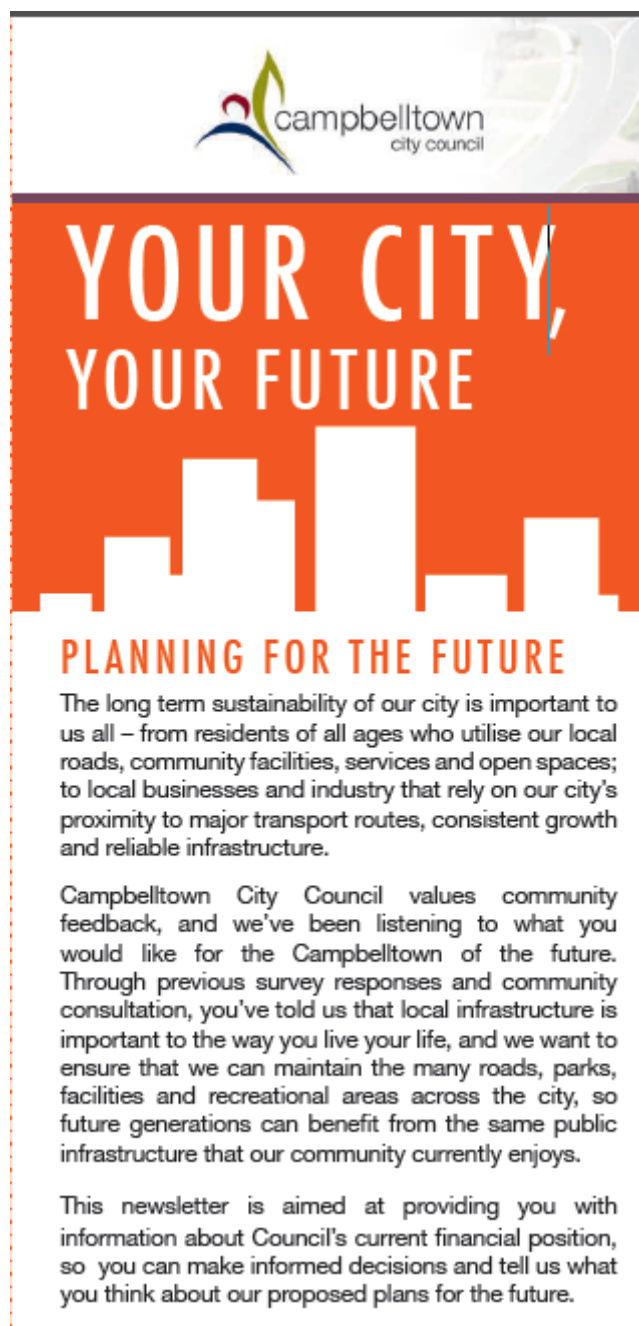
We're currently seeking feedback from residents to help shape the future of Campbelltown, and ensure that it continues to be a city of choice and opportunity.

We're looking at options to secure the city's long term sustainability and fund improvements to community infrastructure into the future - and we'd like to know your thoughts.

To find out more, and to be part of the process, visit yourcityyourfuture.com.au or ask to be put through to our dedicated team of staff that can help answer any questions you might have.

3. Dedicated newsletter

In an effort to reach as many people as possible, Council produced a special one-off newsletter dedicated to providing as much detail as possible about the SRV proposal so residents and ratepayers could provide feedback about Council's proposed plans for the future. The newsletter was designed in-house and delivered to every household and business across the (Local Government Area) LGA.



The complete newsletter is attached as appendix 1.

4. Dedicated consultation phone line

To ensure that residents and ratepayers were provided with as much information as possible, a dedicated consultation phone line was set up. This phone line was manned during Council business hours by a dedicated consultation team made up of Council staff, for the duration of the consultation period.

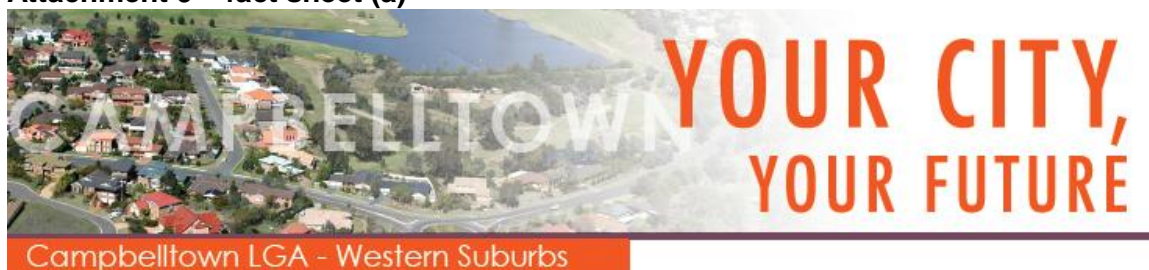


Twenty phone calls were received relating to the proposed SRV during the consultation period. Of these, seven callers indicated that they supported the proposal, six said they did not support the proposal and seven callers were undecided.

5. Fact sheets

Four fact sheets were developed which highlighted a number of the key projects across the LGA. The fact sheets were used at static display sites, information sessions and were placed on the website.

Attachment 9 – fact sheet (a)



What's happening near me?

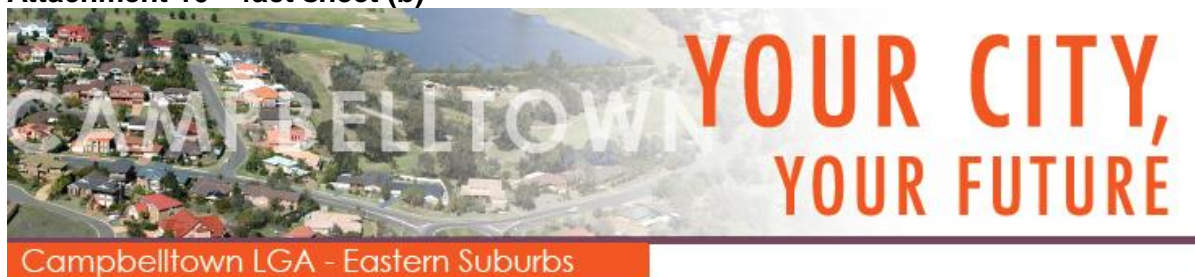
Kearns, Raby, Eagle Vale, Eschol Park, Claymore, Blairmount, Blair Athol, Campbelltown, Englorie Park

We'd like to invest around \$3.2 million on a range of community and infrastructure assets in your area in 2014-2015. Here are just some of the key projects:



As your local council, our goal is to ensure that Campbelltown continues to develop into a place we are proud to call home, and that the city is well placed to deal with the challenges of the future. Our planning shows that funds are needed to maintain our community assets to an acceptable standard.

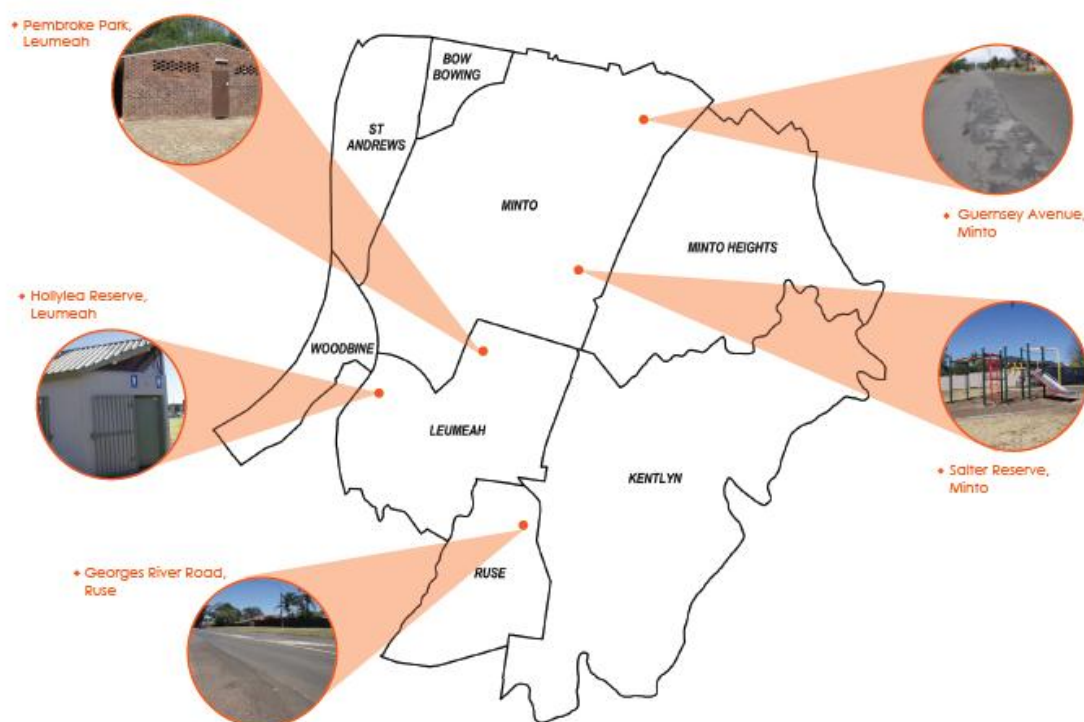
We are proposing an 11% rate increase in 2014-2015 which equates to a one-off average residential rate increase of \$108, or around \$2 per week. The rate increase would be used to improve our existing community and infrastructure assets such as roads, footpaths, parks and buildings.



What's happening near me?

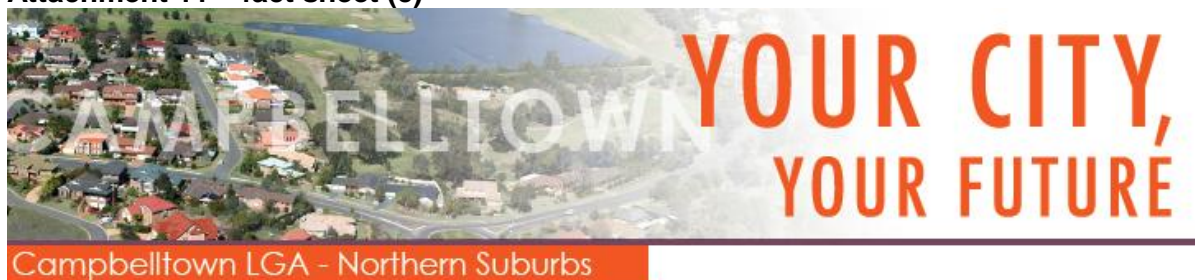
St Andrews, Bow Bowling, Woodbine, Minto, Minto Heights,
Kentlyn, Leumeah, Ruse

We'd like to invest around \$4.9 million on a range of community and infrastructure assets in your area in 2014-2015. Here are just some of the key projects:



As your local council, our goal is to ensure that Campbelltown continues to develop into a place we are proud to call home, and that the city is well placed to deal with the challenges of the future. Our planning shows that funds are needed to maintain our community assets to an acceptable standard.

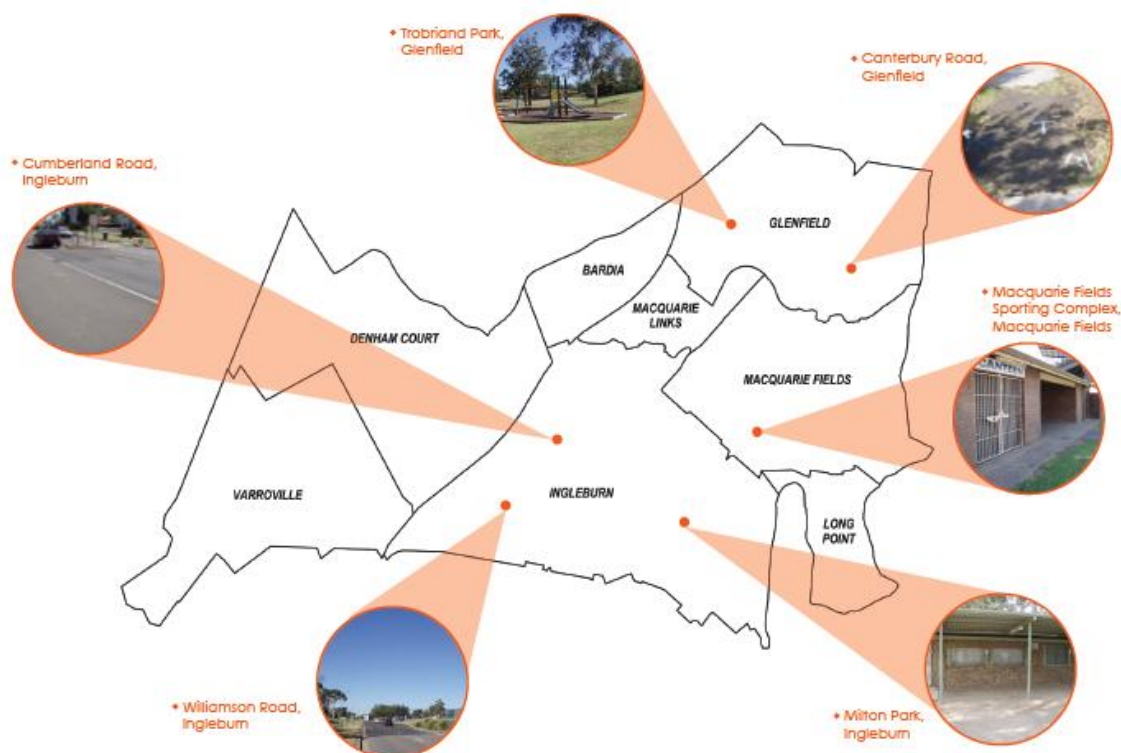
We are proposing an 11% rate increase in 2014-2015 which equates to a one-off average residential rate increase of \$108, or around \$2 per week. The rate increase would be used to improve our existing community and infrastructure assets such as roads, footpaths, parks and buildings.



What's happening near me?

Glenfield, Macquarie Fields, Macquarie Links, Long Point, Ingleburn, Bardia, Denham Court, Varroville

We'd like to invest around \$3.8 million on a range of community and infrastructure assets in your area in 2014-2015. Here are just some of the key projects:



As your local council, our goal is to ensure that Campbelltown continues to develop into a place we are proud to call home, and that the city is well placed to deal with the challenges of the future. Our planning shows that funds are needed to maintain our community assets to an acceptable standard.

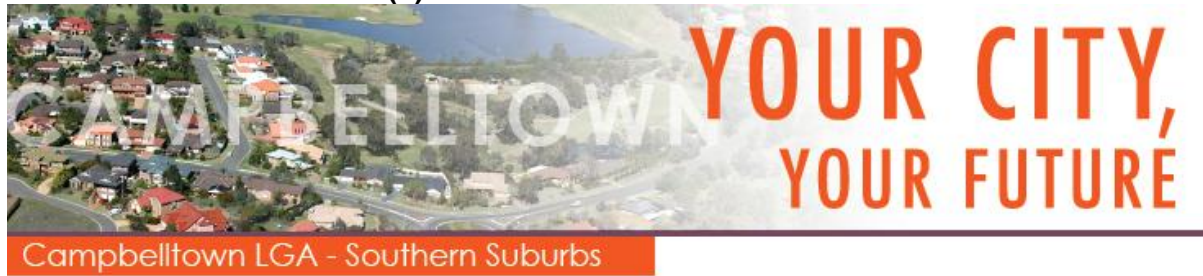
We are proposing an 11% rate increase in 2014-2015 which equates to a one-off average residential rate increase of \$108, or around \$2 per week. The rate increase would be used to improve our existing community and infrastructure assets such as roads, footpaths, parks and buildings.



Find us on  facebook.com/yourcityyourfuture

VISIT WWW.YOURCITYYOURFUTURE.COM.AU

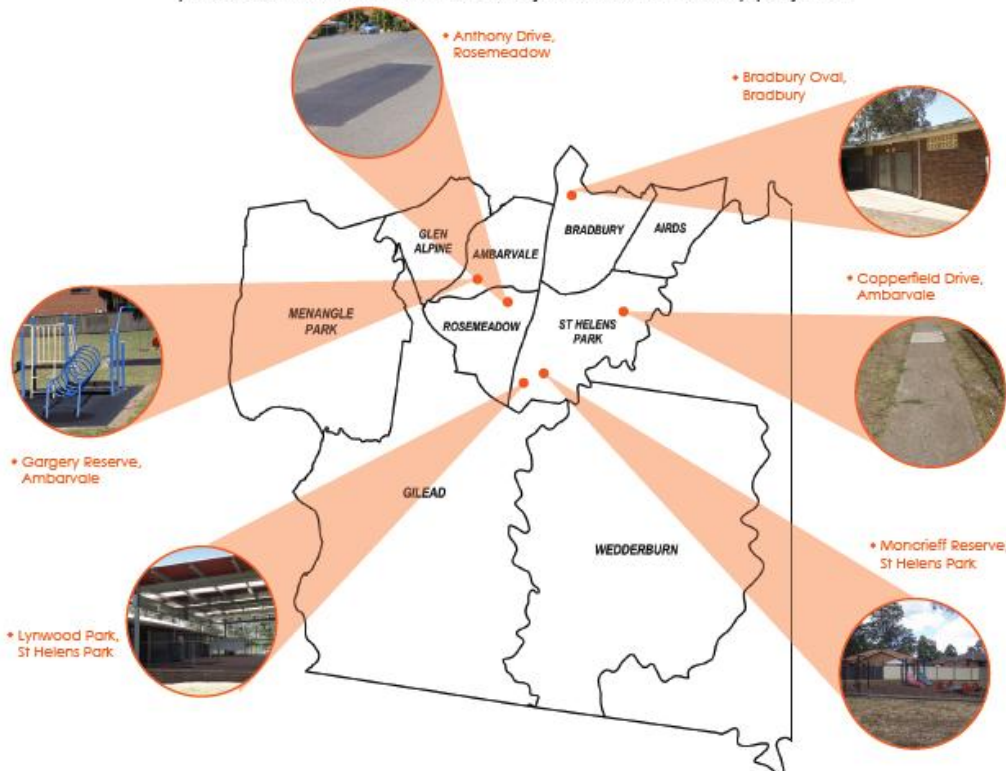
Call Council's consultation team on 4645 4200



What's happening near me?

Menangle Park, Glen Alpine, Ambarvale, Bradbury, St Helens Park, Airds, Rosemeadow, Gilead, Wedderburn

We'd like to invest around \$3.7 million on a range of community and infrastructure assets in your area in 2014-2015. Here are just some of the key projects:



As your local council, our goal is to ensure that Campbelltown continues to develop into a place we are proud to call home, and that the city is well placed to deal with the challenges of the future. Our planning shows that funds are needed to maintain our community assets to an acceptable standard.

We are proposing an 11% rate increase in 2014-2015 which equates to a one-off average residential rate increase of \$108, or around \$2 per week. The rate increase would be used to improve our existing community and infrastructure assets such as roads, footpaths, parks and buildings.

6. Exhibitions

Static displays were set up in the ground floor foyer of Council's Civic Centre, as well as Council's libraries at Campbelltown, Ingleburn, Eagle Vale and Glenquarie. These displays were an opportunity to present easy to read information in public places, to help build community awareness of the SRV proposal. Information included the SRV newsletter, posters, Integrated Planning & Reporting (IPR) documents, copies of surveys with reply paid envelopes, and pocket cards.

Attachment 13 – static display



7. Face to face surveys

Face to face communication was another opportunity to provide more detailed information to residents and ratepayers about the SRV proposal. A number of staff manned an information stall at the Festival of Fisher's Ghost street fair on 9 November 2013, where interested people were able to find out more about the proposal, as well as take part in a survey (which was also available online).

Attachment 14 – face to face surveys



8. Telephone survey

A telephone survey was conducted across the LGA by Micromex Research between 21-23 November 2013. Four hundred people were randomly contacted and asked a range of questions relating to the SRV proposal.

A detailed summary of the telephone survey results is provided as an addition to this report, however some key results are shown below:

- the community is supportive of Council implementing programs to provide better infrastructure, with 67% of respondents stating that it is very important and 29% that it is important
- nearly three quarters of respondents (74%) are supportive of Council proceeding with the special rate variation
- 80% of respondents indicated that they believe it is at least somewhat important that Council is allowed to introduce the special rate variation.

Of respondents that were supportive of the proposed SRV, the reasons given included:

- the community needs to be improved
- infrastructure needs to be improved
- the community needs to be maintained
- infrastructure needs to be maintained.

A full copy of the telephone survey results are attached as appendix 2.

Attachment 15 – telephone survey

Campbelltown City Council
2013 Community Survey – Special Rates Variation

Good morning/afternoon/evening, my name is _____ from Micromex Research and we are conducting a survey on behalf of Campbelltown City Council. The survey will take about 10 minutes. It is a random sample survey would you be able to assist us please?

Thank you for agreeing to assist us with this survey, which is being conducted for Campbelltown City Council and asks local residents their opinions about local infrastructure and Council services.

QA. Before we start, I would like to check whether you or an immediate family member works for Campbelltown City Council?

Yes ☐ No ☐ **(If yes, terminate survey)**

Q1. In which suburb do you live?

Upper North	Lower North	City/Inner	South
1. Glenfield	5. Bow Bowling	13. Blair Athol	21. Airds
2. Ingleburn	6. Eagle Vale	14. Campbelltown	22. Ambervale
3. Long Point	7. Eschol park	15. Campbelltown East	23. Bradbury
4. Macquarie Fields	8. Kearns	16. Claymore	24. Glen Alpine
	9. Minto/Minto Heights	17. Kentyln	25. Menangle Park
	10. Raby	18. Leumeah	26. Rosemeadow
	11. St Andrews	19. Ruse	27. St Helens Park
	12. Varroville	20. Woodbine	28. Wedderburn

Q2. How satisfied are you with the quality of infrastructure, such as buildings, roads, footpaths and parks, currently provided by Council in the local area? (PROMPT)

Very satisfied ☐
Satisfied ☐
Somewhat satisfied ☐
Not very satisfied ☐
Not at all satisfied ☐

Q3. How satisfied are you with the level of services currently provided by Council in the local area? (PROMPT)

- Very satisfied ☐
- Satisfied ☐
- Somewhat satisfied ☐
- Not very satisfied ☐
- Not at all satisfied ☐

Q4. How important do you believe it is for Council to implement programs that will provide better infrastructure? (PROMPT)

- Very important ☐
- Important ☐
- Somewhat important ☐
- Not very important ☐
- Not at all important ☐

Read Concept

Campbelltown City Council believes that the long term sustainability of Campbelltown is important everyone – from residents of all ages who utilise local roads, community facilities, services and open spaces; to local businesses and industry that rely on the city's proximity to major transport routes, consistent growth and reliable infrastructure.

Council is now facing the challenge of balancing community expectations for services and infrastructure with the financial cost of maintaining these services and infrastructure into the future.

This challenge has occurred as a result of the long term 'cap' on Council's rates by the State Government, and the decision by Council to refrain from increasing rates over and above this 'cap' for many years. The City of Campbelltown continues to grow, placing more demand on local infrastructure, a lot of which is now in urgent need of repair and maintenance.

In order to make Campbelltown an even better place to live, Council is proposing a special rate variation of 11% in July 2014, aimed at addressing the existing infrastructure maintenance backlog and ensuring that the city's assets can continue to be maintained to a suitable standard into the future.

Council would like to know your opinion on the proposal for a one-off rate increase of 11% in July 2014, which would include the 3% rate cap allowed by the State Government.

This one-off permanent increase would equate to an additional \$108 per year for the average residential ratepayer and is around \$79 above the minimum increase. The additional funds generated would help to address the declining standard of community assets and cost ratepayers less in the long term, as Council would be able to minimise the deterioration of the assets before it becomes too costly to repair them.

If the increase is approved, over the next 10 years Council will be able to invest an extra:

- \$28 million on local roads
- \$3.3 million on kerb and gutter improvements
- \$2 million on bridges
- \$25 million on community buildings, amenities & halls
- \$4.1 million on parks & playgrounds; and
- \$2.6 million on footpaths and cycleways

Council recognises the community is already facing increases in daily costs and is not taking this step lightly, however, these investments would revitalise and improve the quality of life of the community and preserve the long term financial sustainability of the Campbelltown Local Government Area.

Q5. How supportive are you with Council proceeding with this special rate variation?

- Very supportive ☐
- Supportive ☐
- Somewhat supportive ☐
- Not very supportive ☐
- Not at all supportive ☐

Q6 Why do you say that? (Ask all participants)

.....

Q7 Prior to this call where you aware that Council is potentially seeking to make application for a special rate variation?

- Yes ☐
- No ☐
- Nor sure ☐

Q8 How were you informed of the Special Rate Variation?

- Mail out
- Newspaper advertisements
- Radio broadcasting
- Public information sessions
- Face to face consultation

Q9. Based on what you have been told, how important do you believe it is that Campbelltown City Council is allowed to introduce this special rates variation? (PROMPT)

- Very important ☐
- Important ☐
- Somewhat important ☐
- Not very important ☐
- Not at all important ☐

Demographics

The following information is used for demographic purposes only.

Q10 Please stop me when I read out your age bracket: (PROMPT)

- 18–34 ☐
- 35–49 ☐
- 50–64 ☐
- 65+ ☐

Q11 Which of the following best describes the house where you are currently living?

- I/We own/are currently buying this property ☐
- I/We currently rent this property ☐

Q12. Do you live in a:

- Free standing house ☐
- Duplex/semi detached ☐
- Villa/townhouse ☐
- Unit/Apartment ☐
- Granny flat ☐
- Other (please specify) ☐
- Not applicable ☐

Q13. Which of the following best describes your current employment status? (PROMPT)

- Work full time in the Campbelltown LGA ☐
- Work full time outside the Campbelltown LGA ☐
- Work part time in the Campbelltown LGA ☐
- Work part time outside the Campbelltown LGA ☐
- Home duties ☐
- Student ☐
- Retired ☐
- Unemployed/Pensioner ☐
- Not applicable ☐

Q14. Gender by voice: Male ☐ Female ☐

And end with...

Thank you for your time today. If you have any additional feedback, or would like to know more about the proposal, visit yourcityyourfuture.com.au or call council on 4645 4200.

9. Online communication

Council undertook a range of community consultation online, in an effort to reach as many people as possible to advise them of the SRV proposal.

A dedicated consultation website was established, www.yourcityyourfuture.com.au, which presented as much information as possible to viewers including links to related documents, a schedule of proposed works, online surveys, information on how to get involved and provide feedback, as well as a forum page to allow for questions. A frequently asked questions link was also created.

During the consultation period, visits to the website numbered 4112 (one page), 2295 (multiple pages) and 200 participated through the online engagement tools provided.

Council also provided information on the proposal and community consultation opportunities through a link on the Council corporate website titled 'Have Your Say'.

Attachment 16 – Your City, Your Future website homepage

Home **Sign In**

Special rate variation proposal

Special rate variation proposal

[f](#) [t](#) [in](#) [e](#)

This consultation concluded at 4.30pm on 20 December 2013. See News items below for updates.

The long term sustainability of our city is important to us all – from residents of all ages who utilise our local roads, community facilities, services and open spaces; to local businesses and industry that rely on our city's proximity to major transport routes, consistent growth and reliable infrastructure.

Campbelltown City Council values community feedback, and we've been listening to what you would like for the Campbelltown of the future. Through previous survey responses and community consultation, you've told us that local infrastructure is important to the way you live your life, and we want to ensure that we can maintain the many roads, parks, facilities and recreational areas across the city for years to come.

To help ensure that our existing infrastructure can be maintained into the future, we are proposing to apply to the [Independent Pricing and Regulatory Tribunal \(IPART\)](#) for a special rate variation of 11%. This 'one-off' increase would be implemented in July 2014 for that financial year, with any rate increases in future years being no greater than the annual IPART (State Government) determined increase.

The reference to 'one-off' is a requirement of IPART, so as to distinguish between this being a single permanent increase of 11% implemented in a particular financial year, as opposed to an ongoing 11% added each year. Some councils apply for increases over a number of years, so IPART requires that it is made clear to ratepayers that this is a 'one-off' 11% increase, although any future increases will be applied to the new base.

Council has proposed this approach of a single special rate variation, rather than a series of increases over a number of years, in order to immediately reduce the infrastructure backlog to a manageable level within the first year, with ongoing maintenance and renewal of existing infrastructure funded through the additional income in subsequent years.

Applying for this one-off increase would help address the declining standard of our assets and cost the community less in the long term, as we would be able to minimise the deterioration of our community assets before it becomes too costly to repair them.

Important links

- [Campbelltown City Council 2011-2012 Annual Report](#)
- [Integrated Planning and Reporting](#)
- [Campbelltown City Council website](#)
- [more..](#)

Planning for the future

- [Our primary goal](#)
- [Council's current financial position](#)
- [Why is there a funding gap?](#)
- [How is Council planning to address the funding shortfall?](#)
- [more..](#)

Related information

- [Proposed Works Schedule \(89.4 KB\) \(xlsx\)](#)
- [Roads maintained by the Roads and Maritime Service \(RMS\) in the Campbelltown Local Area \(2.41 MB\) \(pdf\)](#)
- [Special Rate Variation Income and Expense Report \(103 KB\) \(pdf\)](#)
- [Frequently asked questions \(142 KB\) \(pdf\)](#)

A range of frequently asked questions was published as a tool to allow residents to find quick answers to the most common questions.

Attachment 17 – Frequently asked questions



Special Rate Variation Proposal frequently asked questions

1. Is the proposed rate increase of 11% a one-off increase?

The 11% increase would be implemented in July 2014 for that financial year, with any rate increases in future years being no greater than the annual IPART (State Government) determined increase.

The 11% would be a permanent increase. The reference to 'one-off' is a requirement of IPART, so as to distinguish between this being a single increase of 11% for a particular financial year, as opposed to an ongoing 11% added each year. Some councils apply for increases over a number of years, so IPART requires that it is made clear to ratepayers that this is a 'one-off' 11% increase.

2. Why hasn't the Special Rate Variation (SRV) been applied for earlier?

Over the last few years, Council has been reviewing operations and identifying opportunities for innovation and performance improvement to find efficiency savings to reduce the impact on ratepayers. Since 2005, \$9 million has been saved through internal efficiencies, and more will continue to be saved, however it is not enough to bring our assets to an acceptable level.

3. How will I know what the money has been spent on?

Council's quarterly residential newsletter would highlight the key projects and provide updates on planned works. We would also include more detailed information on our website and in the Annual Report as part of legislative requirements.

4. Would the money be spent on Department of Housing estates?

The State Government has plans for the redevelopment and renewal of public housing estates. The additional funds generated from a SRV would be spent on Council assets only, and would not be spent on State Government assets.

5. What would I get out of the SRV?

Your additional rates contribution would help see improvements to local road and footpath networks, better equipment in parks and upgrades to Council owned buildings within the first year, and ongoing improvements into the future. The additional investment in our roads network in particular, will help improve connectivity across the city and links to major public transport hubs to help ease congestion.

6. Would the pensioner rebates still occur?

Yes, the pensioner rebates would still occur. For more information about your rebate, please contact Council's rates section on 4645 4935.



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7. How much extra revenue would the SRV raise each year?

Although rates would increase by 11% in the first year (2014-2015) under this proposal, this one-off increase will provide around \$5.2 million each year in additional funds that will be directed towards infrastructure renewal and maintenance. The annual rate peg, as determined by the Independent Pricing and Regulatory Tribunal (IPART), will apply each year thereafter.

8. Would all of the 11% go towards the renewal of infrastructure?

No. Of the 11% rate increase in 2014-2015, 8% (\$5.2 million) would be directed towards infrastructure renewal, with the remaining 3% (\$2 million) contributing to operational costs such as electricity, street lighting, materials and maintenance activities. Currently, it is this 3% which covers all of Council's day to day services including leisure, libraries, parks, sporting facilities, emergency services.

9. Who is IPART?

IPART is the Independent Pricing and Regulatory Tribunal, a State Government agency responsible for determining the maximum price increase for a number of utilities and services, including Local Government rates. For more information regarding IPART, visit www.ipart.nsw.gov.au

10. How long would I be paying the extra 11% on my rates?

Council's proposal includes an increase to the 2013-2014 land rates you currently pay by 11%. From 2015-2016 (the next year), it is intended land rates will only increase by the statutory limit, usually around 3-3.5% for the years thereafter. The 11% is a permanent increase to the rating base that is required to meet ongoing yearly maintenance and renewal of existing infrastructure along with addressing the backlog.

11. Would my stormwater and waste levies be increased as part of the SRV?

No, the SRV will only be applied to the rates component of your rate notice, and not the stormwater and or domestic waste charge. The domestic waste charge will fluctuate purely based on the cost of providing those services, as this service is operated on a cost neutral basis to Council. This means Council levies are charged to recover its costs only. The City of Campbelltown currently has the fourth lowest domestic waste charge in the Sydney metropolitan area.

12. When would the increase become effective?

If approved, the 11% increase will be added to your rates on 1 July 2014.



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13. How many SRV applications has council made previously

Six since 1977. Two of those have been specific areas (eg F5 on/off ramps which was only paid for by Ingleburn and Minto industrial areas, and Campbelltown CBD/main street regeneration which was paid by Campbelltown CBD businesses). The other four applications were for infrastructure and assets, but they were minimal increases (2-3%) above the rate peg and not enough to address the infrastructure backlog.

14. Would Council's fees and charges also increase?

Council is very careful to ensure the community is well serviced by services they seek. The fees and charges are reviewed annually and move in line with the cost of services, changes in regulations and statutory charges.

Council provides a wide range of services to the community and has adopted fees and charges for these services. These fees and charges are calculated each year based on the following categories: community service – the cost of the service is subsidised to provide for community benefit, economic cost – the cost of providing the service is determined by dividing the cost of the service by the number of users, regulatory charge – set by government regulations, and user pays principal – where a specific individual cost is charged to the user of the service.

These fees and charges are reviewed annually and move in line with the cost of the service, changes in regulations and statutory charges and the number of users.

15. Would this SRV fix the M5 or Narellan Road?

If approved, the additional funds raised through the SRV would only be used to improve local and collector roads, not roads owned and maintained by the State Government, such as Narellan Road, Appin Road or the M5.

16. What is the application process for the SRV?

Council endorsed the community consultation period to get feedback from ratepayers on the proposal for the SRV. The community consultation period will end on Friday 20 December. Following the feedback period and collation of all responses, Council will reconsider the proposal in February 2014. Should Council endorse the proposal to apply to IPART for a Special Rate Variation, a submission will then be made to IPART by 24 February 2014. Any rate changes can only be implemented on the approval of IPART.

17. How much of the rate increase will be spent on administration rather than on the ground works?

Administration costs only includes the project design and management of each of the projects. It is anticipated that project design and management will cost in the vicinity of 2-3% of the project costs. The other 97-98% will be spent on on-ground works.

18. Why can't we just cut the level of Council services to meet the revenue levels we currently have, without putting the rates up?

Council prides itself on providing a wide range of high quality services to the community such as parks, gardens, aged and disability care, sporting amenities, youth events and programs, cultural events, child care, recreational areas, swimming pools, and libraries. Our community expects a high level of service and our goal is to continue to provide these services to the benefit of the entire community. However, as part of this process, we will also be reviewing our service levels across the organisation.

19. What are Council's priorities for expenditure?

In the first year alone (2014-2015), \$15.6 million of works will be undertaken on assets in the poorest condition in the categories of roads, footpaths, community buildings and park. Some of the key projects in these categories include:

Roads

- Williamson Rd, Ingleburn
- Cumberland Rd, Ingleburn
- Raby Rd, Raby
- Georges River Rd, Ruse
- Therry Rd, Campbelltown
- Anthony Dr, Rosemeadow

Footpaths

- Lindesay St, Campbelltown
- Copperfield Dr, Ambarvale
- Canterbury Rd, Glenfield
- Guernsey Av, Minto

Community buildings

- Bradbury Oval, Bradbury – new amenities block and canteen
- Waminda Oval, Campbelltown – new amenities, canteen and changing rooms
- Milton Park, Ingleburn – new amenities, canteen and changing rooms
- Hollylea Reserve (skate park), Leumeah – new toilet block

Parks

- Raby Sports Complex, Raby – the outdoor fitness equipment will be replaced with several pieces of playground equipment
- Trobriand Park, Glenfield – the existing playground will be replaced with new equipment such as swings, children's climber, slide and more
- Salter Reserve, Minto – new play equipment will be installed including swings, children's climber and slide
- Gargery Reserve, Ambarvale – a range of modern play equipment will be installed at this park



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20. How does Council's rates compare with other local councils?

Campbelltown Council has lower residential rates than its neighbouring councils of Camden, Wollondilly and Liverpool.

Campbelltown's average residential rate for 2011-2012 was \$817, which is well below other like councils, which has been reported as \$912.

21. What is the "Special Rate – Loan"?

The principle and interest repayments on Council's borrowings are repaid through this "special rate" levy. Council borrows money to fund capital works, services, facilities and activities undertaken or proposed to be undertaken in the financial year.

Funding these projects through borrowings allows Council to spread the cost across multiple generations that will benefit from the use of the capital works, services, facilities and activities being funded.

It also provides information at the billing level of the amount each ratepayer contributes to the service cost. It should be noted that this is not an additional contribution that the ratepayer is making - it is a breakdown of the rates to provide more information on what portion of your rates is being used to fund capital works.

22. Would the rate increase help to pay off the subsidised loan from the State Government (the Local Infrastructure Renewal Scheme loan)?

Yes, \$1.2m will go towards repaying the \$10 million that is proposed to be borrowed to bring forward asset renewal works in 2014-2015. In the first year alone, a large number of major projects will commence across the city including 50 kilometres of road surface improvements, 10 refurbished community facilities, 8 kilometres of improved footpaths, 13 improved parks. The loan will fund two thirds (62%) of these projects.

A dedicated Facebook page was also created as a means to provide another avenue for people to find out more on the proposal. Posts directed people to the website where more detailed information could be obtained.

During the consultation period, Council made 19 posts providing information to the community on the SRV proposal. From these posts, 815 people were reached and 271 people engaged on the topic. Council also provided information on the proposal through posts on the Council corporate Facebook page.

Attachment 18 – Your City, Your Future Facebook page



Council advertised a dedicated email address, as well as Council's postal address, as avenues for the community to provide feedback on the proposal during the consultation period.

Fifty three emailed or mailed submissions were received providing feedback on the proposal. Of the submissions received, 42 were not supportive, 10 people were supportive of the proposal, and two did not indicate whether they supported the proposal or provided feedback on an unrelated area.

A detailed copy of all email and written correspondence and their responses are included in appendix 3.

10. Information sessions

Four information sessions were held at various locations across the LGA, giving residents and ratepayers the opportunity to be involved in the consultation process, and allowing for issues to be explored in more detail.

11. OUTLINE OF COMMUNITY CONSULTATION

Through Council's community consultation on the proposed Special Rate Variation, community feedback indicated that the majority of residents were proud of the Campbelltown LGA.

The below table outlines engagement methods used for the consultation period and an overview of the levels of consultation achieved for each method.

Level of Engagement	Method	Delivery	Number of people engaged
Inform	Education program (staff)	All staff received a briefing on the SRV proposal. Pocket cards and information were distributed	All staff (675)
Inform	Advertising	Newspapers Compass Radio Messages on hold Newsletter	Advertiser: Readership 102,000 Circulation 53,103 Chronicle: Readership 108,000 Circulation 75,849 Newsletter 60129 distributed
Inform	Community exhibitions	Libraries Civic Centre Arts Centre Leisure Centres	Approx 2000 newsletters were collected from the exhibitions
Consult	Face to face surveys (questionnaires)	Across Campbelltown • Events (Fisher's Ghost)	32 people consulted and informed
Consult	Telephone survey	Statistically valid survey across the LGA	Random 400 people consulted
Consult	Technology	Website Social media Online surveys	Website 200 participated Facebook 48 "likes" Total number of surveys 209 Number of emails and letters received 53 Number of phone calls received 20
Involve	Community forums	Several forums were held across the City at a variety of locations to maximise the potential for the community to be involved.	Monday 2 December – Campbelltown Civic Hall (17) Wednesday 4 December – St. Helens Park Hall (5) Thursday 5 December – Greg Percival Community Centre, Ingleburn (7) Monday 9 December – Eagle Vale Central (23)

Some areas of concern were raised by the community including clarification of information on the proposal, Council's financial position and the effect on the community of a proposed rate increase.

An example of concerns raised included clarification of the meaning of the wording one-off and permanent relating to the rate increase. Council staff addressed these concerns proactively during the consultation period by providing further information to the community via the website and through Facebook posts, as well as updating the frequently asked questions information and community presentation material.

Information was also provided directly to community members on individual areas of concern, both relevant to the proposal (eg projected rate increase for individual properties) and not relevant to the proposal (eg neighbourhood issues, lawn mowing).

The issues which were raised the most frequently included:

a) capacity to pay

Community members raised concern that either themselves as individuals or other sections of the community would have difficulty with the proposed rate rise. The majority of concerns related to pensioners or people on low incomes, although the impact on ratepayers with larger properties in semi-rural areas was also raised.

Council currently has a pensioner rebate of \$300 in place. Council also has a hardship policy which provides financial relief for ratepayers in financial difficulty. Information was also provided when requested to residents on semi-rural properties on the proposed individual impact of the increase and potential rebates that may be applicable on their land.

b) financial/asset management

Some issues were raised on perceptions of Council's current and future financial and asset management strategies that have impacted on the need for a rate increase. The community wished to ensure that Council used existing and proposed future funds in a transparent and efficient manner to benefit the local community.

Council advised that all works undertaken would be reported to the community on a regular basis through channels such as Council's residential newsletter, Compass, as well as the Annual Report. Council's Long Term Financial Plan and Asset Management Plan also detail information on Council's current and future situation and the need for the special rate variation.

Council provided information on the NSW Treasury Financial Assessment and Benchmarking Report, detailing Council's financial position in the short, medium and long term. Council also provided information on other current and proposed initiatives implemented to reduce expenditure and increase efficiencies across all Council services, including a comprehensive Council services review to be conducted across the 2014-2015 financial year.

c) imbalance of infrastructure/services across LGA

Residents in some areas of the LGA (eg semi-rural areas) raised concerns that there were less services and infrastructure provided in their suburbs than other areas of the LGA.

Information was provided to community members on the location of proposed works to be carried out in each area (North/South/Eastern and Western) of the LGA, as well as larger community assets including main roads, footpaths and CBD areas which are shared by all community members.

The SRV community consultation provided a broad range of opportunities for the community to be informed and provide feedback around the proposal. More than 100,000 community members were directly informed about the proposal through the distribution of newsletters and Council's radio, paper and online presence. In total, 682 people directly engaged in discussions with Council on the proposal with 64% of these respondents supportive, 33% not supportive and 3% undecided.

12. WHERE TO FROM HERE?

A report regarding the community consultation will be formally presented to the Corporate Governance Committee on 4 February 2014. A decision on whether to proceed with an SRV application to IPART will be made at the first Council meeting on 11 February 2014.

IMPROVING OUR INFRASTRUCTURE

The special rate variation proposal is aimed at bringing our current infrastructure up to a standard that the community deserves and expects. The extra funds would help Council improve community assets across the city:



CONTACT YOUR COUNCILLORS

We encourage community participation and consultation. Contact your Councillors by mobile or write to them at council@campbelltown.nsw.gov.au or by mail to PO Box 57, Campbelltown NSW 2560.



Mayor
Cr Clinton Mead
M: 0408 637 114



Deputy Mayor
Cr Paul Lake
M: 0400 105 150



Cr Fred Borg
M: 0418 411 232



Cr George Bricevic
M: 0408 219 865



Cr Anoulack Chanthivong
M: 0412 413 377



Cr Sue Dobson
M: 0408 238 167



Cr Wal Glynn
M: 0419 681 387



Cr George Greiss
M: 0428 616 716



Cr Paul Hawker
M: 0410 498 731



Cr Rudi Kolkman
M: 0419 270 452



Cr Darcy Lound
M: 0409 829 103



Cr Alana Matheson
M: 0409 221 531



Cr Meg Oates
M: 0419 467 885



Cr Ted Rowell
M: 0408 210 493



Cr Bob Thompson
M: 0407 953 786



YOUR CITY, YOUR FUTURE

PLANNING FOR THE FUTURE

The long term sustainability of our city is important to us all – from residents of all ages who utilise our local roads, community facilities, services and open spaces; to local businesses and industry that rely on our city's proximity to major transport routes, consistent growth and reliable infrastructure.

Campbelltown City Council values community feedback, and we've been listening to what you would like for the Campbelltown of the future. Through previous survey responses and community consultation, you've told us that local infrastructure is important to the way you live your life, and we want to ensure that we can maintain the many roads, parks, facilities and recreational areas across the city, so future generations can benefit from the same public infrastructure that our community currently enjoys.

This newsletter is aimed at providing you with information about Council's current financial position, so you can make informed decisions and tell us what you think about our proposed plans for the future.

Council's primary goal is to ensure that Campbelltown continues to be a city of choice and opportunity, and a place our residents are proud to call home. To make sure that our city is well placed to deal with the challenges of the future, we need to make decisions now that will ensure our ability to maintain the quality and amenity of the infrastructure that is so important to our community.

Your rates help to provide the services and infrastructure that our 155,000 residents use every day. Although Council regularly looks at ways to improve operations through streamlining services, process improvement and use of technology, if we maintain the current level of funding, core infrastructure and assets will continue to deteriorate.

Campbelltown City is a developing regional centre, and the provision of quality assets and infrastructure is fundamental to ensuring that our city can cope with a range of future challenges. These challenges include significant population growth both within and around our city, the need to create more jobs, increased traffic movements and an ageing community. The impact of these challenges on our city's basic infrastructure will be significant, and will require increased spending to keep them maintained to a suitable level.

While Council's financial position has been independently rated as moderate in the medium to short term, our long term financial planning indicates that the current level of revenue will fall short of what is needed to maintain existing infrastructure assets to a standard that our community needs and expects.

It is now time for us to make some decisions about the future of our city, and we're seeking your feedback on our proposals to help secure our financial future.

THE PROPOSED PLAN

With the help of our community, we need to consider how we will address this funding shortfall to ensure that our financial position remains sound, and that our infrastructure assets can be maintained at an acceptable standard into the future.

As part of this process, we will be looking at the services Council provides and ways we can do things better. Since 2005, Council has already implemented sustainability initiatives and savings valued at more than \$9 million through the Innovation and Performance Sub Committee. We are also proposing to apply for a subsidised loan from the State Government as an immediate injection to the current infrastructure backlog. This loan would allow us to address priority infrastructure renewal projects in the short-term, and help to reduce the contribution needed from ratepayers to address the funding shortfall upfront.

To help ensure that our existing infrastructure can be maintained into the future, we are proposing to apply to the Independent Pricing and Regulatory Tribunal (IPART) for a special rate variation of 11% for the 2014-2015 financial year. Applying for this one-off increase will help address the declining standard of our assets and cost the community less in the long term, as we will be able to minimise the deterioration of our community assets before it becomes too costly to repair them.

The renewal of our existing infrastructure is manageable if we act now, which is why we need to look at ways of minimising the funding shortfall.



HOW YOU CAN BE INVOLVED

We need your feedback to help plan for the future, and we encourage you to tell us what you think. You're invited to make comment on the special rate variation proposal outlined in this newsletter, and you can do this in a number of ways...

Online survey

Visit www.yourcityyourfuture.com.au to have your say on the proposed plans to help secure the future of your city. You can also call or email us for a hard copy of the survey.

Email

thefuture@campbelltown.nsw.gov.au

Social media

[facebook.com/yourcityyourfuture](https://www.facebook.com/yourcityyourfuture)

Information sessions (see back page for details)

Monday 2 December
Wednesday 4 December
Thursday 5 December
Monday 9 December

For more information about how we're planning for a strong future, visit www.yourcityyourfuture.com.au

YOUR RATES

Current contributions

The State Government, through IPART, sets a limit on how much council rates can increase annually, which is usually capped between 3% and 3.5%. This means that if we don't seek the proposed special rate variation of 11% in 2014-2015, the average residential rate will still increase by around 65c per week. The reality is that this minimum 3% to 3.5% increase will not address our existing infrastructure gap and will only fund the day to day operations of Council's services, which is why we need to make a change now.

What would a special rate variation mean?

Maintaining and improving our existing community infrastructure into the future will require an additional \$88 million over the next 10 years. Although the rates payable for individual properties vary, as the amount is dependent on land value and rate category, a special rate variation increase of 11% will mean an average residential rate increase of \$108 per year in 2014-2015, or around \$2 per week.

By increasing rates by 11% as a one-off measure, rather than adopting only the annual increase set by IPART, an additional \$5.2 million in revenue will be generated, which would significantly decrease the funding gap for the upgrade, maintenance and renewal of our assets in 2014-2015 alone.

The special rate variation is not applicable to annual waste and stormwater levies.

How would the money from the special rate variation be spent?

8 of the 11% rate increase in 2014-2015 would be used solely for managing existing infrastructure, including the capital renewal and ongoing maintenance of community assets such as public buildings and amenities, roads, bridges, parks and facilities (including leisure centres, pools, playgrounds and community halls). The remainder will be used to fund the operational and day to day activities of Council's services.

Renewal activities are necessary to extend the life of an infrastructure asset, while maintenance includes repairs, painting and replacement of broken fixtures. The additional money will not be used for new infrastructure or providing new or expanded services.

COME TO OUR INFORMATION SESSIONS

Monday 2 December

From 7pm
Campbelltown Civic Hall,
Queen St, Campbelltown

Thursday 5 December

From 7pm
Greg Percival Community Centre,
Oxford Rd, Ingleburn

Wednesday 4 December

From 7pm
St Helens Park Hall,
Kellerman Dr, St Helens Park

Monday 9 December

From 7pm
Eagle Vale Central,
Cnr Emerald Dr and Feldspar Ave,
Eagle Vale

WHY IS THERE A FUNDING GAP?

Revenue from rates comprises almost 50% of Council’s annual revenue. The balance comes from annual charges, user charges, fees, investment income, government grants and developer contributions.

Council rate increases are capped at around 3% to 3.5% each year by the State Government, with additional increases requiring the approval of IPART on application by individual councils. For many years, Campbelltown City Council is one of very few NSW councils that has not applied for any additional rate increase in an effort to reduce the financial impact on ratepayers.

Unfortunately, this minimal annual increase hasn’t kept up with the general cost of living. Like our residents, Council is paying more for services such as electricity, water, gas, telecommunications and street lighting, as well as materials such as fuel, concrete, bitumen and steel.

Street lighting charges have increased by more than \$1.1 million since 2005, and Council’s electricity costs have gone up by 120%.

Our contribution to Fire and Rescue NSW, NSW Rural Fire Service and NSW State Emergency Service has increased by 55% since 2005 to more than \$1.2 million per year.

In recent years, Council has been given the responsibility of providing more services, which means we have less funds each year available to maintain and improve our basic infrastructure and community assets.

Over the next 10 years, estimates indicate that we will have a funding shortfall in the order of \$88 million for ongoing maintenance and to bring our buildings and infrastructure assets to an acceptable standard. This is because the cost of ongoing maintenance is increasing faster than available revenue.



Street lighting on Queen Street, Campbelltown

With the proposed variation, more than 1400 projects will commence in 2014-2015.



Farrow Road, Campbelltown

YOUR ROADS

Council maintains an extensive road network of around 700 kilometres, and keeping them in good condition requires ongoing care and maintenance.

We currently spend \$5.7 million each year on road renewal, but this doesn’t allow us to do all of the work we’d like to in order to keep our main connector and local roads in good condition across the city.

If we make no changes, and rates only increase in line with the annual IPART rate cap, there would be no additional funds available to improve roads that currently require attention. In 10 years time, 19% of our roads (around 130 kilometres) will be in poor or very poor condition.

An 11% rate increase would see an extra \$28 million spent on our road network over the next 10 years, helping to reduce the backlog of necessary works and providing improved connectivity across the city for our growing population.

The additional funds made available through the special rate variation would be allocated to resealing, heavy patching and rehabilitation of our extensive local road network, with an initial focus on collector roads. These works will help to improve the condition and amenity of the road network over time and strengthen road connections across the city.

YOUR COMMUNITY BUILDINGS

Council is responsible for the upkeep of more than 220 buildings across the City of Campbelltown, including community halls, amenity blocks, child care centres, libraries, offices and recreational facilities.

As our population increases, these community facilities are being used more and more, and require ongoing maintenance to keep them at a suitable standard. We currently invest \$2.5 million each year on preserving these facilities for the community to enjoy, but more is needed.

If we make no changes, and rates only increase in line with the annual IPART rate cap, there would be no additional funds available to improve our existing community buildings beyond their current condition. In 10 years time, 36% of our buildings will be in poor or very poor condition.

An 11% rate increase would mean an extra \$25 million allocated over 10 years to improve community amenities. This would see improvements made to amenities blocks, canteen facilities, change rooms and community halls that otherwise wouldn’t be possible, and would include works at key recreational locations across the city, including Bradbury Oval, Waminda Oval, Milton Park and Campbelltown Skate Park.



Minto Community Centre, Minto

An average residential rate increase of just \$2 per week would see the refurbishment of 10 community facilities within the first year.

YOUR PARKS

Campbelltown City boasts extensive open space, offering a range of recreational options for residents and visitors of all ages. With more than 340 passive parks and reserves to enjoy, as well as 52 sporting complexes incorporating more than 150 active playing fields, there are lots of opportunities to appreciate the great outdoors and maintain a healthy lifestyle.

We’d like to be able to respond to community requests to replace damaged and ageing equipment in playgrounds, provide more seating and BBQ areas and improve park amenities such as toilets. Unfortunately, our current funding levels mean we aren’t always able to do this.

If we make no changes, and rates only increase in line with the annual IPART rate cap, we would

continue to spend around \$550,000 each year on the maintenance of our parks. In 10 years time, 35% of our parks will be in poor or very poor condition.

An 11% rate increase would mean an extra \$4.1 million allocated over 10 years to improve and provide more of the facilities that our residents have asked for. This would see the replacement of children’s playground equipment at a number of popular parks across the city within the first year, including Raby Sports Complex; Trobriand Park, Glenfield; Salter Reserve, Minto; and Gargery Reserve, Ambarvale; as well as access and landscaping improvements to a number of other parks.



New playground equipment at Simmo's Beach, Macquarie Fields

An average residential rate increase of just \$2 per week would see improvements to 13 parks in 2014-2015 alone.

YOUR FOOTPATHS

Council maintains around 375 kilometres of footpaths across the city, and your feedback tells us that you’d like to see their condition improved.

Although we set aside \$378,000 to spend on our footpaths each year, this falls short of what is needed to maintain all footpaths across the city to an acceptable standard.

If we make no changes, and rates only increase in line with the annual IPART rate cap, there would be no additional funds available to improve footpaths

across the city. In 10 years time, 33% of our footpaths will be in poor or very poor condition.

An 11% rate increase would mean an extra \$2.6 million invested in upgrading and maintaining the city’s network of footpaths over the next 10 years, with an immediate focus on key pedestrian routes including Lindesay Street, Campbelltown; Copperfield Drive, Ambarvale; Canterbury Road, Glenfield and Guernsey Avenue, Minto.



The condition of the footpath on Lindesay Street, Campbelltown

An improved footpath in Mawson Park, Campbelltown

An average residential rate increase of just \$2 per week would see improvement works to around 8km of footpaths across the city in 2014-2015.

WHAT A SPECIAL RATE VARIATION WOULD MEAN FOR YOU

Although the rates payable for individual properties vary, based on land value and rate category, the below table provides a guideline to what the proposed special rate variation of 11% would mean to residential, business and farmland properties.

	2013/14	2014/15
RESIDENTIAL		
How much will average rates be without the proposed increase?*	\$980	\$1,009
How much will rates be with an 11% increase?	\$980	\$1,088
What is the average one-off annual increase?	N/A	\$108
What is the average weekly increase?	N/A	\$2
How much will quarterly instalments increase by?	N/A	\$27
BUSINESS		
How much will average rates be without the proposed increase?*	\$5,885	\$6,062
How much will rates be with an 11% increase?	\$5,885	\$6,532
What is the average one-off increase?	N/A	\$647
What is the average weekly increase?	N/A	\$12
How much will quarterly instalments increase by?	N/A	\$162
FARMLAND		
How much will average rates be without the proposed increase?*	\$7,237	\$7,454
How much will rates be with an 11% increase?	\$7,237	\$8,033
What is the average one-off increase?	N/A	\$796
What is the average weekly increase?	N/A	\$15
How much will quarterly instalments increase by?	N/A	\$199

* Based on an assumption of a 3% rate increase.

TAKE OUR COMMUNITY SURVEY

For a quick and easy way to tell us what you think, and whether you support the proposed rate increase, take our online survey at www.yourcityyourfuture.com.au

If you prefer to fill out a survey by hand, contact us on 4645 4200 or email thefuture@campbelltown.nsw.gov.au and we’ll send you a copy, along with a reply paid envelope to send back to us by 20 December.

WHAT YOU’VE BEEN ASKING FOR

In previous phone surveys with our residents, you’ve told us that improving our playgrounds, cycleways, playing fields and roads is important to you.

We’re taking that feedback on board, and our proposed 11% special rate variation in 2014-2015 will help us to maintain and improve these facilities into the future.



Campbelltown City Council

Special Rate Variation Research

Prepared by: Micromex Research

Date: November 2013





Background

Background

Campbelltown City Council is facing the challenge of balancing community expectations with future financial sustainability, and as such has determined that it needs to apply for a Special Rate Variation in order to fund future services, facilities, programs and initiatives for its residents.

Research Objectives

As part of the application process, Campbelltown City Council requested Micromex Research conduct a robust community research survey in order to:

1. Measure community support for the introduction of a special rate levy
2. Provide an avenue for feedback in order for residents to express their views on the proposed SRV

Interviewing

A random telephone survey of 400 residents was conducted from 21st to 23rd November 2013.

Interviewing was conducted in accordance with IQCA (Interviewer Quality Control Australia) Standards and the Market Research Society Code of Professional Conduct. Where applicable, the issues in each question were systematically rearranged for each respondent.

Sampling Size Implication

A random community sample size of 400 provides a maximum sampling error of plus or minus 4.9% at 95% confidence.

This means that if the survey was replicated with a new universe of n=400 Campbelltown residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 4.9%.

Therefore, the research findings documented in this report should be interpreted by Campbelltown Council and IPART as not just the opinions of 400 residents, but as an accurate and robust measure of the entire Campbelltown community's attitudes.

- The questionnaire, of approximately 5 minutes in duration, was designed to establish current attitudes and explore community response to the proposed resource strategies

Questionnaire Structure

- | | |
|---|--|
| QA. Before we start, I would like to check whether you or an immediate family member works for Campbelltown City Council? | Q7. Prior to this call were you aware that Council is potentially seeking to make an application for a special rate variation? |
| Q1. In which suburb do you live? | Q8. How were you informed of the Special Rate Variation? |
| Q2. How satisfied are you with the quality of infrastructure, such as buildings, roads, footpaths and parks, currently provided by Council in the local area? | Q9. Based on what you have been told, how important do you believe it is that Campbelltown City Council is allowed to introduce this special rate variation? |
| Q3. How satisfied are you with the level of services currently provided by Council in the local area? | Q10. Please stop me when I read out your age group: |
| Q4. How important do you believe it is for Council to implement programs that will provide better infrastructure? | Q11. Which of the following best describes the house where you are currently living? |
| READ CONCEPT | Q12. Do you live in a: |
| Q5. How supportive are you of Council proceeding with this special rate variation? | Q13. Which of the following best describes your current employment status? |
| Q6. Why do you say that? | Q12. Gender |

Ratings questions

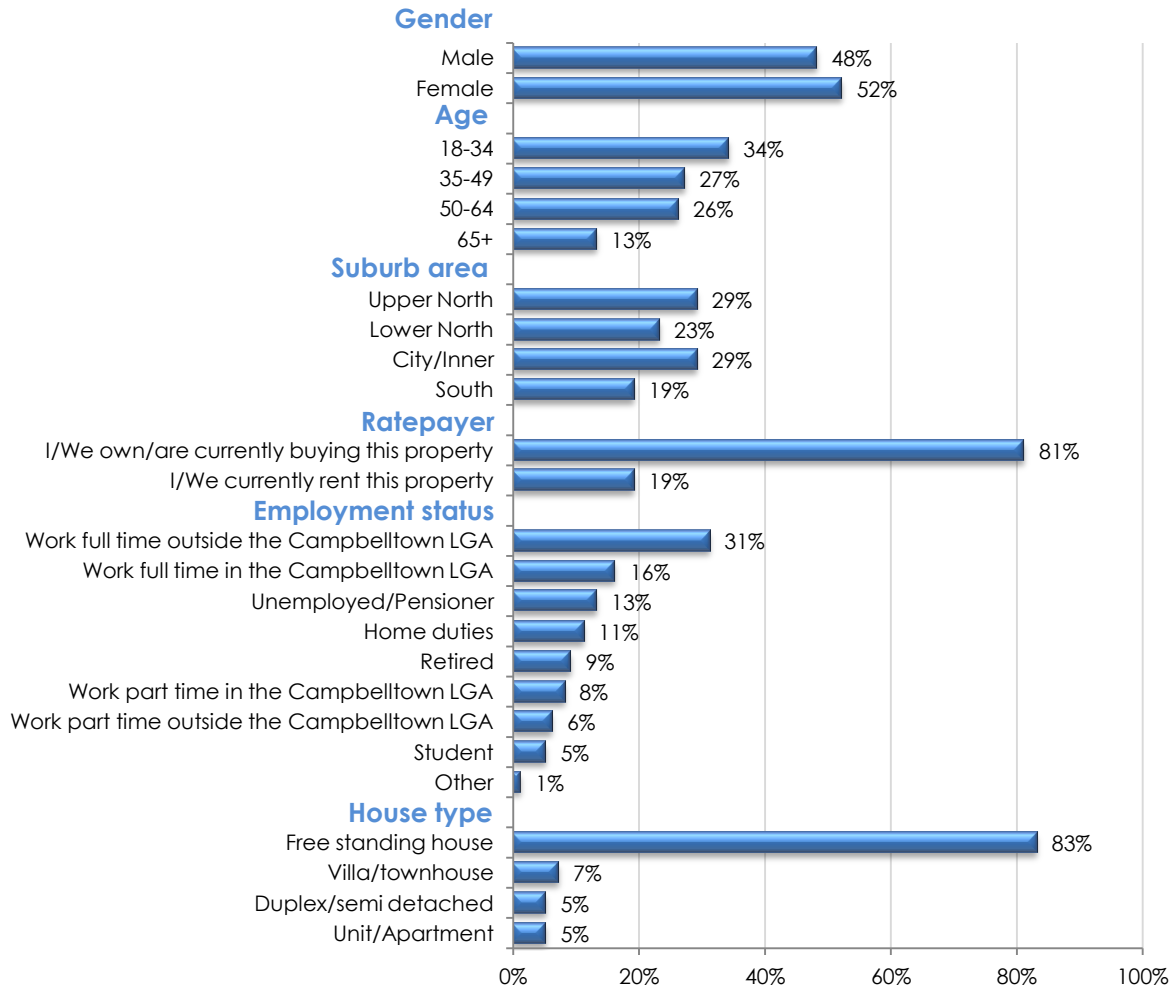
The Unipolar Scale of 1 to 5 was used in all rating questions, where 1 was the lowest importance, satisfaction or support and 5 the highest importance, satisfaction or support

This scale allowed for a mid range position for those who had a divided or neutral opinion.

1.99 or lower	'Very low' level of importance/satisfaction/support
2.00 – 2.49	'Low' level of importance/satisfaction/support
2.50 – 2.99	'Moderately low' level of importance/satisfaction/support
3.00 – 3.59	'Moderate' level of importance/satisfaction/support
3.60 – 3.89	'Moderately high' level of importance/satisfaction/support
3.90 – 4.19	'High' level of importance/satisfaction/support
4.20 – 4.49	'Very high' level of importance/satisfaction/support
4.50 +	'Extreme' level of importance/satisfaction/support



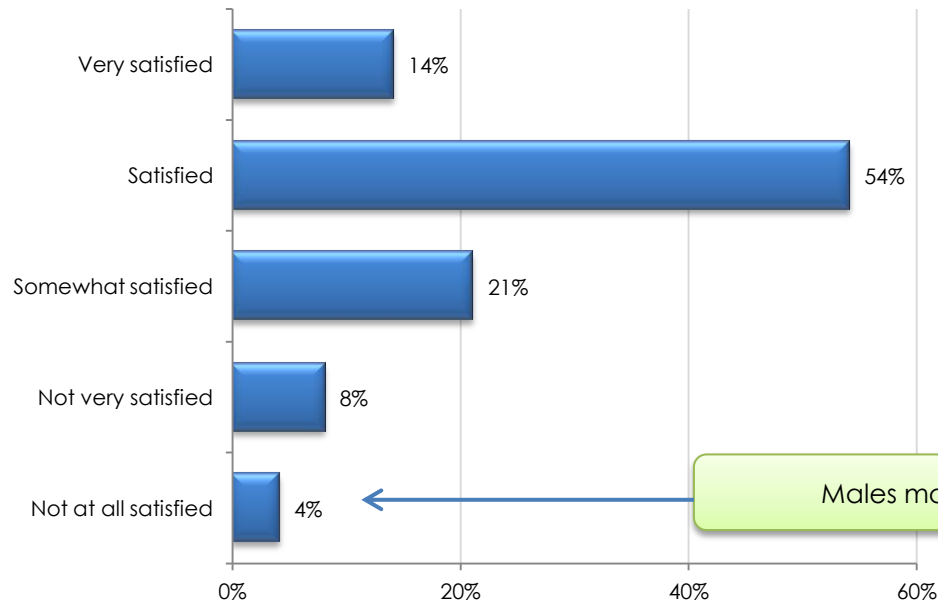
Sample Profile



Base: n=400

Moderately High Level Of Satisfaction With The Quality Of Infrastructure

Q. How satisfied are you with the quality of infrastructure, such as buildings, roads, footpaths and parks, currently provided by Council in the local area?



Mean ratings	Male	Female	Own	Rent
	3.65	3.68	3.66	3.69
	Overall: 3.66			
	18-34	35-49	50-64	65+
	3.74	3.62	3.62	3.64

Scale: 1 = not at all satisfied, 5 = very satisfied

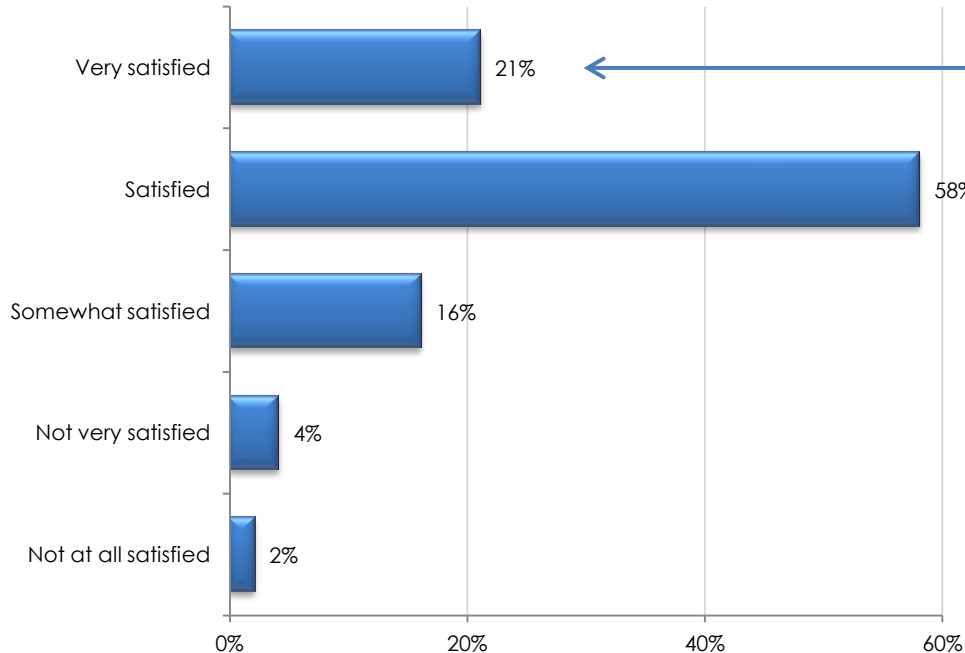
Males more likely than females

Base: n=400

No clear dissatisfaction with the current facilities

A High Level Of Satisfaction With Services Provided By Council

Q. How satisfied are you with the level of services currently provided by Council in the local area?



Those aged 65+ more likely than 18-34 year olds

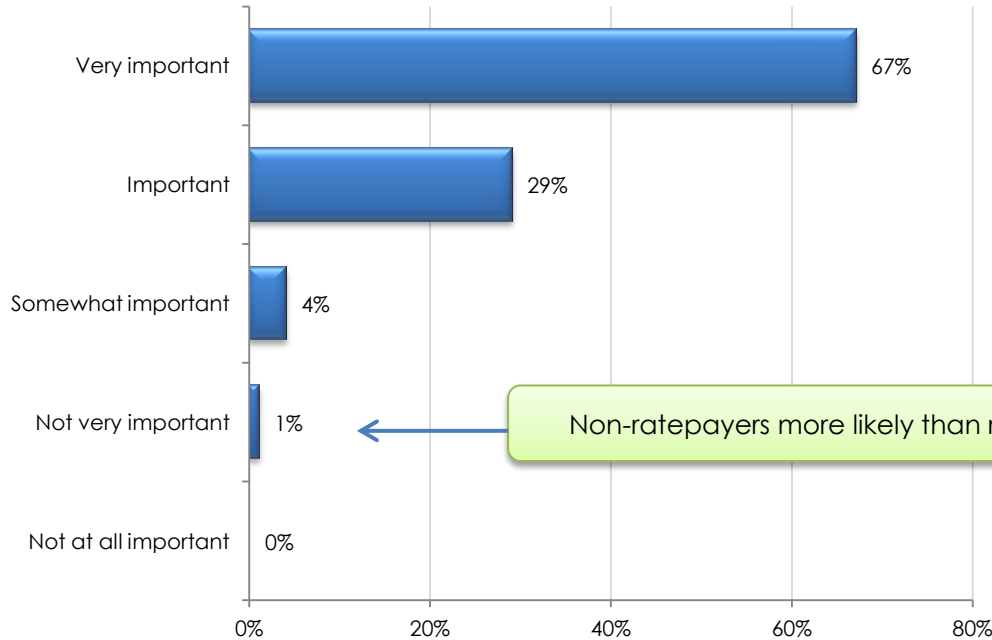
Mean ratings	Male	Female	Own	Rent
	4.02▲	3.82	3.91	3.95
	Overall: 3.91			
	18-34	35-49	50-64	65+
	3.88	3.99	3.76▼	4.16▲

Scale: 1 = not at all satisfied, 5 = very satisfied
= significantly higher/lower level compared to the overall rating

Base: n=400

Community Is Overwhelmingly Supportive Of Council Implementing Programs To Provide Better Infrastructure

Q. How important do you believe it is for Council to implement programs that will provide better infrastructure?



Mean ratings	Male	Female	Own	Rent
	4.65	4.59	4.63	4.57
	Overall: 4.62			
	18-34	35-49	50-64	65+
	4.65	4.66	4.59	4.47

Scale: 1 = not at all important, 5 = very important

Non-ratepayers more likely than ratepayers

Base: n=400

2/3 are strongly supportive of Council implementing programs that will improve the LGA's infrastructure



Funding Options

Read statement:

Campbelltown City Council believes that the long term sustainability of Campbelltown is important to everyone – from residents of all ages who utilise local roads, community facilities, services and open spaces; to local businesses and industry that rely on the city's proximity to major transport routes, consistent growth and reliable infrastructure.

Council is now facing the challenge of balancing community expectations for services and infrastructure with the financial cost of maintaining these services and infrastructure into the future.

This challenge has occurred as a result of the long term 'cap' on Council's rates by the State Government, and the decision by Council to refrain from increasing rates over and above this 'cap' for many years. The City of Campbelltown continues to grow, placing more demand on local infrastructure, a lot of which is now in urgent need of repair and maintenance.

In order to make Campbelltown an even better place to live, Council is proposing a Special Rate Variation of 11% in July 2014, aimed at addressing the existing infrastructure maintenance backlog and ensuring that the city's assets can continue to be maintained to a suitable standard into the future.

Council would like to know your opinion of the proposal for a one-off rate increase of 11% in July 2014, which would include the 3% rate cap allowed by the State Government.

Read statement:

This one-off permanent increase would equate to an additional \$108 per year for the average residential ratepayer and is around \$79 above the minimum increase. The additional funds generated would help to address the declining standard of community assets and cost ratepayers less in the long term, as Council would be able to minimise the deterioration of the assets before it becomes too costly to repair them.

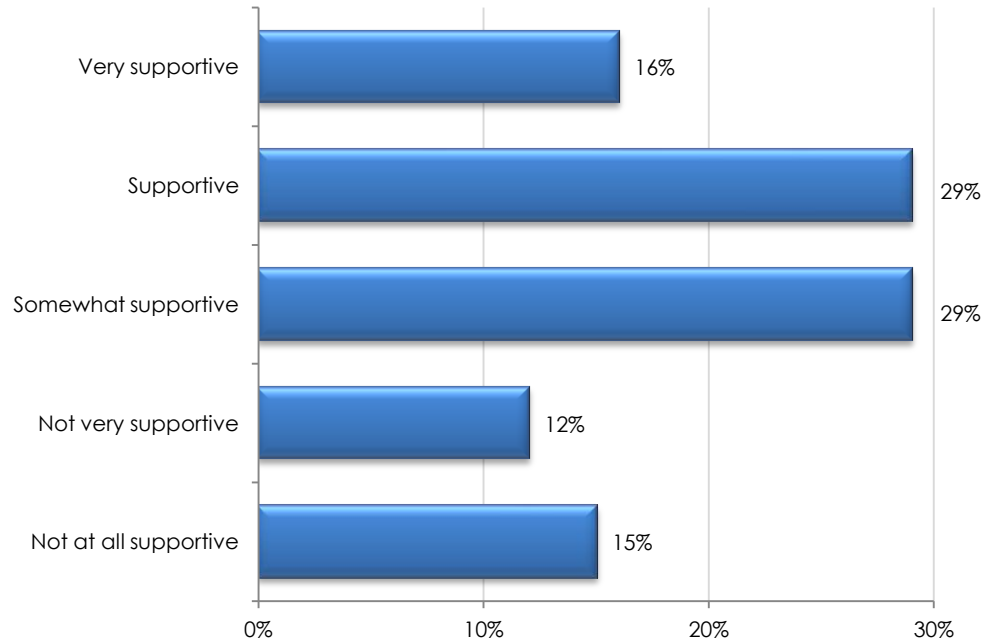
If the increase is approved, over the next 10 years Council will be able to invest an extra:

- \$28 million on local roads
- \$3.3 million on kerb and gutter improvements
- \$2 million on bridges
- \$25 million on community buildings, amenities & halls
- \$4.1 million on parks & playgrounds
- \$2.6 million on footpaths and cycleways

Council recognises the community is already facing increases in daily costs and is not taking this step lightly, however, these investments would revitalise and improve the quality of life of the community and preserve the long term financial sustainability of the Campbelltown Local Government Area.

Nearly ¾ Of Residents Are At Least Somewhat Supportive Of Council Proceeding With This Special Rate Variation

Q. How supportive are you of Council proceeding with this special rate variation?



Supportive (45%)

The community needs to be improved	10%
Infrastructure needs to be improved	7%
The community needs to be maintained	5%
Infrastructure needs to be maintained	4%

Somewhat supportive (29%)

Increase is too high	8%
I would like to be reassured that the money goes into improving the community	4%

Not supportive (27%)

Increase is too high	13%
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	Male	Female	Own	Rent
Mean ratings	3.28	3.11	3.06▼	3.76▲
	Overall: 3.19			
	18-34	35-49	50-64	65+
	3.33▲	3.24	2.85▼	3.45▲

Scale: 1 = not at all supportive, 5 = very supportive
= significantly higher/lower level compared to overall rating

Base: n=400

Residents' Verbatim Comments

Very supportive/Supportive (45%)

Q. Why do you say that? – Very supportive/Supportive



Residents' Verbatim Comments

Somewhat Supportive (29%)

Q. Why do you say that? - Somewhat supportive

"I would like to be reassured that the money goes into improving the community"

"Infrastructure needs to be maintained but at a lower cost"

"I am supportive of the idea, however, I do not pay rates"

"Not enough information has been given"

"I am not convinced that this will be a one off rate increase"

"Increase is too high"

"An increase will be beneficial"

"Infrastructure needs to be improved but at a lower cost"



Residents' Verbatim Comments

Not Very Supportive/Not At All Supportive (27%)

Q. Why do you say that? – Not very supportive/not at all supportive

"Council should have prepared years ago"

"We do not see enough benefit from the rates we already pay"

"I do not use many facilities and services provided by Council"

"Businesses and developers need to be more responsible financially"

"The Government should assist with funding for infrastructure"

"I would like to be reassured that the money goes into improving the community"

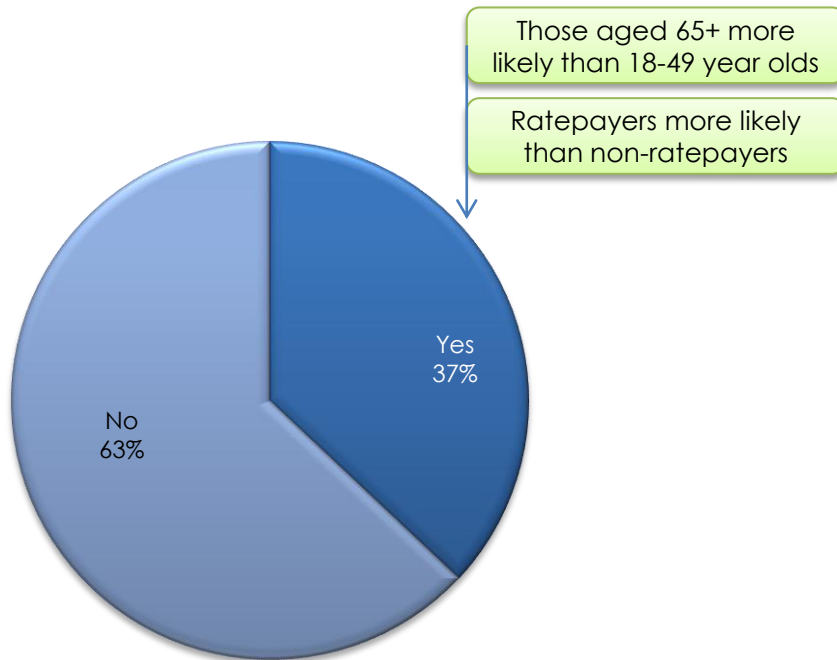
"The increase is too high"

"Council needs an alternative way of funding"

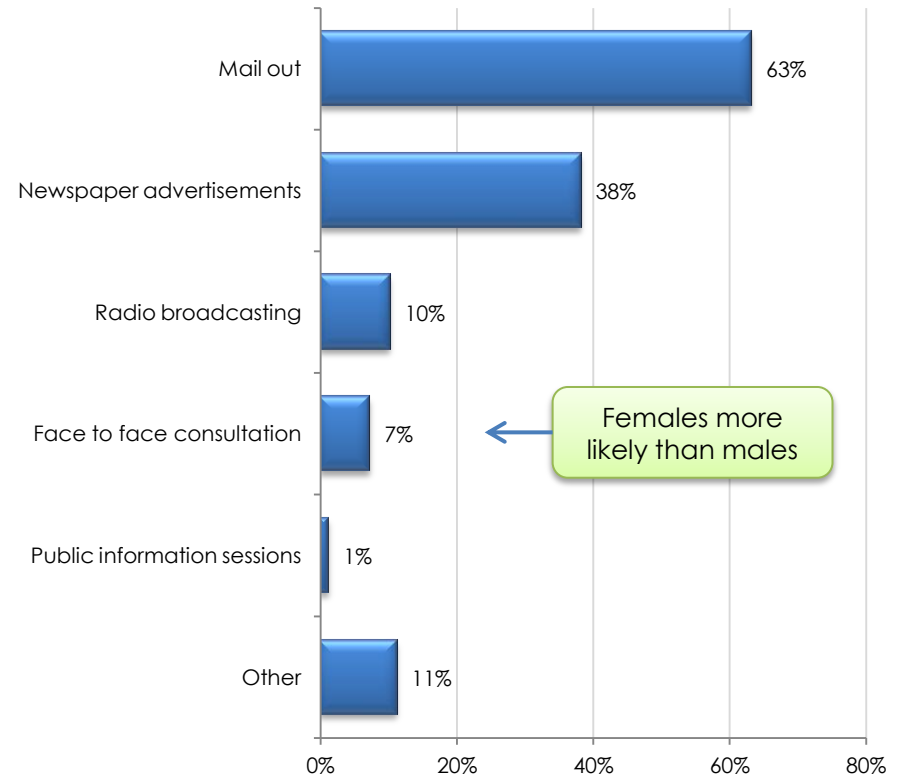


37% Were Aware Of The Special Rate Variation Prior To Being Contacted

Q. Prior to this call were you aware that Council is potentially seeking to make an application for a special rate variation?



Q. How were you informed of the Special Rate Variation?



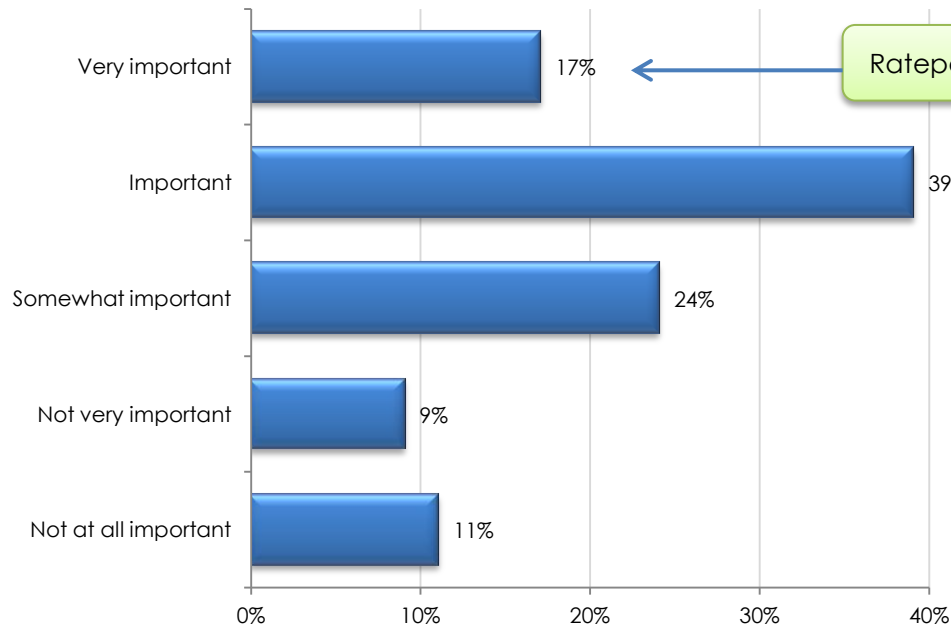
Base: n=400

Base: n=150

The mail out was the key method of communication

80% Indicated That They Believe It Is At Least Somewhat Important That Council Is Allowed To Introduce The Special Rate Variation

Q. Based on what you have been told, how important do you believe it is that Campbelltown City Council is allowed to introduce this special rate variation?



	Male	Female	Own	Rent
Mean ratings	3.41	3.46	3.37▼	3.71▲
	Overall: 3.43			
	18-34	35-49	50-64	65+
	3.50	3.43	3.20▼	3.75▲

Scale: 1 = not at all important, 5 = very important
= significantly higher/lower level compared to overall rating

Base: n=400

Over half of the community (56%) feels that it is important to very important that IPART approves Council's application



Conclusion

Residents expressed high levels of satisfaction with the current levels of servicing and facilities provided by Council.

Residents indicated they believe it is highly important that Council implements programs to provide better infrastructure. As such, it is of little surprise that residents are generally supportive of a rate increase of some type.

74% of residents were at least somewhat supportive of Council proceeding with the Special Rate Variation.

80% of residents found it was at least somewhat important for Council to be allowed to introduce the Special Rate Variation.



Telephone: (02) 4352 2388 Fax: (02) 4352 2117
Web: www.micromex.com.au Email: stu@micromex.com.au

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
5/11/2013	Why don't you get rid of your current rangers and staff at simmos beach and ingleburn weir ??? They do nothing except sleep and hide in the bush so they don't have to work !! Give the work to more experienced people	<p>Thank you for taking the time to raise your concerns with us. We aren't aware of any issues of this nature but certainly will investigate further.</p> <p>Please let us know if you have any more questions or if anything needs to be clarified.</p>
7/11/2013	I do not agree with the Council making a submission for an 11% increase in rates for 2014 - 2015. I would recommend that firstly council engage an independent consulting firm (e.g. PWC, Deloitte etc) to review the operations of council and identify any inefficiencies and recommend organisational restructure to the council. It is rumored in the community that council is overstaffed in several areas and that a number of staff are not fully occupied with work on a day to day basis. Any identified savings in operating costs could be invested in capital infrastructure. Secondly has council audited currently owned / leased assets and determined whether these continue to meet the demands / needs of the LGA into the future? For example, on occasion I take my young children to the Hurley street library. On each occasion I would estimate that the number of staff in the library outnumber the number of patrons. This may not be reflective of patronage generally. I would also mention that due to the lack of resources for young children at the Hurley street library that I signed up for membership of Camden / Narellan libraries as they have far more resources and we visit there more often. As an example of an "out there" idea has council considered selling the current Hurley	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation. Your comments are appreciated and have been recorded as part of the consultation process.</p> <p>Please be assured that Council's budget and operating costs are carefully reviewed each year, with our annual report detailing Council's financial position, along with information about the growing infrastructure backlog. The latest financial statements can be viewed on our website at http://www.campbelltown.nsw.gov.au/Financialinformation</p> <p>In addition to ongoing and regular reviews of spending and resource allocation, including staff costs and overtime, Council's Innovation and Performance Sub Committee has been implementing cost saving initiatives since 2005, with more than \$9 million saved to date through contract and tender reviews, efficiency improvements and technology upgrades.</p> <p>Thank you again for being part of the consultation process, and we encourage you to attend one of the upcoming community consultation sessions to find out more about how Council is currently addressing the funding shortfall and what has been implemented to date to help minimise the impact on Campbelltown City's ratepayers. Please visit the dedicated consultation website at www.yourcityyourfuture.com.au for details of the sessions, and more information about the proposal.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
	<p>street library and land as it would seem a prime location for a residential apartment building. The council could then lease space for a library in one of the local shopping centres, this would allow flexibility into the future with the continuing reliance on ebooks readers replacing physical book stock. I notice for example that the old cinema / then pub location at Macarthur Square remains empty. This is simply an example of the type of thinking that a large, international consulting firm could provide. It is rumoured that the council is intending to spend \$100,000 as a public relations exercise in attempting to have the support of the community in applying for a special rate variation, in my opinion this would have been better spent in engaging the aforementioned consultants to review the operations of council.</p>	

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
14/11/2013	<p>Hi, the years roll on from living in Campbelltown and i keep on hearing the same old story.....we need MONEY.....and more of it.....and i hope the story in the local paper about a 11% increase is not true.....why is it always a government department asking for more.....i shall be asking the state government for a Royal Commission into your financial affairs.....try and cut the rates by 11% and see if council can survive on this cut</p>	<p>Thank you for taking the time to contact us - your feedback is important to us.</p> <p>For more information on Council's current financial position, how we are hoping to address the funding shortfall for the maintenance of existing infrastructure, and what has been implemented to date to help minimise the impact on Campbelltown City's ratepayers, we encourage you to visit the dedicated consultation website at www.yourcityyourfuture.com.au, or view the Your City, Your Future newsletter at http://bit.ly/YourCityYourFuture</p> <p>There have been a number of independent reviews of Local Government conducted by the Local Government Review panel and NSW Treasury Corporation (TCorp) over the past few years. Both bodies have indicated that councils need to secure their long term sustainability by addressing any existing infrastructure gap before it is unsustainable. This is why we are looking to act now.</p> <p>The proposed rate increase would help secure the future of Campbelltown by addressing the infrastructure maintenance shortfall.</p> <p>For many years, Campbelltown City Council has been one of very few NSW councils that have not applied for additional rate increases over the annual IPART declared increase, in an effort to reduce the financial impact on ratepayers, however, this is no longer an option if we are to address the existing infrastructure gap.</p> <p>Thank you again for contacting us, and we hope that you will take the time to read the newsletter or visit the website for more information on the proposal.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
15/11/2013	<p>thank you for your reply,i do enjoy living in Campbelltown and have lived here for many years,my concern for the ratepayers and especially for the ones on a fixed income(low income) this will hurt their lifestyle,i do know many councils(rates) are much higher than our area and often wonder if the State Government could be more helpful with monies to help the council,i do have one burning question and on my rates bill we are paying of a loan and why this has never been paid of?</p>	<p>Council's decision to propose a special rate variation of 11% has been a difficult one, and your concerns are understandable.</p> <p>While Council recognises that residents are feeling the pressure of increased living costs, the long-term sustainability and responsible management of our city's assets is dependent on having the funding to maintain and renew these assets, which is why Council is looking to act now.</p> <p>The principle and interest repayments on Council's borrowings are repaid through the "special rate" levy that is identified on your rates notice. Council borrows money each year to fund capital works, services, facilities and activities undertaken or proposed to be undertaken in the financial year. Funding these projects through borrowings allows Council to spread the cost across multiple generations that will benefit from the use of the capital works, services, facilities and activities being funded.</p> <p>It should be noted however, that this is not an additional contribution/levy that the ratepayer is making, rather, it is a breakdown of the rates to provide more information on what portion of your rates is being used to fund capital works.</p> <p>If you'd like to speak to one of our team directly in regards to your current rates, please contact us on 4645 4935.</p> <p>The proposed rate variation is aimed at ensuring that Campbelltown continues to be a city of choice and opportunity, and a place our residents are proud to call home, and your feedback is much appreciated.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
18/11/2013	<p>How much does it take to run our council with fifteen councilors plus other staff plus perks. How much did our council loose in the gfc downturn. How much did it cost to up grade campbelltown stadium for the tigers to play four games a year. Why is it that after thirty years there is no footpath in Mantalini st Ambarvale. Why is it that after three phone calls to you about trees growing from both sides of our yard and that my yard has no sunlight because these two trees are now nearly meeting in the middle of my yard that it is two much trouble to at least come and have a look.</p> <p>Why is it that with all the traffic problems on narellen road that after all these years there should be on and off ramps to the m4 from badgally road or under the rail line on manangle rd onto and off the m4 for southern highlands traffic having no need to enter narellen rd at all. Why is it the whole of camden valley is road works all at the same time creating havoc with peek hour traffic at 60 klm an hour. Why is it that badgally rd was not extended to camden valley way before the building of st. gregs housing estate. My point is you are not using our current fund no where near good enough and you want to increase our rates by thee hundred percent. ps Marys Mount Rd Goulburn us solar panels on there lamp posts a small area yes but the idea is there.</p>	<p>Due to the numerous questions and in order to provide a detailed response the member of the public was contacted via phone with issues discussed and resolved.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
18/11/2013	<p>Hi my name is [REDACTED]. I live with my three kids in a department of housing property. My rent was increased by \$65 per week this year by the department of housing. That puts my rent to \$340 per week. I don't know how I will pay it. Housing say its the new government that brought this increase on to us. If you lift the rates the cost of rental properties will go up and I cant aford to pay any more. I hope those parks you biuld are real nice cause one more rent increase like this year and me and my kids will be living in one of them.</p>	<p>Thank you for taking the time to write – your feedback is important to us.</p> <p>Council's decision to propose a special rate variation of 11% has been a difficult one, and your concerns are understandable.</p> <p>Council recognises that residents are feeling the pressure of increased living costs. In an effort to reduce the financial impact on ratepayers, for many years Campbelltown City Council has been one of very few NSW councils that have not applied for additional rate increases over the annual State Government declared increase. Unfortunately, a careful review of Council's current financial position and the long-term sustainability of our city's assets indicates that this is no longer an option if we are to continue to provide an acceptable standard of community infrastructure into the future, which is why Council is looking to act now.</p> <p>Thank you again for being part of the consultation process, and we encourage you to attend one of the upcoming community consultation sessions to find out more about how Council is currently addressing the funding shortfall and what has been implemented to date to help minimise the impact on residents. Please visit the dedicated consultation website at www.yourcityyourfuture.com.au for details of the sessions, and for more information about the proposal. You can also provide further feedback via the online survey or forum discussion on the site, and we encourage you to share your thoughts so that they can be considered as part of the consultation process.</p>

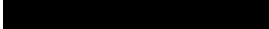
Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
18/11/2013	You will end up with community outrage if you don't act immediately to bridge the causeway at Glenfield.	<p>Thank you for your email, and for taking the time to contact us with regard to the proposed special rate variation.</p> <p>Although the Cambridge Avenue causeway itself is not owned by Campbelltown City Council, for many years, we have been liaising with both Liverpool City Council and the Department of Defence, as well as Roads and Maritime Services (formerly the RTA), in an effort to improve traffic management and safety in the vicinity of the causeway.</p> <p>Campbelltown Council has long been in support of the provision of a high level bridge, clear of the 100 year flood level, and has been lobbying at all levels of State and Federal Government to progress this.</p> <p>The recognised need for a bridge facility to replace the existing causeway at Glenfield will continue to be of high priority to Council in its discussions with State and Federal organisations and Government.</p> <p>We hope this information is helpful.</p> <p>Should you wish to learn more about the proposed special rate variation, and what it would mean for Campbelltown City and community infrastructure, we encourage you to attend one of the upcoming community consultation sessions. Please visit the dedicated consultation website at www.yourcityyourfuture.com.au for details of the sessions, and to register your attendance.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
18/11/2013	<p>I really appreciate the fact that I have been asked about the proposed 11% increase.</p> <p>I don't know if as much money needed to be spent on the expensive full colour, A3, 4 page brochure though . . . This is a waste and this information could have been shared with a much smaller and cheaper flyer.</p> <p>I do not agree to the huge increase and cannot imagine that, in the current urgent financial climate, that the provision of a bigger plastic playground set will help campbelltown mums and dads put food on the table for their kids. Nor do I think that replacing footpaths which serve their purpose with others that just look a bit better will help those who can't pay their mortgage.</p> <p>I love campbelltown and have lived here for 45+ years and of course I would love it to look a bit prettier but not at such a cost to ratepayers.</p> <p>Please think of the struggling families before you worry about aesthetics.</p>	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation – your feedback is important to us.</p> <p>Council's decision to propose a special rate variation of 11% has been a difficult one, and your concerns are understandable.</p> <p>Council recognises that residents are feeling the pressure of increased living costs. In an effort to reduce the financial impact on ratepayers, for many years Campbelltown City Council has been one of very few NSW councils that have not applied for additional rate increases over the annual State Government declared increase. Unfortunately, a careful review of Council's current financial position and the long-term sustainability of our city's assets indicates that this is no longer an option if we are to continue to provide an acceptable standard of community infrastructure into the future, which is why Council is looking to act now.</p> <p>Thank you again for being part of the consultation process, and we encourage you to attend one of the upcoming community consultation sessions to find out more about how Council is currently addressing the funding shortfall and what has been implemented to date to help minimise the impact on residents. Please visit the dedicated consultation website at www.yourcityyourfuture.com.au for details of the sessions, and for more information about the proposal. You can also provide further feedback via the online survey or forum discussion on the site, and we encourage you to share your thoughts so that they can be considered as part of the consultation process.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
18/11/2013	<p>Dear Mayor Dobson,</p> <p>Thank you for the opportunity to voice our concerns regards increase rates.</p> <p>I am a pensioner 80 years old rely only on the pension however any increase no matter how small would be the straw that breaks the camels back.</p> <p>Please mayor, could you make an exception for pensioners.</p> <p>Many old people like myself have difficulty making ends meet as it is, so I shall close hoping you may help me in this matter.</p> <p>Yours sincerely </p>	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation. Your letter was addressed to our previous Mayor, Cr Sue Dobson, and I'd like to respond her behalf.</p> <p>Council's decision to propose a special rate variation of 11% has been a difficult one, and your concerns are understandable.</p> <p>We recognise that residents are feeling the pressure of increased living costs. In an effort to reduce the financial impact on ratepayers, for many years Campbelltown City Council has been one of very few NSW councils that have not applied for additional rate increases over the annual State Government declared increase. Unfortunately, a careful review of Council's current financial position and the long-term sustainability of our city's assets indicates that this is no longer an option if we are to continue to provide an acceptable standard of community infrastructure into the future, which is why Council is looking to act now.</p> <p>Your current pensioner rebate entitlement of \$300 per year will not be affected by the proposal, however, we understand that any future increases to your rates may impact on your ability to manage the payments. Please be assured that Council understands this, and there are provisions in place to assist anyone who may find themselves in this position. If, at any time, you aren't in a position to make a quarterly payment, please don't hesitate to contact our team to discuss payment arrangement options. You can do this on 4645 4935.</p> <p>The special rate variation is at this stage only a proposal, and we encourage the involvement of all residents in sharing their thoughts on what is important to them for the future of our city.</p> <p>Thank you again for writing to us as part of the consultation process.</p>

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Date	Email/Letter	Response
18/11/2013	<p>I welcome this move</p> <p>1. Decked car parking – this is an urgent need as the parking provided by expansion, either by on the sites where development has occurred or by money in lieu of because of lack of space on the sites is exhausted. Our increase in population has forced this.</p> <p>2. Clean up Queen street – this is a disgrace and must be considered poor when compared with The Mall and Macarthur Sq. Business should be called in and talked to to try (forced) them to lift their standards – from Patrick St to Dumaresq St. Alfresco eating and drinking beverages and smoking should be looked at as it is not appealing.</p>	<p>Thank you for taking the time to contact Council with regard to the proposed special rate variation – your feedback is important to us and has been recorded as part of the consultation process.</p> <p>Your letter highlights two areas of concern, and I'd like to address those on behalf of Council.</p> <p>Decked car parking Council has recently undertaken an initial demand parking study of the Campbelltown CBD area, which is to be complemented by a traffic study of the CBD in the near future. Both of these studies will help determine current parking demands and assist with the development of a parking strategy to address demand, identify high-use areas and provide sufficient parking spaces to cope with future growth.</p> <p>Queen Street Council works closely with the Main Street Association to implement ongoing improvements to the amenity and commercial management of Queen Street.</p> <p>Council has recently resolved to undertake a significant refurbishment of the one-way section of Queen Street, with a view to installing new pavements and providing the area with improved visual appeal.</p> <p>Your comments in relation to shopfronts and the general amenity of the area have been taken on board as part of this renewal program, and we appreciate that you've shared your thoughts with us.</p> <p>Thank you again for being part of the consultation process, and I encourage you to attend one of the upcoming community consultation sessions to find out more about the proposal. For details, or to register, please contact our consultation team on 4645 4200.</p>

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Date	Email/Letter	Response
19/11/2013	<p>Go for it Guys. We are very privileged to live in Australia, and Campbelltown in particular. A small increase in the rates is chickenfeed compared to the benefits that we have had and those that we will get from it. We sit on top of the world, not at the bottom, keep it that way.</p>	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation.</p> <p>Your positive comments are appreciated, and have been recorded as part of the consultation process.</p> <p>If you'd like to provide further feedback on the proposal, we encourage you to visit the dedicated website at www.yourcityyourfuture.com.au and complete the online survey, or come along to any of the community information sessions scheduled for early December.</p> <p>Thank you again for your feedback, and we look forward to ensuring that Campbelltown continues to be a city of choice and opportunity, and a place our residents are proud to call home.</p>

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Date	Email/Letter	Response
19/11/2013	<p>Following is my submission on the 11% rate increase.</p> <p>I do not think it is necessary to increase the rates more than the GDP increase of approximately 3 to 3.5%</p> <p>I think Campbelltown City Council has a lot of waste when it comes to their spending. Listed below in point form is the waste as I see it.</p> <p>1. I see roads being repaired that don't need repairing. An example of one road is Desmond Avenue, Ingleburn. There was nothing wrong with the road the way it was but it was repaired anyway. Another example is Oxford Road, Ingleburn where the High School is. Although it was cracked and a little worn it was not at a stage where I believe it to be unsafe. If however the church goers of the Catholic School were complaining, the Church being a non-government organisation should have footed part of the bill. After all it is a result of higher traffic flows due to mass that contribute to the wear on the road.</p> <p>2. New roads being built such as Farrow Road at Campbelltown. This road should have been a dual funded road between the council and state rail. Or the land around the station should have been developed and sold prior to the creation of the road. A little private investment could go a long way.</p> <p>3. Although I agree footpaths should be upgraded</p>	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation – your feedback is important to us.</p> <p>Your comments are very comprehensive and we appreciate that you have given the proposal considerable thought. The feedback you've provided has also been recorded as part of the consultation process.</p> <p>We encourage you to attend one of the upcoming community consultation sessions to find out more about how Council is currently addressing the funding shortfall and what has been implemented to date to help minimise the impact on Campbelltown City's ratepayers. Details of the sessions are available on the dedicated consultation website at www.yourcityyourfuture.com.au, where you can also register to attend.</p>

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	<p>due to trip hazard I think the council is going about it in the wrong fashion. We a buying into the Green argument/ movement too much. There are gum tree's next to footpaths causing them to lift thus creating the trip hazard. Council replace the footpath but don't remove the tree. You are treating a symptom not the problem. Remove the tree (Which will lift the new path) and replace the path. If you want to appease the Greens then plant another tree elsewhere where it will not impact on infrastructure. If you come across a resident of a home where a tree is to be removed and they fight you on it make them invest in the new footpath through a contract. If they want to keep a tree causing damage then it should become their problem not everyone's. This goes for roadway and kurbing and guttering damage. You replaced my gutter in-front of my house where a tree caused damage but when I asked the council workers when they are removing the tree they said "Oh no the council wont do that. They want to keep tree's" AT WHAT COST TO THE RESIDENTS?</p> <p>4. The adage "If it aint broke don't fix it". Why would the council demolish a building to replace it with a modern updated building. Get electricians, plumbers builders etc and give buildings a face lift. They don't need to be replaced unless they are dangerous. A coat of paint and new doors and windows goes a long way.</p> <p>5. Do we need 13 Councillors a mayor and deputy mayor? There combined income would be enough to</p>	

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	<p>add to the coffers. Ask them to take a pay cut. It is after all a community service not a career.</p> <p>6. Make the vehicle fleet smaller. No more company cars and perks that Councillors and public servants get to take home.</p> <p>7. Minimise waste with council workers. It would seem like an easy target but I have seen 6 workers standing around while one does the job. Send the 6 to do something different instead of paying them to stand around and watch another.</p> <p>8. You wan't a regional centre? well why not close some local (Suburb specific) centres and amalgamate the services.</p> <p>9. Increase fee's for the use of community centres.</p> <p>10. Ask people to volunteer for the up grade of community centres. I am sure there are many retired carpenters, electricians, plumbers, painters etc that would like things to do.</p> <p>11. Stop Ingleburn festival and other initiatives. They can't be bringing that much money into the local community. After all it is not outsiders coming to the festivals. I have been almost every year and they are the same exhibitions and people at the show. This doesn't promote investment.</p> <p>12. Re-negotiate with waste management sub-</p>	

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	<p>contractors. Re-open council tip's instead of council cleanups allow for people to take their own rubbish to the tip a couple of times a year for free. This would also stop illegal dumping which no doubt costs the council several hundreds of thousands if not millions of dollars each year.</p> <p>13. Before upgrading play equipment at local parks conduct a survey or look a census information to determine the demographic of the area. If it is primarily older retired persons living in a particular area, then chances are there are no children to use the park equipment. If however demographics suggest more younger couples with young children then parks will be used and upgrades are necessary. If the play equipment is safe then no need to replace it.</p> <p>14. We need more investment from outside sources before increasing council fee's.</p> <p>15. Finally maintenance costs should have been factored into previous budgets. This seems like poor financial management of the councils part. When the next council elections come into play I guarantee this will effect your re-election prospects.</p> <p>I understand that my submission may seem negative in its approach, however I believe I have made some good points which you should consider before increasing the rates.</p>	

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	<p>If you do raise rates by the amount of 11% then I believe councilors pays should be capped at the current amount and not increase for a period of the rest of your term in office. You do not deserve a pay rise for poor management and poor decisions. You have obviously lost control of your budget and this needs to be rectified before costing your constituents money. I am not happy that this is even on the table for discussion.</p>	

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Date	Email/Letter	Response
19/11/2013	<p>I recently received the YOUR CITY, YOUR FUTURE pamphlet from the Campbelltown City Council. I have read the information contained in the pamphlet and agree that more funds are needed to be able to do the necessary work. I don't have a major issue with a rate increase as advised of 11%. However I do have an issue in that you state that you are going to apply for a "special rate variation of 11% for the 2014-2015 financial year" but you do NOT advise that this increase will continue after 2014-2015.</p> <p>If my rates are say \$1,000 currently you are proposing they go to \$1,110 for 2014-2015. Your pamphlet does not disclose this is a PERMANENT increase. Yes it is a "one off" rate variation, but once increased the rates will remain at the higher level. My rates would then increase to \$1,143 in the following year.</p> <p>Again, I acknowledge the need for more funds from ratepayers, but I do think you need to clarify that the one off variation will increase the rates permanently! I have spoken to several ratepayers, some who believed the proposed increase was only a "one off" and they thought their rates would then revert to current levels + CPI. The reference to "one off" is only in respect of the rate variation application to IPART - the actual \$ increase is ongoing, and I don't believe your pamphlet explains this.</p> <p>Your response would be appreciated.</p>	<p>Thank you for your email, and for taking the time to contact us with regard to the proposed special rate variation.</p> <p>As you've pointed out, the 11% increase would be implemented in July 2014 for that financial year, with any rate increases in future years being no greater than the annual IPART (State Government) determined increase, but applied to the existing rate. The reference to 'one-off' is a requirement of IPART, so as to distinguish between this being a single (albeit permanent) increase of 11% for a particular financial year, as opposed to an ongoing 11% added each year. Some councils apply for increases over a number of years, so IPART requires that it is made clear to ratepayers that this is a 'one-off' 11% increase.</p> <p>Council has proposed this approach of a single special rate variation, rather than a series of increases over a number of years, in order to immediately reduce the infrastructure backlog to a manageable level within the first year, with ongoing maintenance and renewal of existing infrastructure funded through the additional income in subsequent years.</p> <p>Your feedback is appreciated and has helped us improve the information available on the dedicated consultation website (www.yourcityyourfuture.com.au) to help minimise any confusion.</p>

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Date	Email/Letter	Response
19/11/2013	<p>I strongly oppose the “one off” 11% rate variation to rates on the following basis.</p> <ol style="list-style-type: none"> 1. Last year my Residential rates rose by 19.32%. 2. The “Special Rate – Loan” rose by 16.5% 3. Garbage rose by 4.25%. 4. Value for rating rose by 24.34% <p>These figures are well above inflation at 2.20%.</p> <p>I believe that the Council needs to be much more efficient just like private business in the real world.</p> <p>Just the point that we are charged a Loan rate makes my blood boil. Could you imagine this on any other invoice you receive.</p> <p>Here is one idea. Give a 10% reduction if rates are paid in full at the beginning of the year. This gives you funds that allow better negotiation or can earn interest over the year</p> <p>also it saves on postage and follow ups.</p> <p>Instead you charge .06% for using a credit card (pathetic) which means people will wait to pay and probably forget as you can't schedule credit card payments when a surcharge is applied.</p> <p>You need to look deeply into the Council operation and make dramatic cut backs of sheer waste. I see it every day I do my volunteer work driving fellow residents to their appointments.</p>	<p>Due to the numerous questions and in order to provide a detailed response the member of the public was contacted via phone with issues discussed and resolved.</p>

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Date	Email/Letter	Response
19/11/2013	<p>I am loath to support a special rate variation when there is no information about how Council has spent previous increases in rates. Council always cries poor, begs for more money promising an ideal future, and then disappoints rate payers and residents when the reality falls short of the grandiose plans. All of today's deteriorating infrastructure was once the best that money could buy. How can Council guarantee that this special rate variation will break the cycle? I doubt it can.</p> <p>I would suggest that rather than throwing good money after bad, the Council starts spending the money it has wisely. Building infrastructure to last a lifetime plus putting money aside for future maintenance may be a start. The little "from this... to this" photographs illustrate that that improvement is possible now, with the money Council already has at its disposal. All those illustrated facilities and infrastructure were built within its existing budget. The plan should be to maintain them within the existing budget as well.</p> <p>So, in conclusion, I say no to a money grab by Council.</p>	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation – your feedback is important to us.</p> <p>For many years, Campbelltown City Council has been one of very few NSW councils that have not applied for additional rate increases over the annual State Government declared rate increase, in an effort to reduce the financial impact on ratepayers, however, this approach has made it increasingly difficult to continue to provide an acceptable standard of community infrastructure.</p> <p>The proposed special rate variation of 11% in 2014-2015 is aimed at addressing the existing infrastructure backlog and ensuring that our city's assets can continue to be maintained to a suitable standard into the future. Of the 11% rate increase, 8% would be used solely for managing existing infrastructure, including the capital renewal and ongoing maintenance of existing community assets such as public buildings and amenities, roads, bridges, parks and facilities (including leisure centres, pools, playgrounds and community halls) – many of which are already in dire need of repair due to the increasing backlog. The remainder will be used to fund the operational and day to day activities of Council's services.</p> <p>Please be assured that Council's budget and operating costs are carefully reviewed each year, with our annual report detailing Council's financial position, along with information about the growing infrastructure backlog. The latest financial statements can be viewed on our website at http://www.campbelltown.nsw.gov.au/Financialinformation</p> <p>Thank you again for being part of the consultation process, and we encourage you to attend one of the upcoming community consultation sessions to find out more about how Council is currently addressing the funding shortfall and what has been implemented to date to help minimise the impact on Campbelltown City's ratepayers. Please visit the dedicated consultation website at www.yourcityyourfuture.com.au for details of the sessions, and more information about the proposal.</p> <p>Alternatively, if you'd like to chat to one of our team, please call us on 4645 4200.</p>

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Date	Email/Letter	Response
19/11/2013	<p>For me to be happy with coping an 11% increase in rates there would have to be far more on offer than the few pretty little things listed in the website.</p> <p>There are bigger issues in Campbelltown that parks. What about getting around in Campbelltown. Roads are a serious issue:</p> <ul style="list-style-type: none"> • Gilchrist avenue, • access to the uni, • the M5/Narellan road issue.... not to mention Narellan road itself. • Blaxland Road • Camden Valley Way • Then there is Wedderburn road, a bone rattler if there ever was one • Second access/exit road for Wedderburn <p>Then we can also add tree trimming and fire trail maintenance not only in Wedderburn, but the whole of the George river pathway</p> <p>Do I trust council to take this extra money and spend it wisely and timely from the track record I see absolutely not. Does this get my vote... NO WAY.</p> <p>Show me that things can get done quickly then maybe I could change my mind</p>	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation. Your feedback is appreciated and has been recorded as part of the consultation process.</p> <p>Renewing and maintaining existing road infrastructure continues to be a priority of Council, with \$5.7 million each year currently allocated to these works. Unfortunately this investment falls short of what is required to maintain all of the 700 kilometres of roads across the city.</p> <p>Although some of the roads you've mentioned are not owned or managed by Council (including Camden Valley Way, Narellan Road and the freeway interchange), Council continues to lobby the State Government to improve road transport links between local roads and state-owned connector roads that are so vital to facilitating traffic movement both within and across Campbelltown City.</p> <p>The proposed special rate variation would inject an additional \$28 million into our roads network over the next 10 years, helping to reduce the current backlog of necessary works and providing improved connectivity across the city for our growing population.</p> <p>To learn more about the proposed special rate variation, and what it would mean for Campbelltown City and community infrastructure, we encourage you to attend one of the upcoming community consultation sessions, commencing on 2 December. Please visit the dedicated consultation website at www.yourcityyourfuture.com.au for details of the sessions, and to register your attendance. Alternatively, you're welcome to call us on 4645 4200.</p> <p>Thank you again for sharing your thoughts with us.</p>

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Date	Email/Letter	Response
19/11/2013	<p>Dear Councillors,</p> <p>I have been driving 40 years next months from Glenfield & Macquarie Fields to Campbelltown</p> <p>Pembroke Road from Ben Lomond Rd Minto south to Leumeah Railway Station has not changed one bit in 40 years, when well over 10,000 resident have moved in and more importantly several factories and industrial estates have been established between Pembroke Road and the railway line.</p> <p>The questions I have are :</p> <ol style="list-style-type: none"> 1. How much in Section 94 contributions has Council collected from the above industrial developments? 2. How much has Council collected in section 94 contributions on the Abbott land council resumed for a park in the early 1990s, then rezoned for residential medium density development a decade later? 3. Where was this money spent? 4. Why was not \$1 spent on upgrading Pembroke Road over the last 40 years. It is a blight on the Council record of inactivity! <p>And now you have the hide to ask for more funds? With the amount of Section 94 contributions rolling in over the last 40 years Council seems to have wasted/squandered money on ill-conceived projects like the GlenQuarrie Shopping Mall amongst others.</p>	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation – your feedback is appreciated and has been recorded as part of the consultation process.</p> <p>In response to your questions, we can confirm that \$323,591.40 has been collected in Sec 94A development contributions from the applicable developments. Please note that the Sec 94A Development Contributions Plan commenced in May 2007. Prior to this time, no Sec 94 or 94A development contributions were collected in this area.</p> <p>The area of land that you've referred to as 'the Abbott land' was developed prior to the commencement of the Sec 94A Development Contributions Plan, and as such, no Section 94 or 94A development contributions were collected.</p> <p>The Sec 94A development contribution funds received by Council are spent on public facilities, and details of these are listed in the previous and current Sec 94A plans, which are publicly available on our website at http://www.campbelltown.nsw.gov.au/DevelopmentContributions</p> <p>Pembroke Road is not owned or managed by Council, however, Council continues to lobby the State Government to improve road transport links between local roads and state-owned connector roads that are so vital to facilitating traffic movement both within and across Campbelltown City, including Pembroke Road.</p> <p>We hope that this information has helped to address your concerns.</p> <p>Thank you again for being part of the consultation process, and we encourage you to attend one of the upcoming community consultation sessions to find out more about how Council is currently addressing the funding shortfall, what has been implemented to date to help minimise the impact on Campbelltown City's ratepayers, and plans for how the additional funds would be invested across the city and in your area, should the proposal go ahead.</p>

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		<p>Details of the sessions are available on the dedicated consultation website at www.yourcityyourfuture.com.au, where you can also register to attend. Alternatively, you can contact us on 4645 4200 to register. The first session will be held on the evening of Monday 2 December in Council's Civic Hall.</p>

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20/11/2013	<p>We have lived in our house at Leumeah for 41 years and all that time I have been waiting for one simple thing to occur - the provision of a concrete footpath in our street - Wyangala Crescent. For 41 years I have ensured that the footpath outside my property is kept in a non hazardous condition and that it is regularly mown. However day in and day out people walk down the road because not all people keep their footpath in good condition. I am getting on and have a medical condition which precludes too much physical activity so sometime soon I will either cease mowing the nature strip or at the very least cut down the number of times I mow it. As I do not feel inclined to pay someone to mow and maintain property which is not mine this is not an option.</p> <p>I also don't feel inclined to have to pay more money than normal inflation unless we get something out of it - like a concrete footpath for instance- and I doubt very much that will happen. The only other "facility" we use are the local roads and for the amount of road related taxes and charges we pay State and Federally these are barely adequate. As I have said before to both Sate and Federal Ministers in charge of "Roads" - If all the money raised by Road related fees, charges, fines and fuel levies was actually spent on roads we would have the best in the world!!!</p> <p>You also say that the application will be overseen by IPART. Rest assured if you submit it to them the rubber stamp saying "Approved" will be swiftly applied. They are about as independent as Tony Windsor and Rob Oakshott were in the previous ALP Government.</p>	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation – your feedback is important to us.</p> <p>Your comments are very comprehensive and we appreciate that you have given the proposal considerable thought. The feedback you've provided about local issues has also been recorded as part of the consultation process.</p> <p>Council recognises that residents are feeling the pressure of increased living costs. In an effort to reduce the financial impact on ratepayers, for many years Campbelltown City Council has been one of very few NSW councils that have not applied for additional rate increases over the annual State Government declared increase. Unfortunately, a careful review of Council's current financial position and the long-term sustainability of our city's assets indicates that this is no longer an option if we are to continue to provide an acceptable standard of community infrastructure into the future, which is why Council is looking to act now.</p> <p>Please be assured that Council's budget and operating costs are carefully reviewed each year, with our annual report detailing Council's financial position, along with information about the growing infrastructure backlog. The latest annual report can be viewed on our website at http://www.campbelltown.nsw.gov.au/Financialinformation</p> <p>In addition to ongoing and regular reviews of spending and resource allocation, including staff costs and overtime, Council's Innovation and Performance Sub Committee has been implementing cost saving initiatives since 2005, with more than \$9 million saved to date through contract and tender reviews, efficiency improvements and technology upgrades.</p> <p>Some of your points are best addressed by your local member, as state or federal issues, however, we appreciate that you've shared these thoughts with us. Council continues to lobby both levels of government to help improve road transport links between local roads and state-owned connector roads that are so vital to facilitating traffic movement both within and across Campbelltown City, and will also continue</p>

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	<p>Just as background - we have to live on my pension that is indexed to the cost of living plus some investment income which has been dwindling over the past 6 years so is it too much to ask that others, including council, should do the same.</p> <p>As a self funded retiree I get very little in the way of State or Local Government help or reductions in charges/fees/rates etc although I am lucky enough to have a Commonwealth Health Care card which ensures that I don't become bankrupt in having to have 5 or 6 prescriptions filled every month for the rest of my life - the several that my wife has to pay full price for are bad enough. To top it all off the fact that we live in the generic postcode 2560 ensures we are lumped in with areas that attract high insurance premiums for both House/contents and the car. All this places pressure on our cost of living.</p> <p>I realise that you probably don't care about all of this but I was not going to let the opportunity pass to inform you of my position on the matter.</p> <p>And as an added bonus it appears that we will soon have our very own airport at Badgery's Creek - along with all the noise, pollution and extra pressure on transport infrastructure and the requirement of new infrastructure it will create. Whilst I realise that Campbelltown Council and the Camden & Wollondilly councils are opposed it is fairly obvious that Mr Hockey will get his way swayed no doubt by the clowns at Liverpool Council and the various Chambers of Commerce and Business Councils who are more interested in a quick buck than in the health of local residents. This area is a pollution sink</p>	<p>to make representations on behalf of residents on the issue of a second airport.</p> <p>We encourage you to attend one of the upcoming community consultation sessions to find out more about how Council is currently addressing the funding shortfall, what has been implemented to date to help minimise the impact on Campbelltown City's ratepayers, and plans for how the additional funds will be invested across the city. Details of the sessions are available on the dedicated consultation website at www.yourcityyourfuture.com.au, where you can also register to attend. Alternatively, you can contact us on 4645 4200 to register.</p> <p>Kind regards Campbelltown City Council</p>

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	<p>now so God help us when we have the pollution from aircraft added.</p> <p>Now if you were going to spend the money fighting Badgery's Creek I would probably not complain. With the 11% increase you could put up a good case as well as getting hold of some heat seeking missiles. Seriously however, with added pressures on infrastructure out this way guess who will foot that bill - the local ratepayer of course. So in future can we look forward to yearly increases of 10% or so to pay for things so that those who can afford to fly and those who would rather spend their holiday money in a foreign country rather than support Australian business can indulge in their overseas fantasies?</p> <p>And can we look forward to increased or new road tolling to either add extra lanes to the M4,M5,M7 and M2 and or create new roads? Perhaps the tolls could be increased on the existing Motorways which would discourage locals from using them and leave them solely for the affluent North Shore people and the overseas tourists to use.</p> <p>I have flown 4 times in my life - once when I was 6 and had no choice, on my Honeymoon (Norfolk Island) and twice for business, also when I had no choice so I have no need of an airport in close proximity or anywhere else for that matter. While people who live out West say it will be more convenient for them they will change their tune when the noise and pollution kick in, the Dam water is polluted or when a plane falls out of the sky and kills a few hundred people in a residential area.</p> <p>As usual when things mentioned directly or</p>	

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	indirectly concern them and their Governments I have copied in the local State and Federal members. If anyone cares to comment or reply it would be appreciated.	

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
20/11/2013	<p>I know even if I put it words it won't make difference because council will attempt to hike 11percent of rates, but it should also think of individual family budgets and as you have mentioned every rate hike is according to the land value.</p> <p>I am already paying around \$1700 per year which itself justifies a lot to me. All I can say you are hiking too much in the name sakes of reasons can be stated many more.</p> <p>Yes maintenance is essential, curb the budget please, what about existing traffic at Glenfield? Single lane road , noise problems and so..</p> <p>Every citizen should be asked if this hike is okay?</p> <p>My say would be to think again before going in for 11 percent rate hike?</p>	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation. Your feedback is appreciated and has been recorded as part of the consultation process.</p> <p>Council's decision to propose a special rate variation of 11% has been a difficult one, and your concerns are understandable.</p> <p>Council recognises that residents are feeling the pressure of increased living costs. In an effort to reduce the financial impact on ratepayers, for many years Campbelltown City Council has been one of very few NSW councils that have not applied for additional rate increases over the annual State Government declared increase. Unfortunately, a careful review of Council's current financial position and the long-term sustainability of our city's assets indicates that this is no longer an option if we are to continue to provide an acceptable standard of community infrastructure into the future, which is why Council is looking to act now.</p> <p>Please be assured that Council's budget and operating costs are carefully reviewed each year, with our annual report detailing Council's financial position, along with information about the growing infrastructure backlog. For your interest, the latest financial statements can be viewed on our website at http://www.campbelltown.nsw.gov.au/Financialinformation</p> <p>We value the feedback of the community, and have distributed the Your City, Your Future newsletter to all residential households in Campbelltown City. We also encourage both ratepayers and residents to attend the upcoming community information sessions or visit the dedicated website at www.yourcityyourfuture.com.au to find out more and share their thoughts on the proposal.</p> <p>Thank you again for sharing your thoughts with us as part of the process.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
20/11/2013	<p>Here is my feedback on the future of Campbelltown:</p> <ol style="list-style-type: none"> 1. I am happy with the 2014-15 rate variation (aka temporary increase) so long as the money is not frittered away on study trips or donations but ends up as real infrastructure, built cost-effectively, and intelligently designed. Recently I witnessed another council (not CCC) build a roundabout that then had to be ripped up 3 months later because the design was incorrect for buses, all at rate-payer's expense. 2. With the increasing amount of residents and cars on the road, a proper integrated network of dedicated (separated) cycle ways should be planned and implemented, within suburb and across suburbs. These could be shared footpath/cyclepaths, but they need input from the public and cyclists, matched to high population areas, and they need to go from A to B without taking circuitous scenic routes. Most people - rightly - do not feel safe to share the road with drivers. Council needs to consider cycling as a mode of transport, not a leisure activity. 3. I believe we need to embrace well-designed, roomy, and good quality high-rise near stations. Candidates could include the Western side of the stations adjacent to the line and station entrance at Campbelltown, Leumeah, Minto and Ingleburn, as well as Glenfield's eastern side. Why the Western side of Campbelltown station is taken up by for instance a one-storey auction house I do not know - it seems inappropriate for the use of the area. 	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation – your feedback is important to us.</p> <p>Your comments are very comprehensive and we appreciate that you have given the proposal considerable thought. The feedback you've provided has also been recorded as part of the consultation process.</p> <p>We encourage you to attend one of the upcoming community consultation sessions to find out more about how Council is currently addressing the funding shortfall, what has been implemented to date to help minimise the impact on Campbelltown City's ratepayers, and plans for how the additional funds will be invested across the city. Details of the sessions are available on the dedicated consultation website at www.yourcityyourfuture.com.au, where you can also register to attend. Alternatively, you can contact us on 4645 4200 to register.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
	<p>Parramatta and Liverpool all have decent high-rise near stations (20 storeys and up) - Campbelltown seems to draw the line at 8 storeys. Why?</p> <p>4. Council needs to lobby the state government and design for a light rail to Narellan and Camden, with a Macarthur and Campbelltown interchange.</p> <p>Also on rail matters: Longer term, we need a constant vision for the south / southern highlands line to be networked to the south coast line, so that the Campbelltown LGA and Wollongong metropolitan area are connected by rail.</p> <p>5. Our green areas need to be protected. I do not agree with the design for Kevin Wheatley Reserve, and parks around the top of Smith's Creek, and the culling of these green spaces, regardless of their current condition. Housing should be kept clear of creekways like Smith's to allow it to function as an integral whole - Creeks cannot be subdivided. In addition, trees need to be replanted where they are lost in our urban areas - they clean the air and are natural air-conditioners.</p> <p>6. I'd like council to look into making the Bow Bowing Creek retain water through leaky weirs and such like, along its length. These could be fairly shallow - less than a metre - but allow water to soak into the ground, while still providing some downstream movement, preventing mosquitos from breeding. Levels of weirs would be set to still allow safe egress</p>	

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
	<p>of water in severe weather events. This will add to the amenity of the area, where currently Bow Bowling is really no more than a storm-water drain. As the climate heats, bodies of water can cool surrounding areas greatly. If necessary weirs could still be opened to allow water to run out in the present way.</p> <p>Those are my 6 points of feedback for Campbelltown LGA for the future.</p>	

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
21/11/2013	<p>Before I had a mobility scooter I thought footpaths were level. now the bumpy ride means I have to regularly have every part of it tightened up, costing \$100.00 each time. Thank you for making the newer ramps down from the footpath to the road smoothly. Again the scooter cannot cope with the step on the edges of the older ones. The handlebar is jolted out of my hands.</p> <p>Many thanks for the improvements you are making for us.</p>	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation.</p> <p>Your positive comments are appreciated, and have been recorded as part of the consultation process.</p> <p>The proposed special rate variation, if implemented, would see an additional \$2.6 million invested in upgrading and maintaining the city's network of footpaths over the next ten years, and help facilitate the improvements that will assist mobility.</p> <p>If you'd like to provide further feedback on the proposal, we encourage you to visit the dedicated website at www.yourcityyourfuture.com.au and complete the online survey, or come along to any of the community information sessions scheduled for early December. You can find out more about the sessions at www.yourcityyourfuture.com.au</p> <p>Thank you again for your feedback.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
21/11/2013	<p>I have just received the brochure your city in which you ask for our opinion on a 11% rate increase.</p> <p>I for one find this very hard to accept as we are self funded retirees and find the bills we have already are forcing us to cut back on the simple things of life what i would like to know is what does the council pay in carbon tax i am sure this is a expense that is not going to make any difference to the planet but we need the council to concentrate on roads garbage and essentials</p>	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation – your feedback is important to us.</p> <p>Council’s decision to propose a special rate variation of 11% has been a difficult one, and your concerns are understandable.</p> <p>The special rate variation that Council is seeking is aimed at addressing the current gap in funds available for the ongoing maintenance of existing community infrastructure, including public buildings and amenities, roads, bridges, parks and facilities, but we understand that our residents are under financial pressure too.</p> <p>As Council has not increased rates over and above the annual increase set by the State Government for many years, like other councils we now have a significant backlog of works required to maintain community infrastructure. The proposal is aimed at bringing our current infrastructure up to a standard that the community deserves and expects.</p> <p>Carbon pricing, implemented in Australia on 1 July 2012, roughly applies to Australia's largest 500 emitters, which are companies that emit more than 25,000 tonne of carbon dioxide or supply or use natural gas. Campbelltown City Council is not one of these 500 companies, and as such, does not directly pay the carbon tax. However, as with all individuals and organisations, we are indirectly impacted by the carbon tax through increased electricity and landfill charges, along with possible increases in the cost of goods and raw materials, particularly those utilised in building and construction. We are unable to put a figure on these indirect increases as it is not defined or broken down on invoices from suppliers who may be passing on these costs.</p> <p>Thank you again for being part of the consultation process, and we encourage you to attend one of the upcoming community consultation sessions to find out more about how Council is currently addressing the funding shortfall, what has been implemented to date to help minimise the impact on Campbelltown City’s</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
		<p>ratepayers, and plans for how the additional funds would be invested across the city and in your area, should the proposal go ahead.</p> <p>Details of the sessions are available on the dedicated consultation website at www.yourcityyourfuture.com.au, where you can also register to attend. Alternatively, you can contact us on 4645 4200 to register. The first session will be held on the evening of Monday 2 December in Council's Civic Hall.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
22/11/2013	<p>Hi i would like to say i don't mind paying the extra money in rates. But buying a home in campbelltown two years ago, i have noticed tgere is alot of housing commision homes that line steeet after street. I saw that the houses were getting pulled down but they stopped. I think these housing commidision suburbs are sitting on prime land, maybe finish knocking down these houses and sell ofc the land, you would earn more money, have more rate payers, and the house prices would go up in campbelltown., hence land rates. Myself living in housing commission as a child, the housong suburbs don't solve problems. But placing one housing commission house per street is a much better solution. Just a thought</p>	<p>Thank you for taking the time to submit your feedback. Your comments are appreciated and have been recorded as part of the consultation process.</p> <p>Public housing is the responsibility of the Department of Family and Community Services (NSW Government), who own and control the land and homes. While Council does own public open space and community facilities within many of Campbelltown's public housing estates, any decision to demolish housing or re-purposing is made by the State Government. We work closely with the Department of Planning and Infrastructure and Housing NSW when any sites are redeveloped, however our responsibility lies in the maintenance of public land, and in many cases, the management of community facilities.</p> <p>The proposed special rate variation is aimed at funding the maintenance and improvement of our existing community infrastructure into the future, and the additional funds (8% of the total increase) would be used solely for managing capital renewal and maintenance of community assets like roads, footpaths, community facilities, parks and sporting fields.</p> <p>Thank you again for being part of the consultation process, and we encourage you to attend one of the upcoming community consultation sessions to find out more about how Council is currently addressing the funding shortfall and what has been implemented to date to help minimise the impact on Campbelltown City's ratepayers. Details of the sessions are available on the dedicated consultation website at www.yourcityyourfuture.com.au, where you can also register to attend.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
22/11/2013	<p>Well, I put the recommended - found what I thought was the survey and get asked only 1 question. Come on, you can do better than that if you do an actual survey.</p> <p>You say footpaths are important. Not in Eagle Vale - one of the hilliest parts of Campbelltown. Unless it is on a main road - forget about a footpath.</p> <p>My house and the houses around us were built at the beginning of 1980. Here it is now 2013 - nearly 2014 and no footpaths. I presume that the original company in charge of this development may have had to put footpaths in, but like all other developments, they never come to light.</p> <p>Want to go for a walk, especially with a rollator, the roads are too rough and likely to end up tipping one over.</p> <p>What's the council done in Eagle Vale. I've been here for approx. 10years and still haven't seen any council workers unless if it is to fix up existing footpaths down in Dobell.</p> <p>I don't mind another \$2.00 per week, but like all residents expect to see something down in ones area, and also to know how the money is going to be spent. But here again, I can afford \$2.00 per week but others can't, so perhaps why not start at a \$1.00 - you may get better response.</p>	<p>Thank you for taking the time to submit your feedback. Your comments are appreciated and have been recorded as part of the consultation process.</p> <p>The construction of new footpaths across the city is carried out on a priority basis, after an assessment of need. Although \$250,000 is currently invested each year on the construction of new footpaths, there is a significant backlog of works that remain on the priority list. We encourage residents to contact Council if they feel there is a need for new footpath infrastructure on a particular street, so that the request can be priority assessed.</p> <p>If approved, the proposal would see around \$3.2 million invested in the renewal and maintenance of a range of community infrastructure assets across the western suburbs of Campbelltown, including Eagle Vale, in 2014-2015. In the first year alone, more than 1400 projects would commence across the city, including 50 kilometres of road surface improvements, 10 refurbished community facilities, 8 kilometres of improved footpaths, and improvements to 13 parks.</p> <p>Your feedback in relation to pot holes is appreciated, and we'd appreciate more information on any areas of concern so that these can be investigated. Please feel free to contact our customer service centre on 4645 4000 to report any issues you come across so that they can be brought to the attention of our outdoor team.</p> <p>Thank you again for being part of the consultation process, and we encourage you to attend one of the upcoming community consultation sessions to find out more about how Council is currently addressing the funding shortfall, what has been implemented to date to help minimise the impact on Campbelltown City's ratepayers, and plans for how the additional funds will be invested across the city. Details of the sessions are available on the dedicated consultation website at www.yourcityyourfuture.com.au, where you can also register to attend. Alternatively, you can contact us on 4645 4200 to register.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
	<p>I think I may be one of the residents of Campbelltown who actually is ahead in their rates.</p> <p>I did ask that something be done in Blaxland Road a few months ago, so far - nothing done. 3-4 existing potholes there which need to be fixed PROPERLY not just some bitumen chucked in the area and hope that will do the job.</p> <p>When [REDACTED] was a councillor and Mayor of our City, you could mention that something needed to be looked at, and it was done. Write the Council now, and it gets lost in the 'woodwork'.</p>	

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
22/11/2013	<p>Dear Sir - Madam</p> <p>I would like a reponse to this letter PLEASE</p> <p>Why does the council expect WE the ratepayers to get an increase in rates when there is so much money wasted by this council, below are the moneys wasted in the last months.</p> <ol style="list-style-type: none"> 2013 art prize \$20,000 last week in the art centre for 4 televisions on timber palette's. 2012 art prize of \$40,000 for a piece of barbed wire and a torn Australian flag ----- BOTH are acquired by the gallery. <p>I believe that they WILL or HAVE BEEN put in storage for future exhibitions, but to save rate payers their money my suggestion would be to take them to the tip because the public never see any of these acquired works exhibited again.</p> <ol style="list-style-type: none"> Stop changing the street signs to different colours - the initial signs were OK. This years Fishers Ghost fireworks display was shorter than usual -- was this the council's doing. I heard from a Fishers Ghost fairground ride operator that the council told them to increase the price of rides for increased rents. If the council would like to spend money on 	<p>Thank you for taking the time to submit your feedback, which has been recorded as part of the proposed special rate variation consultation process.</p> <p>The Fisher's Ghost Art Award is one of the most highly recognised annual art awards in NSW, and this year received more than 650 entries. This prestigious exhibition attracts significant sponsorship, which in turn subsidises the prize-money. This year's event included the support of 12 individual sponsors. The Award is independently judged by three highly regarded Arts industry experts and this year's winner, Justene Williams, is an internationally recognised artist who lives and works in South West Sydney. The winning work of the Art Award is retained in the Arts Centre's private collection for future exhibitions or in many cases, loaned to other galleries, as is the case with the winner of the 2012 Fisher's Ghost Art Award whose work is currently on exhibition at a major art gallery in Melbourne.</p> <p>Council has been systematically replacing street signs on a needs basis, as they are vandalised, faded or damaged. Signs in need of replacement are identified through visual inspections and reporting by residents, and are replaced with a design that has been adopted to achieve consistency across the city.</p> <p>Each year, there are two fireworks displays as part of the Festival of Fisher's Ghost. These displays are always seven minutes long, as defined in the contract held with the fireworks operator, and this was the case in 2013.</p> <p>The carnival contract is awarded by public tender and Council does not recommend or indicate how the pricing of the rides should be structured.</p> <p>We appreciate your suggestions about Appin Road, and will ensure that this is captured as part of this consultation process for ongoing discussions with the State Government, as this particular road is not part of Council's network, and is managed by Roads and Maritime Services.</p> <p>Thank you again for being part of the consultation process. We encourage you to</p>

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Date	Email/Letter	Response
	<p>something worthwhile, my suggestion for a roundabout (plenty of space) on the Appin Rd./ St John's Rd. interception would slow down Appin Rd traffic (trucks etc.) and alleviate the waiting time (1-2 minutes) at the traffic lights that Bradbury residents have to endure every morning when going to work.</p>	<p>attend one of the upcoming community consultation sessions to find out more about how Council is currently addressing the funding shortfall and what has been implemented to date to help minimise the impact on Campbelltown City's ratepayers. Details of the sessions are available on the dedicated consultation website at www.yourcityyourfuture.com.au, where you can also register to attend.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
22/11/2013	<p>I would like to suggest that the Council consider using proposed funds from the fund increase to fund keeping the Library at Minto. The area has for many years been a lifeline for locals in an area with many issues including lack of transport to attend things such as Libraries.</p> <p>There are certain issues, but they can certainly be fixed. Having a school and community share a library is not impossible – Palerang Council does this successfully at Bungendore and I have not heard of any proposals to terminate this arrangement.</p> <p>I am not against the fee increase. I am just against it when critical infrastructure like libraries gets shut down at the same time</p>	<p>Thank you for taking the time to submit your feedback on the proposed special rate variation. Your comments are appreciated and have been recorded as part of the consultation process.</p> <p>The decision to close Minto Library was mutually agreed upon by Council, the Department of Education and Communities and school representatives.</p> <p>The declining use of the facility, coupled with a clear preference for many people to use the nearby Ingleburn and Eagle Vale libraries, does not support opening another library facility in Minto, however library staff will continue to provide extension programs, including pre-school story time and book club, to the community in the area.</p> <p>The proposed special rate variation is aimed at maintaining and improving our existing community infrastructure into the future, and the additional funds (8% of the total increase) would be used solely for managing capital renewal and maintenance.</p> <p>Thank you again for being part of the consultation process, and we encourage you to attend one of the upcoming community consultation sessions to find out more about how Council is currently addressing the funding shortfall and what has been implemented to date to help minimise the impact on Campbelltown City's ratepayers. Details of the sessions are available on the dedicated consultation website at www.yourcityyourfuture.com.au, where you can also register to attend.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
24/11/2013	<p>We are against the rate increase as we know that any money raised will only be spent in Campbelltown proper and the suburbs will miss out</p> <p>Particularly Glenfield where council forgets even exists</p>	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation – your feedback is important to us.</p> <p>If approved, the proposal would see around \$3.8 million invested in the renewal and maintenance of a range of community infrastructure assets across the northern suburbs of Campbelltown, including Glenfield, in 2014-2015. In the first year alone, more than 1400 projects would commence across the city, including 50 kilometres of road surface improvements, 10 refurbished community facilities, 8 kilometres of improved footpaths, and improvements to 13 parks. The proposed works will be implemented on a priority basis, with infrastructure that poses a community safety risk being the highest priority.</p> <p>We encourage you to attend one of the upcoming community consultation sessions to find out more about how Council is currently addressing the funding shortfall, what has been implemented to date to help minimise the impact on Campbelltown City's ratepayers, and plans for how the additional funds will be invested across the city and in your area. Details of the sessions are available on the dedicated consultation website at www.yourcityyourfuture.com.au, where you can also register to attend. Alternatively, you can contact us on 4645 4200 to register.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
25/11/2013	<p>You take money, and squish out our hills, and develop our parks into overcrowded housing estates, and take away our library at Minto even though there are thousands more living in Minto and paying bloody rates, and still you want more money.</p> <p>Why aren't you being more responsible with what you have?</p> <p>Why when you are receiving mega dollars in development applications and new land sales and rates, are you crying poor and asking for more money?</p> <p>A few years ago we busted councillors travelling all over the world with your families, at our expense? Then they wanted the latest and greatest in technology.</p> <p>Nobody will be accountable for the \$100,000 given to Queen St improvements – no wonder .. why I can see how it's improved ... for the drug dealers and dole bludgers, and thieves, and junkies that take over queen street regularly.</p> <p>I emailed you a positive lifestyle story a while ago, asked you to send it to the ageing officer, but she never saw it.</p> <p>Why pay for an email service if you won't pass on the messages?????</p>	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation – your feedback is important to us and we appreciate that you have concerns. We'd like to address some of those now, however, if you'd like to speak to one of our team directly, please feel free to contact us on 4645 4200.</p> <p>Campbelltown City Council's budget and operating costs are carefully reviewed each year, with the annual report detailing Council's financial position, along with information about the growing infrastructure backlog. The latest financial statements can be viewed on our website at www.campbelltown.nsw.gov.au/Financialinformation</p> <p>While Council's financial position has been independently rated as moderate in the medium to short term, our long term financial planning indicates that the current level of revenue will fall short of what is needed to maintain existing infrastructure assets to a standard that our community needs and expects, which is why Council is looking to act now.</p> <p>In addition to ongoing and regular reviews of spending and resource allocation, Council's Innovation and Performance Sub Committee has been implementing cost saving initiatives since 2005, with more than \$9 million saved to date through contract and tender reviews, efficiency improvements and technology upgrades.</p> <p>The proposed special rate variation of 11% in 2014-2015 is aimed at addressing the existing infrastructure backlog and ensuring that our city's assets can continue to be maintained to a suitable standard into the future. Of the 11% rate increase, 8% would be used solely for managing existing infrastructure, including the capital renewal and ongoing maintenance of community assets such as public buildings and amenities, roads, bridges, parks and facilities (including leisure centres, pools, playgrounds and community halls). The remainder will be used to fund the operational and day to day activities of Council's services.</p> <p>Please be assured that no Campbelltown City councillors' families have travelled</p>

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Date	Email/Letter	Response
	<p>Why ask for rate payers to email you when you don't respond???? (begs the question, what will you do with this feedback??)</p> <p>Why ask for more money, when you obviously don't spend wisely?</p> <p>Camden council saved \$12,000, what have you done???</p> <p>Keep politics out of local council, or I'll be the first to vote local councils OUT!</p> <p>Lord, you even pay thugs to follow up on pitiful \$20 rate arrears. You must really care about your constituents, or perhaps you just hope we'll all lose our homes and you can get additional money when the land is sold again.</p> <p>Learn to manage the money you have wisely before you dare ask for a cent more.</p> <p>IRATE.</p>	<p>overseas at the expense of ratepayers.</p> <p>The decision to close Minto Library was mutually agreed upon by Council, the Department of Education and Communities and school representatives, and supported by the declining use of the facility, coupled with a clear preference for many people to use the nearby Ingleburn and Eagle Vale libraries.</p> <p>Council works closely with the Main Street Association to implement ongoing improvements to the amenity and commercial management of Queen Street, and the monies you've referred to are allocated as part of Council's budget to facilitate this ongoing project.</p> <p>Thank you again for being part of the consultation process, and we encourage you to attend one of the upcoming community consultation sessions to find out more about how Council is currently addressing the funding shortfall, what has been implemented to date to help minimise the impact on Campbelltown City's ratepayers, and plans for how the additional funds will be invested across the city and in your area. Details of the sessions are available on the dedicated consultation website at www.yourcityyourfuture.com.au, where you can also register to attend. Alternatively, you can contact us on 4645 4200 to register. The first session will be held on the evening of Monday 2 December in Council's Civic Hall.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
25/11/2013	<p>Thank you for sending me the leaflet about the proposed rate increase.</p> <p>I have discussed the proposals with my (rate paying) neighbours, and they have asked me to send you the following comments:</p> <ul style="list-style-type: none"> -if the proposal is approved by IPART, then the increase will happen as a matter of course irrespective of what the ratepayers think -it seems then a little hard to justify the cost of production and distribution of the leaflet, especially considering the apparently parlous state of Councils finances -although the leaflet is nicely written and no doubt compelling to undemanding residents, it has style but little substance, and is full of motherhood statements. In other words, the reasons given for the increase seem a somewhat thin. It is hard to imagine that fixing a few park swings, upgrading the facade of some council buildings and fixing some paths will cost \$5m, and in any case these should have been factored into normal infrastructure expenditure. Some of my neighbours expressed concern that the rate increase is actually being used to replace funds lost because of poor investments (particularly during the GFC). Some more cynical people said that they hope the increase is not to pay for councillors to make 3 week "fact finding" junkets to Maui, or substantial pay increases for senior members of Council. 	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation – your feedback is important to us and we appreciate that both you and your neighbours have concerns. We'd like to address some of those now, however, if you'd like to speak to one of our team directly, please feel free to contact us on 4645 4200. The suggestions you have provided have also been recorded as part of the consultation process.</p> <p>Campbelltown City Council's budget and operating costs are carefully reviewed each year, with the annual report detailing Council's financial position, along with information about the growing infrastructure backlog. The latest financial statements can be viewed on our website at www.campbelltown.nsw.gov.au/Financialinformation</p> <p>In addition to ongoing and regular reviews of spending and resource allocation, Council's Innovation and Performance Sub Committee has been implementing cost saving initiatives since 2005, with more than \$9 million saved to date through contract and tender reviews, efficiency improvements and technology upgrades.</p> <p>While Council's investments were not impacted by the GFC, and our financial position has been independently rated as moderate in the medium to short term, long term financial planning indicates that the current level of revenue will fall short of what is needed to maintain existing infrastructure assets to a standard that our community needs and expects, which is why Council is looking to act now. The impact of significant population growth on our city's basic infrastructure will be significant, and addressing the infrastructure backlog in the immediate future will help to minimise the deterioration of these assets before it becomes too costly to repair them.</p> <p>The proposed special rate variation of 11%, to be implemented in 2014-2015, is aimed at addressing the existing infrastructure backlog and ensuring that our city's assets can continue to be maintained to a suitable standard into the future. Of the 11% rate increase, 8% would be used solely for managing existing infrastructure,</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
	<p>As stated before, we consider the rate increase to fait accompli, and there seems little point in attending meetings etc or debating further. In any case, the rates in this district seem lower than many other places</p> <p>My neighbours did ask me to raise the following:</p> <ul style="list-style-type: none"> -to save funds, the Council should consider collecting the small bins every fortnight. For example, after recycling I only have one small bag of garbage each week. I know that the people that use 20 bags of disposable nappies a week will complain, however I would have thought that they would be in the minority, and it should be user pays. We have had enough of paying for other peoples children -we sometimes worry that with the politicisation of councils, some councils move away from their non-core activities and get involved in matters that they shouldn't (eg what Clover Moore does). I think that Council should be aware that many ratepayers do not want to see their rates spent on climate change, environment issues, etc. -Also we think that Council should refrain as much as possible from sending decisions out to consultants as this does not seem to be best practice considering costs and delays in the decision making process. -One of my friends noticed that the State Premier wants 40,000 new homes built in this area in the next five years. This would surely cause infrastructure in the district to be swamped and we would like to know what councils opinion is on this. Perhaps you can comment in your newsletter 	<p>including the capital renewal and ongoing maintenance of community assets such as public buildings and amenities, roads, bridges, parks and facilities (including leisure centres, pools, playgrounds and community halls). The remainder will be used to fund the operational and day to day activities of Council's services.</p> <p>Council endorsed a community consultation period to get feedback from residents and ratepayers on the proposal for the special rate variation. This process includes a variety of communication tools aimed at reaching as many residents as possible and providing the opportunity for all residents to have their say on the proposal. The community consultation period will end on Friday 20 December, and following collation of all feedback received, Council will reconsider the proposal in February 2014. Should Council endorse the proposal to apply to IPART for a Special Rate Variation, a submission will then be made to IPART by 24 February 2014. Any rate changes can only be implemented on the approval of IPART.</p> <p>Please be assured that overseas travel by Councillors and/or staff is infrequent and is strictly business related. Details are disclosed each year in Council's Annual Report, which can be found at www.campbelltown.nsw.gov.au.</p> <p>Thank you again for being part of the consultation process, and we encourage you to attend one of the upcoming community consultation sessions to find out more about how Council is currently addressing the funding shortfall, what has been implemented to date to help minimise the impact on Campbelltown City's ratepayers, and plans for how the additional funds would be invested across the city and in your area, should the proposal go ahead.</p> <p>Details of the sessions are available on the dedicated consultation website at www.yourcityyourfuture.com.au, where you can also register to attend. Alternatively, you can contact us on 4645 4200 to register. The first session will be held on the evening of Monday 2 December in Council's Civic Hall.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
	Best wishes for the festive season	

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
26/11/2013	<p>Im not sure but I will find out how much my friend pay for his council rate in Liverpool area. Im sure his value for rating is much higher and the average value for rating is much higher in Liverpool because the properties are much more expensive.</p> <p>You are telling me that the averrage rating is \$871 for Campbelltown. I believe I should be paying the same price if not lower. But please tell me what is the average value for rating in Campbelltown so I could compare because what Im paying now is much higher than \$817.</p> <p>I have a property in Cabrammatta where the ratable value is \$212 000 and the council rate is only \$701.71. Which is very different to \$817 you have mentioned and even much more different to the \$ 1035.54 plus \$79.40 special loan that I have to pay for the property I have now in Campbelltown.</p>	<p>Without knowing the address of the property you're paying rates on, we're unable to provide any further detail about your rates to assist you with your queries.</p> <p>If you would like to speak to one of our team directly in regards to your current rates, or get a calculation of your proposed land rate increase if the special rate variation goes ahead, please contact us on 4645 4935 to speak to one of our rates staff.</p> <p>The average residential land value in Campbelltown City is \$165,730, however, land valuations are determined by the Valuer General's Office, and any specific questions on valuations should be directed to that office.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
26/11/2013	<p>Dear Councillors,</p> <p>I have no interest in paying higher rates than the already very high rates so that you can spend more than is required on over engineered infrastructure.</p> <p>Perhaps try implementing more cost effective upgrades and a few cost cutting measures instead of ever increasing taxes.</p> <p>Increased taxes and rates decreases our competitiveness locally, Nationally and Internationally.</p>	<p>Thank you for taking the time to submit your feedback. Your comments are appreciated and have been recorded as part of the consultation process.</p> <p>Please be assured that Campbelltown City Council's budget and operating costs are carefully reviewed each year, with the annual report detailing Council's financial position, along with information about the growing infrastructure backlog. The latest financial statements can be viewed on our website at www.campbelltown.nsw.gov.au/Financialinformation</p> <p>In addition to ongoing and regular reviews of spending and resource allocation, Council's Innovation and Performance Sub Committee has been implementing cost saving initiatives since 2005, with more than \$9 million saved to date through contract and tender reviews, efficiency improvements and technology upgrades.</p> <p>While Council's financial position has been independently rated as moderate in the medium to short term, our long term financial planning indicates that the current level of revenue will fall short of what is needed to maintain existing infrastructure assets to a standard that our community needs and expects, which is why Council is looking to act now.</p> <p>Thank you again for being part of the consultation process, and we encourage you to attend one of the upcoming community consultation sessions to find out more about how Council is currently addressing the funding shortfall, what has been implemented to date to help minimise the impact on Campbelltown City's ratepayers, and plans for how the additional funds will be invested across the city and in your area.</p> <p>Details of the sessions are available on the dedicated consultation website at www.yourcityyourfuture.com.au, where you can also register to attend. Alternatively, you can contact us on 4645 4200 to register. The first session will be held on the evening of Monday 2 December in Council's Civic Hall.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
26/11/2013	<p>The additional rate increase does not bother me as long as the continuing maintenance of the gardens and parks, etc carries on.</p> <p>The entrance into Campbelltown from the expressway is lovely and inviting. One feels as though one is coming home.</p> <p>I would like to see a positive something done with Queen Street. Could it be closed off as in other townships for a start with possibly more hanging and potted shrubbery to soften it up.</p> <p>We do need to try and make it inviting and encourage the historical theme. Particularly if we are looking to encourage tourists. This is what sets Camden apart from us as they have maintained this atmosphere.</p> <p>People like to feel comfortable in their surroundings. Hence they congregate to the older styles eg. Berrima and Bowral.</p> <p>We as a town/city have so much to offer historically it is often forgotten. Especially with the young.</p> <p>Where is there a museum depicting this? Even the remotest country towns have one open to the public. Please don't say Glenalvon. Its a lovely house depicting bygone days but there must be more paraphernalia collected over the years to fully exhibit our past glory for all to see.</p>	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation. Your positive comments are appreciated, and have been recorded as part of the consultation process.</p> <p>Your suggestions regarding a dedicated museum have also been noted, and Council shares your passion for showcasing our city's history. The Quondong Visitor Information Centre and HJ Daley Library both help to showcase Campbelltown's past through permanent and event-specific displays, and this is complemented by the efforts of the Campbelltown and Airds Historical Society and their commitment to helping preserve the history of the greater Campbelltown area.</p> <p>If you'd like to provide further feedback on the special rate variation proposal, we encourage you to visit the dedicated website at www.yourcityyourfuture.com.au and complete the online survey, or come along to any of the community information sessions scheduled for next week, commencing Monday 2 December.</p> <p>Thank you again for your feedback, and we look forward to ensuring that Campbelltown continues to be a city of choice and opportunity, and a place our residents are proud to call home.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
26/11/2013	<p>Dear Council,</p> <p>Your planned special rate variation is offensive, a 11% increase in today's tough economic conditions is wrong, and then to try and sell it as "Your City Your Future" is a sales pitch, council rates as excessive already, learn to budget like we all need to, we are strongly opposed to this grab for cash, we hold several property's in the Campbelltown area and find it difficult to pay all costs associated with owning's these property's , and we also note take the rental returns on these sites have dropped on average of 8% to 12% over the past several years, with this in mind it does not make sense to increase the Council fees beyond normal yearly increases</p>	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation – your feedback is appreciated and has been recorded as part of the consultation process.</p> <p>Council's decision to propose a special rate variation of 11% has been a difficult one, and your concerns are understandable.</p> <p>The special rate variation that Council is seeking is aimed at addressing the current gap in funds available for the ongoing maintenance of existing community infrastructure, including public buildings and amenities, roads, bridges, parks and facilities, but we understand that our residents are under financial pressure too. As Council has not increased rates over and above the annual increase set by the State Government for many years, like other councils we now have a significant backlog of works required to maintain community infrastructure. The proposal is aimed at bringing our current infrastructure up to a standard that the community deserves and expects.</p> <p>Please be assured that Campbelltown City Council's budget and operating costs are carefully reviewed each year, with the annual report detailing Council's financial position, along with information about the growing infrastructure backlog. The latest financial statements can be viewed on our website at www.campbelltown.nsw.gov.au/Financialinformation</p> <p>In addition to ongoing and regular reviews of spending and resource allocation, Council's Innovation and Performance Sub Committee has been implementing cost saving initiatives since 2005, with more than \$9 million saved to date through contract and tender reviews, efficiency improvements and technology upgrades. While Council's financial position has been independently rated as moderate in the medium to short term, our long term financial planning indicates that the current level of revenue will fall short of what is needed to maintain existing infrastructure assets to a standard that our community needs and expects, which is why Council is looking to act now.</p> <p>Thank you again for being part of the consultation process, and we encourage you to attend one of the remaining community consultation sessions to find out more about how Council is currently addressing the funding shortfall, what has been implemented to date to help minimise the impact on Campbelltown City's</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
		<p>ratepayers, and plans for how the additional funds will be invested across the city and in your area.</p> <p>Details of the sessions are available on the dedicated consultation website at www.yourcityyourfuture.com.au, where you can also register to attend.</p> <p>Alternatively, you can contact us on 4645 4200 to register.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
26/11/2013	<p>Being a self funded retiree, my income would not permit me to absorb such an increase of my rates. We retirees are penalised: high increase of electricity, gas, food cost with the interest rates at their lowest. We cannot make ends meet! Would you be willing to advise your rate payers on how much has been spent on the glossy brochures, radio advertisements to advise people of your intentions?</p>	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation – your feedback is important to us.</p> <p>Council’s decision to propose a special rate variation of 11% has been a difficult one, and your concerns are understandable.</p> <p>We recognise that residents are feeling the pressure of increased living costs. In an effort to reduce the financial impact on ratepayers, for many years Campbelltown City Council has been one of very few NSW councils that have not applied for additional rate increases over the annual State Government declared increase. Unfortunately, a careful review of Council’s current financial position and the long-term sustainability of our city’s assets indicates that this is no longer an option if we are to continue to provide an acceptable standard of community infrastructure into the future, which is why Council is looking to act now.</p> <p>Any pensioner rebate entitlement that you are currently receiving will not be affected by the proposal, however, we understand that any future increases to your rates may impact on your ability to manage the payments. Please be assured that Council understands this, and there are provisions in place to assist anyone who may find themselves in this position. If, at any time, you aren’t in a position to make a quarterly payment, please don’t hesitate to contact our team to discuss payment arrangement options. You can do this on 4645 4935.</p> <p>Council endorsed a community consultation period to get feedback from residents and ratepayers on the proposal for the special rate variation. This process includes a variety of communication tools, including a newsletter and local paper advertising, aimed at reaching as many residents as possible and providing the opportunity for all residents to have their say on the proposal. The community consultation period will end on Friday 20 December, and following collation of all feedback received, Council will reconsider the proposal in February 2014. Should Council endorse the proposal to apply to IPART for a Special Rate Variation, a submission will then be made to IPART by 24 February 2014. Any rate changes can only be implemented on</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
		<p>the approval of IPART.</p> <p>The special rate variation is at this stage only a proposal, and we encourage the involvement of all residents in sharing their thoughts. Thank you again for being part of this process.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
26/11/2013	<p>The Mayor, Clinton Mead,</p> <p>Thank you for your recent brochure, your city your future. I notice the bottom has the wording 'working with our community'.</p> <p>Early this year I had some spare time and decided to call in to our art gallery for some culture. Imagine my shock on finding out that there was no art on display. No paintings, no sculpture, no drawings, nothing.</p> <p>After asking at the front desk, I was told if I came back in another 5 days, there should be something on exhibition. Within the whole gallery, I had two choices, morning tea or a walk in the Japanese gardens.</p> <p>I was really shocked at nothing on display, not even some plastic ducks which I believe are in storage. Considering all the art that has either been given to or purchased over the years by the Art Gallery I could not believe I could see not one thing. It was hard to believe when you consider the actual size of the building.</p> <p>On the way home I considered what had eventuated, and thought this must be a rare occurrence. But throughout the rest of this year I have mentioned this to many residents and found that they have experienced exactly the same thing, NOTHING ON DISPLAY. I have no interest in visiting any Art Gallery</p>	<p>Due to the numerous questions and in order to provide a detailed response the member of the public was contacted via phone with issues discussed and resolved</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
	<p>or Museums that have nothing to look at.</p> <p>I know the gallery is considered a "Regional Gallery" but surely us rate payers should be considered instead of other regions and people from the city.</p> <p>As a resident and rate payer I suggest that funding and expenses should be cut to the gallery as they are not serving our local community.</p> <p>Please consider this option as one to cut costs in lieu of putting rates up. If you like I could get a partition together from other residents who find the gallery in its existing form a waste of expense.</p>	

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
04/12/2013	<p>I am a single income mortgage paying family .i cannot afford my bills now ,I pay rates and yet our street is patched up ,the local swings have been ripped out and we cannot even park in the local oval parking if using the local oval early morning .I am sick of struggling and watching people in housing commission get all the hand outs the road in front of them is not patchy at all and has been totally resurfaced I am only one family but cannot afford any more expenses Thankyou struggling family</p>	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation.</p> <p>Council's decision to propose a special rate variation of 11% has been a difficult one, and your concerns are understandable.</p> <p>We recognise that residents are feeling the pressure of increased living costs. In an effort to reduce the financial impact on ratepayers, for many years Campbelltown City Council has been one of very few NSW councils that have not applied for additional rate increases over the annual State Government declared increase. Unfortunately, a careful review of Council's current financial position and the long-term sustainability of our city's assets indicates that this is no longer an option if we are to continue to provide an acceptable standard of community infrastructure into the future, which is why Council is looking to act now.</p> <p>Please be assured that Council understands that it can be difficult to manage household bills, and there are provisions in place to assist anyone who may find themselves in this position. If, at any time, you aren't in a position to make a quarterly payment on your rates, please don't hesitate to contact our team to discuss payment arrangement options. You can do this on 4645 4935.</p> <p>The special rate variation is at this stage only a proposal, and we encourage the involvement of all residents in sharing their thoughts on what is important to them for the future of our city.</p> <p>Thank you again for writing to us as part of the consultation process.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
05/12/2013	<p>To the Mayor of Campbelltown.</p> <p>It is well and good asking to increase council rates, saying is only an extra two dollars a week.</p> <p>I think before council goes down this road, a real and meaningful audit to identify waste and duplication in areas to improve the bottom line should be done.</p> <p>It might be true for many that 2\$ a week is not much, but, many in our city are doing it tough with rising costs in many essential things just to maintain life. Another 2\$ may be the burden that tips them over. People like us who are senior citizens who seek to account for every cent spent.</p> <p>If the council in their wisdom thinks this is the way forward, then, due consideration must be made for people like us to bring relief from rising costs. So, if there is no other way but to go down this path to impose another tax on the rate payers, then, I suggest the rebate for pensioners be made commensurate with the rate increase. To be fair two dollars a week with a relief for pensioner rebate increased of 50-75 cent increase a week, over the year in the rebate would greatly assist to manage rising costs that greatly impact those on fixed incomes.</p> <p>I leave this with your view what is fair and reasonable for all in our city.</p>	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation – your comments are appreciated and have been recorded as part of the consultation process.</p> <p>Council’s decision to propose a special rate variation of 11% has been a difficult one, and your concerns are understandable.</p> <p>We recognise that residents are feeling the pressure of increased living costs. In an effort to reduce the financial impact on ratepayers, for many years Campbelltown City Council has been one of very few NSW councils that have not applied for additional rate increases over the annual State Government declared increase. Unfortunately, a careful review of Council’s current financial position and the long-term sustainability of our city’s assets indicates that this is no longer an option if we are to continue to provide an acceptable standard of community infrastructure into the future, which is why Council is looking to act now.</p> <p>Council’s budget and operating costs are carefully reviewed each year, and in addition to ongoing and regular reviews of spending and resource allocation, Council’s Innovation and Performance Sub Committee has been implementing cost saving initiatives since 2005, with more than \$9 million saved to date through contract and tender reviews, efficiency improvements and technology upgrades.</p> <p>Any current pensioner rebate entitlements that you are receiving (including the recently introduced additional \$50 rebate) will continue, however, we understand that any future increases to your rates may impact on your ability to manage the payments. Please be assured that Council understands this, and there are provisions in place to assist anyone who may find themselves in this position. If, at any time, you aren’t in a position to make a quarterly payment, please don’t hesitate to contact our team to discuss payment arrangement options. You can do this on 4645 4935. Your suggestion with regard to a reassessment of pensioner rebates in line with the proposed increase has been noted, and will be included in the report that will be considered by Council in early 2014.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
		<p>The special rate variation is at this stage only a proposal, and we encourage the involvement of all residents in sharing their thoughts on what is important to them for the future of our city.</p> <p>Thank you again for writing to us as part of the consultation process.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
07/12/2013	11% increase in council rate; any justification? NSW allows only 2.5% maximum!	<p>Thanks for taking the time to contact us with regard to the proposed special rate variation.</p> <p>There have been a number of independent reviews of Local Government conducted by the Local Government Review panel and NSW Treasury Corporation (TCorp) over the past few years. Both bodies have indicated that councils need to secure their long term sustainability by addressing any existing infrastructure gap before it is unsustainable.</p> <p>Over the next 10 years, estimates indicate that Campbelltown City Council will have a funding shortfall in the order of \$88 million for ongoing maintenance and to bring our buildings and infrastructure to an acceptable standard. This is because the cost of ongoing maintenance is increasing faster than available revenue.</p> <p>For many years, Campbelltown City Council has been one of very few NSW councils that have not applied for additional rate increases over the annual IPART (state government) declared increase, in an effort to reduce the financial impact on ratepayers, however, this is no longer an option if we are to address the existing infrastructure gap.</p> <p>The proposed special rate variation would help to address the current backlog of renewal works and ensure that our city's assets can continue to be maintained to a suitable standard into the future. Of the proposed 11% rate increase, 8% would be used solely for managing existing infrastructure, including the capital renewal and ongoing maintenance of community assets such as public buildings and amenities, roads, bridges, parks and facilities (including leisure centres, pools, playgrounds and community halls). The remainder would be used to fund the operational and day to day activities of Council's services.</p> <p>The proposal is aimed at securing the city's finances and infrastructure maintenance requirements for at least the next 10 years, based on long-term financial planning that indicates that the initial 11% increase, together with the annual IPART</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
		<p>endorsed increase in following years, will enable this.</p> <p>For more information on Council's current financial position, how we are hoping to address the funding shortfall for the maintenance of existing infrastructure, and what has been implemented to date to help minimise the impact on Campbelltown City's ratepayers, we encourage you to visit the dedicated consultation website at www.yourcityyourfuture.com.au, or view the Your City, Your Future newsletter at www.bit.ly/YourCityYourFuture</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
07/12/2013	<p>Dear Sir</p> <p>In view of council recent newsletter which stipulated special rate increase of 11%. May I request council take into consideration what Campbelltown residents thinks of the rate:</p> <ul style="list-style-type: none"> • Campbelltown residents cannot effort the special rate rise proposal of 11% as they are already burdened with high proportion of rate compared to their maiden income. • Council has already started to enjoy the recent land subdivision in One Minto, Glenfield Road, Ingleburn Garden state, Edmonson Park, Leppington Willowdale, Leppington and other subdivisions to name a few. These extra lands subdivisions have already reached several thousands which is giving council extra newly rateable land. Plus over 15000 land subdivision has been planned in these areas to generate extra new rateable land. • Residents of Campbelltown proposes that council undertake measures to make savings in various council expenses, such as awarding contract to contractor, efficient use of council resources, setting KPI for council staff, introducing accountability for council failures. <p>I believe Campbelltown residents are becoming aware of council failures in these areas:</p> <ul style="list-style-type: none"> • Delivering services to required standard • Planning for the future • Discriminatory treatment by council staff • Covering up for failures <p>My view is that special rate rise should be viewed as</p>	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation. Your feedback is appreciated and has been recorded as part of the consultation process.</p> <p>Please be assured that Campbelltown City Council's budget and operating costs are carefully reviewed each year, and in addition to ongoing and regular reviews of spending and resource allocation, Council's Innovation and Performance Sub Committee has been implementing cost saving initiatives since 2005, with more than \$9 million saved to date through contract and tender reviews, efficiency improvements and technology upgrades.</p> <p>Council will continue to look at ways to implement cost saving measures and manage the impacts of external factors that contribute to the increase in operating costs, however, the proposed special rate variation is solely aimed at reducing the current infrastructure backlog and ensuring that our community assets can continue to be maintained to a suitable level.</p> <p>With regard to your concerns raised about Council staff, please be assured that Council staff and contractors are bound by Council's Code of Conduct, and any breaches of this are taken very seriously.</p> <p>The special rate variation is at this stage only a proposal, and we encourage the involvement of all residents in sharing their thoughts on what is important to them for the future of our city. Following the feedback period and collation of all responses, Council will reconsider the proposal in February 2014.</p> <p>Thank you again for writing to us as part of the consultation process.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
	<p>last resort after considering all possible areas of savings. Moreover it is understood council can make savings and at the same time improve current poor service standard.</p> <p>I hope the Honourable Mayor and councillor will stop this special rate rise and encourage council General Manager for more savings, be more accountable for poor services, and investigate failure in staff and contractors.</p> <p>Thanking you and oblige thereby</p>	

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
09/12/2013	I tried numerous times to find the survey only to find that you do not have one. Why do you say you have one? I wanted to complete an online survey – is there a problem? I have wasted my time searching for what is not even there! I thought you were interested in consultation, community support and feedback. If easier, should I contact Mayor Dobson?	<p>We apologise that you found it difficult to locate the online survey, which is available on the dedicated Your City, Your Future website. You can access the survey directly via www.bit.ly/SRVsurvey, or via the home page of www.yourcityyourfuture.com.au by scrolling down to the Surveys and Forms tab, or by clicking the hyperlink in the introductory information (listed as 'Completing our online survey'). Alternatively, you can phone 4645 4200, where one of our staff can enter your responses to the online survey on your behalf.</p> <p>In response to the difficulty you've had, we have also recently created a link in the top right hand corner of the home page (under Important Links), you will need to scroll down to the survey section of the page.</p> <p>Thank you for bringing this to our attention, and we hope that you are able to take a few minutes to complete the survey before 20 December, when the consultation period will come to an end.</p>
12/12/2013	Hi Would like to see some big changes to Hurley Park. It's virtually in the centre of Campbelltown so promote, improve & use it! Eg add some play equipment, rubbish bins, add footpaths/cycle paths resurface the parking area (currently a bit of asphalt, rock & grass). Create a sporting complex (similar to Raby sporting complex). It is also an historic site few people would be aware of. Lets use it better!	Thank you for taking the time to contact us with regard to the proposed special rate variation. Your comments are appreciated and have been recorded as part of the consultation process.

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
14/12/2013	<p>Date: 14.12.2013</p> <p>Respected sir/Madam,</p> <p>Thank you for your prompt but pre-planned reply.</p> <p>First of all I extend my gratitude for serving the community with "limited" resources in "efficient" manner.</p> <p>In your e-mail you stated that the council rate increase was recommended by the Independent reviews of Local government and NSW Treasury corporation.</p> <p>Is there any study conducted by council or state body regarding the stress and the financial hardship the common people undergoing in the state or Australia? You mentioned the collapse(would be) of the councils in NSW; what about the collapse of the families? Every rate is going up especially: electricity, water, telephone, consumer price etc. Now it is the council rate; that too 11%.</p> <p>In addition your e-mail states that the Campbelltown Council did not increase the council rate for many years to reduce the impact on families. Many years? How many? 100 years?.</p> <p>80-88 Million you propose to collect by raising rate to 11% of which 8% intend to spend on infrastructure and maintenance and 3% for wages and admin cost.ie; approximately 67 Million for infrastructure development and 21 Million for wages and admin.cost.</p> <p>However from the Campbelltown city council previous year financial statement I notice that:</p> <p>Rate collected: 63.04 Mln</p> <p>Domestic waste: 15.60 Mln</p>	<p>Thank you for your email.</p> <p>In response to your query regarding financial hardship, please be assured that Council understands it can be difficult to manage household bills. We do have provisions in place to assist anyone who may find themselves in this position when it comes to rate payments. If, at any time, you aren't in a position to make a quarterly rate payment, please don't hesitate to contact our team to discuss payment arrangement options. You can do this on 4645 4935.</p> <p>Please note that a decision has not been made on the proposed rate increase by Council – it is a proposal only and we are still undertaking community consultation. Once the consultation period has ended, the feedback from the proposal will be presented to the full Council to consider in early February. If approved, Council will then be required to apply to IPART for a final determination.</p> <p>Thank you again for being part of the community consultation.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
	<p>Total: 78.64 Mln Corresponding year spending: Employee salary: 52.66 Mln Contracts(developments):20.69 Mln That means lions portion of income is going for your salary/allowance/perks. And only a small portion is going for infrastructure development. I am sure the fate of addition 88 Million you are proposing to collect will be same like above. The additional 88 million you propose to collect from common people to reduce your gap(allowances and perks) will increase the gap in common people's pockets. for every credit there is a debit! Why can't your good office increase the council rate 100% and take home pocket full of money? As a resident of the Campbelltown city council I request your good office to reconsider the proposal and roll back the proposed increase of 11% considering the difficult financial situation of the families. yours faithfully,</p> <p>NB: For me to get a 2% increase in my salary I have to work like a donkey loosing all dignity and respect. But most do not get even 2% citing "unsatisfactory".</p>	

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
15/12/2013	<p>This email is in response to the proposed \$108 rate increase in the 2014-15 year by the Campbelltown City Council</p> <p>There is never such a thing as one off rate increase. If the increase goes ahead, it will stay with other increases added on.</p> <p>The Council's biggest expense is wages and salaries of staff. The productivity of staff needs to be looked at closely and underperforming staff have to be let go of. There are many instances of office staff not performing the duties well. Two years on, I have still not heard back about drainage problem on Hurley Street. Unauthorised tree chopping that damages next door properties in the neighbourhood gets reported and nothing gets done about it.</p> <p>Its not that there is not enough staff, but some of the staff are underperforming.</p> <p>Remove the underperforming staff and hundreds of thousands of dollars saved can be directed towards the reason for the rate increase. I am not in favour of slugging the ratepayers for more money, especially large increases.</p> <p>Having suggested the above I am almost certain this email will be suppressed and will go no further. That will prove my point</p>	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation. Your feedback is important to us, and your comments have been recorded as part of the consultation process.</p> <p>Council's Innovation and Performance Sub Committee conducts ongoing and regular reviews of spending and resource allocation, including staff costs, and has been implementing cost saving initiatives since 2005. More than \$9 million has been saved to date through contract and tender reviews, efficiency improvements and technology upgrades, and Council will continue to look at ways to implement cost saving measures and manage the impacts of external factors that contribute to the increase in operating costs.</p> <p>With regard to the concerns you've raised about staff performance, please be assured that this is a priority of Council, with annual performance reviews aimed at helping to identify any such issues.</p> <p>We apologise for the delay in responding to your outstanding enquiries, and encourage you to contact Council's Manager Customer Service, [REDACTED] on 4645 4217 with regard to the issues that you've mentioned, so that the matters can be finalised. Alternatively, if you'd like to provide your contact details, we can arrange for him to contact you directly for more information in order to progress the enquiries.</p> <p>Thank you again for being part of the consultation process.</p>

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Date	Email/Letter	Response
16/12/2013	<p>job rate is going down, salaries has become very low. Water bills, Power bills are already in hike at this point 11 % increase in council rate is really heart breaking. i wish the government consider people's justification and bring a conclusion. thank you.</p>	<p>Thank you for your email, and for taking the time to contact us with regard to the proposed special rate variation.</p> <p>Council's decision to propose a special rate variation of 11% has been a difficult one, and we understand your concerns.</p> <p>While we recognise that residents are feeling the pressure of increased living costs, the long-term sustainability and responsible management of our city's assets is dependent on having the funding to maintain and renew these assets, which is why Council is looking to act now.</p> <p>Please be assured that Council understands that it can be difficult to manage household bills, and there are provisions in place to assist anyone who may find themselves in this position when it comes to rate payments. If, at any time, you aren't in a position to make a quarterly rate payment, please don't hesitate to contact our team to discuss payment arrangement options. You can do this on 4645 4935.</p> <p>Thank you again for being part of the community consultation. Council will consider the proposal for a rate increase in early February and if approved, will be required to apply to IPART for a final determination.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
17/12/2013	<p>Dear Sir/Madam</p> <p>I am disappointed to note that Council rates are increasing by 11%.</p> <p>It is hard to believe that such an increase could be justified in one year.</p> <p>I wish to register my objection to this increase.</p> <p>Yours faithfully</p>	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation.</p> <p>Your feedback is appreciated and has been recorded as part of the consultation process.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
17/12/2013	<p>Hello there,</p> <p>I want to register my protest against the rate rise.</p> <p>What is the justification ?</p> <p>Do you think our source of income has increased in the same proportion ?</p> <p>Not happy, please review.</p>	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation. Your feedback is appreciated and has been recorded as part of the consultation process.</p> <p>Council's decision to propose a special rate variation of 11% has been a difficult one, and your concerns are understandable.</p> <p>Council recognises that residents are feeling the pressure of increased living costs. In an effort to reduce the financial impact on ratepayers, for many years Campbelltown City Council has been one of very few NSW councils that have not applied for additional rate increases over the annual State Government declared increase. Unfortunately, a careful review of Council's current financial position and the long-term sustainability of our city's assets indicates that this is no longer an option if we are to continue to provide an acceptable standard of community infrastructure into the future, which is why Council is looking to act now.</p> <p>Council will continue to look at ways to implement cost saving measures and manage the impacts of external factors that contribute to the increase in operating costs, however, the proposed special rate variation is solely aimed at reducing the current infrastructure backlog and ensuring that our community assets can continue to be maintained to a suitable level.</p> <p>The special rate variation is at this stage only a proposal, and we encourage the involvement of all residents in sharing their thoughts on what is important to them for the future of our city. Following the feedback period and collation of all responses, Council will reconsider the proposal in February 2014.</p> <p>Thank you again for writing to us as part of the consultation process.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
19/12/2013	11% Rate Increase Protest	Thank you for taking the time to contact us with regard to the proposed special rate variation. Your feedback is appreciated and has been recorded as part of the consultation process.
19/12/2013	NO to 11% increase in council rate !!!	<p>Thank you for taking the time to contact us with regard to the proposed special rate variation.</p> <p>Your feedback is appreciated and has been recorded as part of the consultation process.</p>

Responses about Special Rate Variation via Email/Letter

Date	Email/Letter	Response
19/12/2013	<p>Re Proposed 11% RATE rise</p> <p>I am writing this letter to protest on the proposed rate rise of eleven (11%) percent. Council did not give the ratepayers any alternative to the increase rates proposition.</p> <p>The 1997/8 base rate was \$485.25 on a UCV of\$69000. In 2013/14 the base rate was 915.25 on a UCV of\$175000. This is an increase \$430.00 and 88.52% over a 16 year period. With your proposal over 10 years would amount to \$450.07 being 49.175% increase.</p> <p>I do not believe that the number of ratepayers has been the same over the last 16 years or will remain the same over the next 10 years. Ratepayers are not an endless supply of funds. COUNCIL has to manage with in a budget and stop wasting money. COUNCIL was voted in to manage the affairs of the community in a fair and economical way.</p> <p>For instance I do not think that a maximum of270 (0.4909%) of 550000 ratepayers is either fair or economical management of COUNCIAL affairs. Donations and jaunts over seas do not seem to fall into good management either. I am sure that there are savings to be made in the general operation of COUNCIL affairs and with growth in development within the COUNCIL area I am sure the increase could be kept to a minimum if any at all.</p>	<p>Thank you for your correspondence in relation to Council's special rate variation proposal.</p> <p>The formal consultation period for the proposed special rate variation has now closed, and community feedback is currently being collated. The results of the community consultation will be presented to Council in early February, when the proposal to apply for a special rate variation will be reconsidered and a decision made on whether to go ahead with the application.</p> <p>You are welcome to address the Corporate Governance committee on Tuesday 4 February, commencing at 5.30pm, when the community consultation report will be discussed by members of the committee. To attend and address the committee meeting, you will need to make prior arrangements with Council by Friday 31 January. Please contact Council's Corporate Support Coordinator from Monday 20 January to advise your intention to attend and address the committee.</p> <p>The report will also be available on Council's website from 4pm on Friday 31 January, should you wish to review it prior to the meeting.</p> <p>You are also welcome to attend the full Council meeting, commencing at 7pm on Tuesday 11 February, when a decision will be made by Council on whether to proceed with the proposed application to IPART, however, members of the public are unable to participate in the meeting and can attend as observers only.</p> <p>Thank you again for taking the time to write to us as part of the consultation process.</p>

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Date	Email/Letter	Response
	<p>I would like to attend the COUNCIL meeting in February 2014 when you are voting on this matter.</p>	

Responses about Special Rate Variation via Email/Letter

Date Received	Email/Letter	Response
20/12/2013	<p>I write this submission in opposition to the proposed rate rise. I do so for two reasons. First, I believe the consultation process has been one-sided. Secondly, and most importantly, I think it is the wrong direction for this council and will negatively impact the future prosperity of the people in our community. I will therefore present an alternative approach for the community of Campbelltown to move towards in the future.</p> <p>The Process</p> <p>Currently, as part of the consultation, the community was only provided one option, that is, a permanent 8.7% increase above this years 2.3% rate peg. One could argue that implicitly there is another option, to do nothing, and indeed this was implied to be the other option by the rate rise consultation literature sent to residents. However, these were not the only options.</p> <p>Campbelltown council has a number of discretionary spending programs which total far greater than the \$5-7 million a year required to solve the infrastructure gap. Whether some of these programs should be scaled back or abolished is debatable but it should have been up for debate.</p> <p>As a councillor I put an amendment to the council to present an alternative to the community that would result in the fixing of infrastructure backlog and deficit without a rate rise. This amendment was drafted in consultation with the General Manager. I have confidence in the staff that they could have found the savings required and presented an alternative approach to the community. However, the Council overwhelmingly voted down this amendment. The Council seemed to have decided that the community didn't deserve to be</p>	

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	<p>shown a serious alternative to the rate rise.</p> <p>Had this option been presented, we could have had a serious debate in the community about the trade-off between service levels and taxes on our residents. I don't believe that council is doing everything perfectly, and perhaps there may be some services that the community would be happy to scale back.</p> <p>Without having this debate on service levels as part of the process, pushing for a rate rise is like putting the cart before the horse. I fear this consultation process has been a one-sided exercise at the ratepayers' expense, designed to achieve only one outcome. That is, applying the full proposed IPART rate increase on the community.</p> <p>The Direction of Campbelltown City Council</p> <p>Sadly, as a result of the one sided process detailed above, what we have missed is a full and frank debate about the role of our Council.</p> <p>The Council does attempt to define some direction for itself through its IPR documents, with 15 dot points under 5 categories.</p> <p>These are two of the points under "A safe, healthy and connected community"</p> <p>4.1: The provision of a balanced range of services. 4.3: The provision of activities that foster a sense of community.</p> <p>However, both of these dot points are so vague that they could incorporate almost anything. In addition, Council often engages in activities which seem unconnected, even to its broad goals, such as foreign disaster relief.</p> <p>With such broad goals, that are also interpreted quite loosely, there seems no limit to what council feels it may be appropriate to engage in.</p>	

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	<p>It is this lack of focus that makes me concerned that this rate rise will be just one of many in the future as the scope of Council's activities continues to grow and costs continue to increase.</p> <p>I believe we should refocus Council's activities. Council should do less, but do it better.</p> <p>Proposed Refocus</p> <p>There can be no doubts about the prosperity that free markets and individual liberty have brought. Even essential goods and services, all the way down to the production and distribution of food, are done effectively by free people working together voluntarily, not by government organisation and force. Indeed, much of the goods and services we both need and desire every day are provided by free enterprise, not government. I think most would agree, and history shows, that whilst free markets are not a perfect system, they have resulted in much more prosperity, even for those not at the top, than government command and control systems, such as that of the former USSR.</p> <p>To understand the reason why free markets are successful, I quote Milton Friedman in his essay, The Drug War as a Socialist Enterprise:</p> <p>The people who run our private enterprises and the people who run our government enterprises have exactly the same incentive. In both cases, they want to promote their private interests. The people who go into our government, who operate our government, are the same kind of people as those who are in the private sector. They are just as smart, in general. They have just as much integrity. They have just as many altruistic and selfless interests. There is no difference in that way. But as</p>	

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	<p>Armen Alchian, an economist at UCLA, once put it, "The one thing you can depend on everybody to do is to put his interest above yours." That is a very insightful comment. The Chinese who are on the mainland are not different people from the Chinese who are in Hong Kong. Yet, the Mainland is a morass of poverty and Hong Kong has been an oasis of relative well being. The people who occupied West Germany and East Germany before they were reunited had the same background, the same culture. They were the same people, but the results were drastically different.</p> <p>The problem is not in the kind of people who run our governmental institutions versus those who run our private institutions. The trouble, as the Marxists used to say, is in the system. The system is what is at fault. The difference is that the private interest of people is served in a different way in the private and the governmental spheres. Consider the bottom line they face.</p> <p>Here's a project that might be suggested, to begin with, by somebody in the private sector or by somebody in the government sphere, and appears equally promising in either case. However, all good ideas are conjectures; they are experiments. Most are going to fail. What happens? Suppose a private group undertakes the project. Suppose it starts to lose money. The only way that they can keep it going is by digging into their own pockets. They have to bear the costs. That enterprise will not last long; people will shut it down. They will go on to something else. Suppose government undertakes the same project and its initial experience is the same: it starts to lose money. What happens? The government officials could shut it</p>	

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	<p>down, but they have a very different alternative. With the best of intentions, they can believe that the only reason it has not done well is because it has not been operating on a large enough scale. They do not have to dig into their own pockets to finance an expansion. They can dig into the pockets of the taxpayers.</p> <p>Indeed, no-one is perfect, whether a government worker or a business person, but what is different is the feedback they receive. If the purpose is to serve the community, then a private business feedback is very direct. If they're serving the community well, with a service they desire, they will purchase the service. If they are not however, they will get immediate feedback on the bottom line. In addition, many businesses operate in a competitive environment with small margins. They have to be at the top of their game to even stay in business, let alone make a profit.</p> <p>However, the issue I find with many services that Council runs is that there seems to be no strong evaluation on the benefit and cost of that service to the community. Is the almost half a million dollars we spend on promoting the city "well spent"? Who knows. We know it's nice to promote the city, but what is its value? Is it \$100,000? \$500,000? \$1,000,000? We're not really sure.</p> <p>However, if tourism operators, like any other business in Campbelltown, had to get together to promote themselves and each other, I'm quite sure they wouldn't throw half a million dollars at advertising without having confidence that the value was being returned.</p> <p>Likewise with Council-run childcare centres. How much is subsidising one childcare place for a year worth? In answering this, consider that Council doesn't provide free</p>	

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	<p>childcare, it actually charges almost as much as the private sector anyway. And also considering that childcare is already subsidised by the Commonwealth government, often 50% and in some cases 100%, significant Council subsidies are likely to save parents only a fraction of the cost to Council. Additionally, for those parents who are on the 100% rebate, ratepayer subsidises actually may not save the parent anything. So considering the above, how much is one childcare place worth subsidising? Surely there is a limit, but what is it? No-one can seem to answer that question. We are just told that childcare is good and important, so we need to keep spending ratepayers' dollars on it with no bounds.</p> <p>So what seems to be a deciding factor on issues coming before Council is whether councillors think what they're doing is "good for the community".</p> <p>Indeed, if you talk to many politicians, and ask them why they got involved in politics, it is with good, and I believe often sincere, intentions that they want to "help their community".</p> <p>But this is the crux of the issue in politics. Not that politicians want to help the community, but that they believe too strongly in their ability to do so. They seem to forget that the main tool at a politician's disposal is to take from one person and give to another. As we've shown, it's difficult to judge the benefit of such actions, and indeed the harm, which is often widespread and hidden. It's hard to see the negative effects of taking millions of dollars out of the community each year, but they are there.</p> <p>With Council making decisions, in what seems to be such</p>	

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	<p>a haphazard manner, without the feedback mechanisms that keep private business people on track, one has to ask: What should Council's role actually be?</p> <p>I suggest this alternate approach:</p> <p>“To build and maintain infrastructure for the community to build services upon and build prosperity”.</p> <p>“To assist those in need primarily by reducing the burden of council upon them by allowing them to keep more of their income and wealth”</p> <p>This approach would refocus Council. Indeed it will focus Council on what is the reason for this rate rise: core infrastructure. Roads and our public spaces will be our focus. We will keep our rate burden low, and allow businesses of all sorts to thrive. In the transition out of Council subsidised services, we will instead provide new rate rebates to those who previously used those services and were in need, allowing them to choose their service instead.</p> <p>This approach is one that has confidence in the community. It is an approach that has confidence that those in the community can provide for themselves and each other, if we just allow as much wealth stay circulating in the community as possible. It acknowledges the great things that can happen when free individuals voluntarily work together, which is the essence of a free enterprise system. It is a humbler approach from your Council. It is one that acknowledges that it is you who produces the prosperity of this city, not your councillors. I submit this to my community and my fellow councillors, and thank you for your time in reading my thoughts.</p> <p>Cr Clinton Mead – Mayor of Campbelltown</p>	

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Date Received	Email/Letter	Response
26/12/2013 (Received after the consultation period)	Please be informed that I am not writing for myself alone; it is for hundreds of other families finding difficulties paying bills and rates. It would be more appropriate and beneficial for the common families in Campbelltown council area if the council drop the proposed increase of 11% council rate. Moreover the council rate of Campbelltown is at par or more compared with other peer councils like Liverpool, Fairfield, Camden etc.	

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Date Received	Email/Letter	Response
27/12/2013 (Received after the consultation period)	<p>I am a resident of Wedderburn and very concerned at the proposed sharp increase in rates for rural residents, far above the \$2 per week being publicised in local newspapers.</p> <p>I could list the services we do not have or want in Wedderburn, such as street lights or pavements etc., but will say that, from memory Katanna Road has never been resurfaced since we moved here in 1985, and when work is carried out on Wedderburn roads loose chippings are left behind for months causing stone chips to our vehicles.</p> <p>Litter is also a problem, on many occasions Wedderburn appears to have been host to a paper chase, why has Council not fitted surveillance cameras in strategic locations in rural neighbourhoods. Many residents pick up litter outside their properties on a regular basis, why would we carry on doing this if our rates are increased by approximately \$300 or more dollars per year.</p> <p>The causeway and river entering Wedderburn is a disgrace, and now that more people are visiting The Dharawal NP, it belittles and devalues the environmental significance of Wedderburn. Council has been offered funding in the past, but still no work has been undertaken other than a couple of reports, which were basically a waste of money, as I do not believe Council intended carrying out any of the recommendations.</p> <p>If the state of the river and causeway is discussed within Council by residents the Blackburn Road extension is</p>	<p>Thank you for your email.</p> <p>The formal consultation period for the proposed special rate variation has now closed, and community feedback is currently being collated. The results of the community consultation will be presented to Council in early February, when the proposal to apply for a special rate variation will be reconsidered and a decision made on whether to go ahead with the application.</p> <p>Your email raises a number of points. We understand your concerns and would like to help address some of the issues you have raised.</p> <p>Katanna Road Sections of Katanna Road were last treated with patching and sealing in 2012/2013, as part of Council's annual road maintenance program. Further sealing works are scheduled for the 2015/2016 program.</p> <p>Illegal dumping The illegal dumping of rubbish and litter is a significant issue across all areas of the Campbelltown Local Government Area. Council provides four kerbside clean up services to residential households each year in an effort to reduce the incidence of illegal dumping of household items. In addition, Council acts on reports of illegal dumping by clearing the rubbish as soon as practical, and investigates offenders where possible. The Wedderburn area is maintained on a four to six week mowing program (subject to inclement weather and seasonal growing conditions), which also helps to identify and act on illegal dumping that has not been reported, as well as the clearing of general waste from roadsides.</p> <p>Causeway Previously conducted studies have given Council a significantly improved understanding of the nature and extent of flooding in the Georges River, including the Wedderburn causeway site, and will assist with planning and design options for the causeway that may be pursued in the future. Studies have confirmed that a relatively large, clear span</p>

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	<p>immediately raised by Councillors or Council Staff, this is not the answer to the problem of safe exit from Wedderburn, driving through the gully behind Blackburn Road would be a significant risk during high fire danger times, and there is the problem of vandalism, some Council staff including Mr. Tosi will well remember the huge pile of rubbish and vehicles, removed from the fire trail between Wedderburn and the Appin/Bulli Road before the gate was locked, and before this the local RFS volunteers spent many a weekend evening fighting fires from stolen cars being burnt on the fire trail.</p> <p>I understand that Council does donate to the Rural Fire Service, but as this is not publicised, residents have no idea whether this is true or just an urban myth, if this is the case then I appreciate the gift and the many hours given by volunteers.</p> <p>Flooding is not the problem it used to be, because of the low flow in the Georges possibly caused by mining activities and the destruction of the Brennens Creek Valley, but it must be a feasible option for Wedderburn residents to obtain a key which will open gates on the southern fire trail, I understand that members of the Sports Aircraft Club can obtain a key so that they can gain access.</p> <p>I have attached a public notice regarding mining that will take place in Wedderburn, most people will agree that once mining commences it will decrease the value in Wedderburn homes, and make them harder to sell.</p>	<p>structure is required at this location to ensure that any rectification works address the multiple objectives relating to flood access, structural stability and wildlife passage. External funding options that have been considered in the past would have accounted for a very small proportion of the total cost of the crossing structure, and as the remaining funds required are not available at this point in time, it is not possible to proceed.</p> <p>Emergency access/egress From an emergency management perspective, Wedderburn is considered an isolated community – having only one access road. The RFS advice for all residents, and particularly those in isolated communities and areas of high bushfire risk, is to develop a Bushfire Survival plan for your property and to leave early. Waiting for a fire to start or spread before leaving the area significantly increases the risk to residents, even where multiple access roads are available.</p> <p>Rural Fire Service In 2013/14, the estimated net cost to Council for support of the local Rural Fire Service is \$260,700. These monies help fund the operations of multiple brigades, vehicle running costs, insurances, building maintenance and a large contribution to the NSW Rural Fire Service. The Council contribution equates to approximately 11 per cent of the operating and vehicle replacement costs for RFS brigades operating in Campbelltown City.</p> <p>Fire trail access gate The gate is located on the border of the Campbelltown LGA and serves as entry to the fire trail, as well as being the entry point to the Sports Aircraft Club, which operates on land outside the LGA. The fire trail has been assessed, and has been deemed unsuitable for most vehicles in some areas along the trail. The gate is controlled by the Sports Aircraft Club, with a fire trail lock to allow the RFS to access the area in the event of an emergency.</p> <p>We hope that this information is helpful.</p>

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	<p>The reality is that sooner or later Council will have to raise the price of entry for working adults to our swimming pools, sports grounds and maybe even libraries, this may not be a very popular decision, but raising rural property rates by 10 or 11 percent will be even less acceptable.</p>	

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Date Received	Email/Letter	Response
<p>07/01/2014</p> <p>(Received after the consultation period)</p>	<p>Dear Sirs,</p> <p>I am one of the resident in glenfield. I think this increase of council rate is not good for us because we don't have good facilities in our suburb. We don't have shopping mall, banks, library, council, even not good internet service in our suburb. If we had such daily needed facilities nearby it would have been worth but there are nothing, for what reason we should pay more?</p>	<p>Thank you for your email.</p> <p>The formal consultation period for the proposed special rate variation has now closed, and community feedback is currently being collated. The results of the community consultation will be presented to Council in early February, when the proposal to apply for a special rate variation will be reconsidered and a decision made on whether to go ahead with the application.</p>

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Date Received	Email/Letter	Response
2/01/2014	<p>To whom it may concern</p> <p>Seriously, I despair. A new year and one announcement after another for increases in services - Council Rates, Health Care, Electricity, Petrol etc..</p> <p>Just how are normal families meant to manage. How many households have 2 adults in full-time work ?</p> <p>Casual employment is on the increase and no one has any security - yet mortgages, rent has to be paid not to mention the day to day living expenses.</p> <p>11% hike in council rates alone - and I really don't know where you came up with the average being approx \$1090 ?</p> <p>Our rates are over \$1300 and many others that I know are in the same bracket.</p> <p>Doubt many families have any notches left after tightening their belts.</p> <p>Come on Campbelltown Council, you need to look at council spending, i.e. company cars and petrol allowances.</p> <p>Glenfield.</p>	<p>Thank you for your email.</p> <p>The formal consultation period for the proposed special rate variation has now closed, and community feedback is currently being collated. The results of the community consultation will be presented to Council in early February, when the proposal to apply for a special rate variation will be reconsidered and a decision made on whether to go ahead with the application.</p> <p>Kind regards</p> <p>Campbelltown City Council</p>

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Date Received	Email/Letter	Response
20/01/14	<p>(The below correspondence was received after the consultation period closed and documents in relation to Community Consultation contained elsewhere on our web site were created prior to receipt of these responses.)</p> <p>Hi,</p> <p>I just wanted to make a couple of points that i would like you to consider when putting through a rate rise. I would like to see Eschol Park sporting fields have their playground made ALOT bigger. Having lived in Eagle Vale/Eschol Park from 1980 to 1988 and then from 1993 to the present day I have seen this area get forgotten time and time again. It isnt Half as nice as it used to be and one of the reasons is this. There is NO WHERE really nowadays to take our children for a walk to play in a nice playground. Over the years all of the so called "pocket parks" have been removed from all around the area and nothing has been put back in their places. Now i know that demographics change etc BUT hey, children STILL live in this area and testimate to this is the number of schools still here.</p> <p>Now, I bought this up with council a couple of years ago and their response to me was this," it costs alot of money to put in playground equipment etc, Eschol park has a slide and a couple of swings. You could always get in your car and drive to Koshigaya in Campbelltown". As far as i am concerned i shouldnt have to get in my car and drive to a park. I should have a nice one in my OWN area that we can take walks to. Most other suburbs around have</p>	

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	<p>them and they are more than a couple of swings and a slide.</p> <p>I am really sick of Eagle Vale/ Eschol Park being the forgotten suburbs. For goodness sake we dont even have proper signs that lead into Eagle Vale like other suburbs around have.</p> <p>Lets get it back on track to being nice like it once was and give our kids something in their OWN area to grow up with. I know some people vandalise things too BUT hey, the sporting fields are on the main road so alot less stuff like that happens there as opposed to your pocket parks of way back.</p> <p>There is a few other things in our are that i would like council to know about too that would brighten our suburb up again.</p> <p>Anyway, if you would like to talk further please give me a call on.</p> <p>Thanks so much</p>	

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Community Consultation

Special Rate Variation

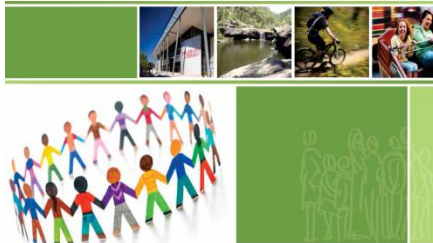
Corinne Mears, Manager Financial Services

Video



COMMUNITY STRATEGIC PLAN

Creating our Future Together
Campbelltown's Community Strategic Plan
2013 - 2023



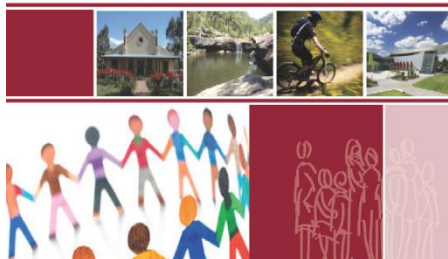
DELIVERY PROGRAM



Campbelltown City Council
The Delivery Program 2013 - 2017



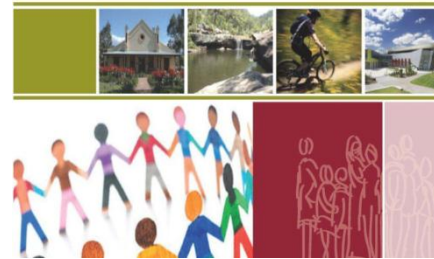
Campbelltown City Council
The Operational Plan 2013 - 2014



OPERATIONAL PLAN



Campbelltown City Council
Long Term Financial Plan 2013 - 2023



LONG TERM FINANCIAL PLAN



Campbelltown City Council
Asset Management Plan 2013 - 2023



ASSET MANAGEMENT PLAN

WORKFORCE MANAGEMENT PLAN



Campbelltown City Council
Workforce Management Plan 2013 - 2017



Recommendations



New South Wales Treasury Corporation

Long Term Financial Sustainability

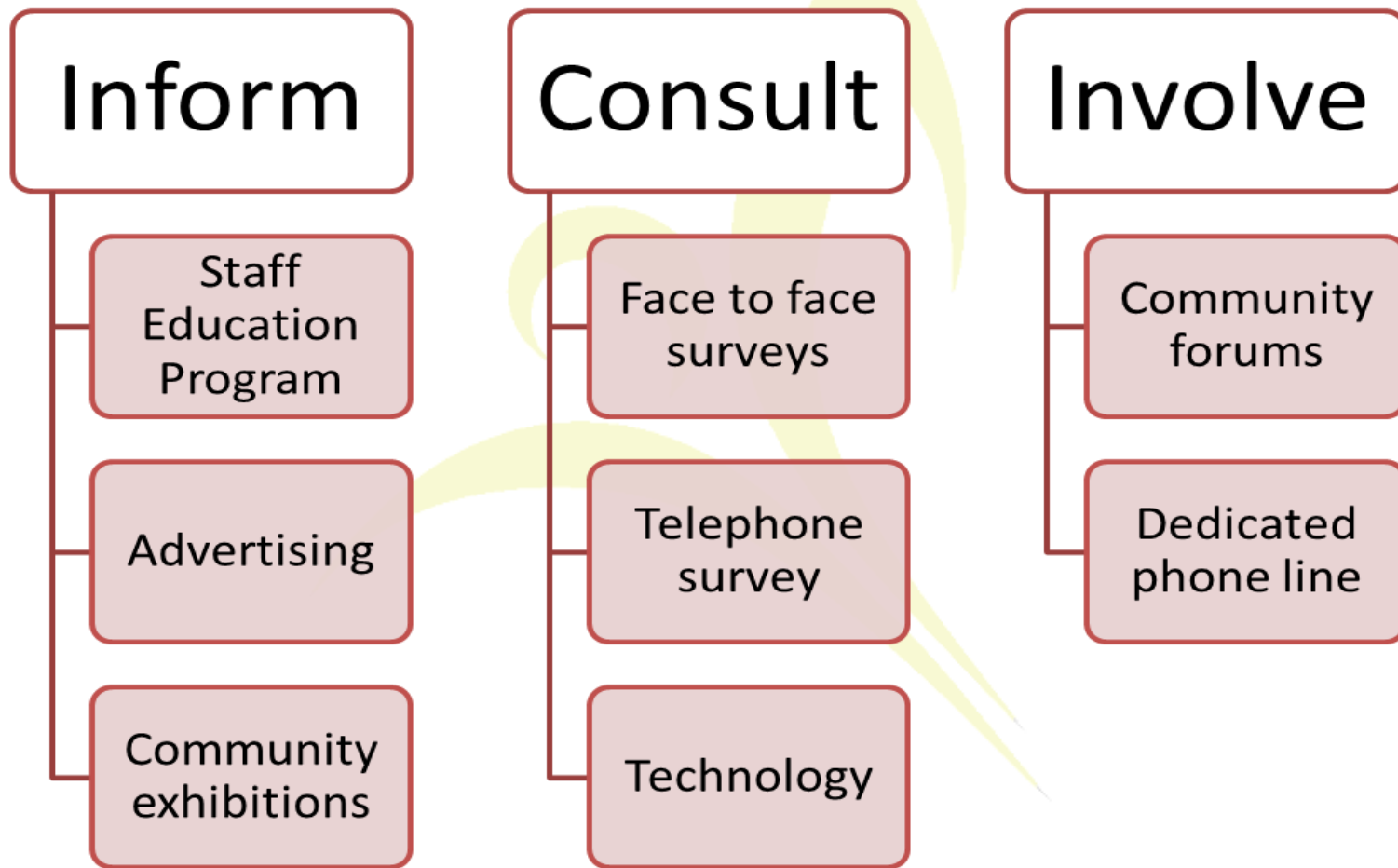
“The challenge of maintaining the quality of Council’s infrastructure assets is forecast to be an issue”

“Strategies to reverse this trend should be investigated”

“Tackling annual asset maintenance gap and cumulative infrastructure backlog warrants the highest priority”



Engagement Strategy



Newsletter/Flyer

Inform

Consult

Involve

Total newsletters sent

60,129

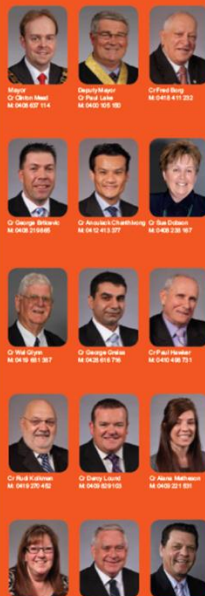
IMPROVING OUR INFRASTRUCTURE

The special rate variation proposal is aimed at bringing our current infrastructure up to a standard that the community deserves and expects. The extra funds would help Council improve community assets across the city.



CONTACT YOUR COUNCILLORS

We encourage community participation and consultation. Contact your Councillor by mobile or email to discuss all council@campbelltown.nsw.gov.au or by mail to PO Box 11 Campbelltown 5082 2005.



YOUR CITY, YOUR FUTURE

PLANNING FOR THE FUTURE

The long term sustainability of our city is important to us all – from residents of all ages who utilise our local roads, community facilities, services and open spaces; to local businesses and industry that rely on our city's proximity to major transport routes, consistent growth and reliable infrastructure.

Campbelltown City Council values community feedback, and we've been listening to what you would like for the Campbelltown of the future. Through previous survey responses and community consultation, you've told us that local infrastructure is important to the way you live your life, and we want to ensure that we can maintain the many roads, parks, facilities and recreational areas across the city, so future generations can benefit from the same public infrastructure that our community currently enjoys.

This newsletter is aimed at providing you with information about Council's current financial position, so you can make informed decisions and tell us what you think about our proposed plans for the future.

Council's primary goal is to ensure that Campbelltown continues to be a city of choice and opportunity, and a place our residents are proud to call home. To make sure that our city is well placed to deal with the challenges of the future, we need to make decisions now that will ensure our ability to maintain the quality and amenity of the infrastructure that is so important to our community.

Your rates help to provide the services and infrastructure that our 155,000 residents use every day. Although Council regularly looks at ways to improve operations through streamlining services, process improvement and use of technology, if we maintain the current level of funding, core infrastructure and assets will continue to deteriorate.

Campbelltown City is a developing regional centre, and the provision of quality assets and infrastructure is fundamental to ensuring that our city can cope with a range of future challenges. These challenges include significant population growth both within and around our city; the need to create more jobs, increased traffic movements and an ageing community. The impact of these challenges on our city's basic infrastructure will be significant, and will require increased spending to keep them maintained to a suitable level.

While Council's financial position has been independently rated as moderate in the medium to short term, our long term financial planning indicates that the current level of revenue will fall short of what is needed to maintain existing infrastructure assets to a standard that our community needs and expects.

It is now time for us to make some decisions about the future of our city, and we're seeking your feedback on our proposals to help secure our financial future.



THE PROPOSED PLAN

With the help of our community, we need to consider how we will address this funding shortfall to ensure that our financial position remains sound, and that our infrastructure assets can be maintained at an acceptable standard into the future.

As part of this process, we will be looking at the services Council provides and ways we can do things better. Since 2005, Council has already implemented sustainability initiatives and savings valued at more than \$9 million through the Innovation and Performance Sub Committee. We are also proposing to apply for a subsidised loan from the State Government as an immediate injection to the current infrastructure backlog. This loan would allow us to address priority infrastructure renewal projects in the short-term, and help to reduce the contribution needed from ratepayers to address the funding shortfall upfront.

To help ensure that our existing infrastructure can be maintained into the future, we are proposing to apply to the Independent Pricing and Regulatory Tribunal (IPART) for a special rate variation of 11% for the 2014-2015 financial year. Applying for this one-off increase will help address the declining standard of our assets and cost the community less in the long term, as we will be able to minimise the deterioration of our community assets before it becomes too costly to repair them.

The renewal of our existing infrastructure is manageable if we act now, which is why we need to look at ways of minimising the funding shortfall.



HOW YOU CAN BE INVOLVED

We need your feedback to help plan for the future, and we encourage you to tell us what you think. You're invited to make your input on the special rate variation proposal outlined in this newsletter, and you can do this in a number of ways:

Online survey

Visit www.yourcityyourfuture.com.au to have your say on the proposed plans to help secure the future of your city. You can also call or email us for a hard copy of the survey.

Email: thefuture@campbelltown.nsw.gov.au

Social media: [facebook.com/yourcityyourfuture](https://www.facebook.com/yourcityyourfuture)

Information sessions (see back page for details)

Monday 2 December

Wednesday 4 December

Thursday 5 December

Monday 8 December

For more information about how we're planning for a strong future, visit www.yourcityyourfuture.com.au

YOUR RATES

Current contributions

The State Government, through IPART, sets a limit on how much council rates can increase annually, which is usually capped between 3% and 3.5%. This means that if we don't take the proposed special rate variation of 11% in 2014-2015, the average residential rate will still increase by around 65c per week. The reality is that this minimum 3% to 3.5% increase will not address our existing infrastructure gap and will only fund the day to day operations of Council's services, which is why we need to make a change now.

What would a special rate variation mean?

Maintaining and improving our existing community infrastructure into the future will require an additional \$88 million over the next 10 years. Although the rates payable for individual properties vary, as the amount is dependent on land value and rate category, a special rate variation increase of 11% will mean an average residential rate increase of \$108 per year in 2014-2015, or around \$2 per week.

By increasing rates by 11% as a one-off measure, rather than adopting only the annual increase set by IPART, an additional \$5.2 million in revenue will be generated, which would significantly decrease the funding gap for the upgrade, maintenance and renewal of our assets in 2014-2015 alone.

The special rate variation is not applicable to annual waste and stormwater levies.

How would the money from the special rate variation be spent?

8 of the 11% rate increase in 2014-2015 would be used solely for managing existing infrastructure, including the capital renewal and ongoing maintenance of community assets such as public buildings and amenities, roads, bridges, parks and facilities (including leisure centres, pools, playgrounds and community halls). The remainder will be used to fund the operational and day to day activities of Council's services.

Renewal activities are necessary to extend the life of an infrastructure asset, while maintenance includes repairs, painting and replacement of broken fixtures. The additional money will not be used for new infrastructure or providing new or expanded services.

COME TO OUR INFORMATION SESSIONS

Monday 2 December

From 7pm

Campbelltown Civic Hall, Queen St, Campbelltown

Wednesday 4 December

From 7pm

St Helena Park Hall, Kallaroo Dr, St Helena Park

Thursday 5 December

From 7pm

Oxley Perseval Community Centre, Oxford Rd, Ingleside

Monday 8 December

From 7pm

Eagle Vale Central, On Ernest Dr and Fieldgate Ave, Eagle Vale

Find us on [facebook.com/yourcityyourfuture](https://www.facebook.com/yourcityyourfuture)

working with our community



Radio

Inform

Consult

Involve

Audience

10,000



Advertising



PLANNING FOR THE FUTURE

The long term sustainability of our city is important to us all, and Council has been listening to what you would like for the Campbelltown of the future.

Through previous survey responses and community consultation, you've told us that local infrastructure is important to the way you live your life, and we want to ensure that we can maintain the many roads, parks, facilities and recreational areas across the city for years to come.

To help ensure that existing infrastructure can be maintained into the future, we are proposing to apply to the Independent Pricing and Regulatory Tribunal (IPART) for a special rate variation of 11% for the 2014-2015 financial year. Applying for this one-off increase will help address the declining standard of infrastructure assets and cost the community less in the long term, as we will be able to minimise the deterioration of community assets before it becomes too costly to repair them.

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COMMUNITY INFORMATION SESSIONS

To learn more about the proposal and have your say, please come along to one of our community information sessions.

Monday 2 December - 7pm

Campbelltown Civic Hall
Corner Queen and Broughton Streets,
Campbelltown

Thursday 5 December - 7pm

Greg Percival Community Centre
Oxford Road, Ingleburn
Located next to Ingleburn Library

Wednesday 4 December - 7pm

St Helens Park Hall
Kellerman Drive, St Helens Park
Located next to St Helens Park
Primary School

Monday 9 December - 7pm

Eagle Vale Central
Corner Emerald Drive and Feldspar Road,
Eagle Vale

Register

For details of these sessions, or to register, visit www.yourcityyourfuture.com.au or phone our team on 4645 4200.

For more information about how we're planning for a strong future, visit www.yourcityyourfuture.com.au or [facebook.com/yourcityyourfuture](https://www.facebook.com/yourcityyourfuture)



Inform

Consult Involve

Readership

210,000



Displays

Inform	Consult	Involve
Number of newsletters and flyers taken		Number of attendees at event stall
2000		32



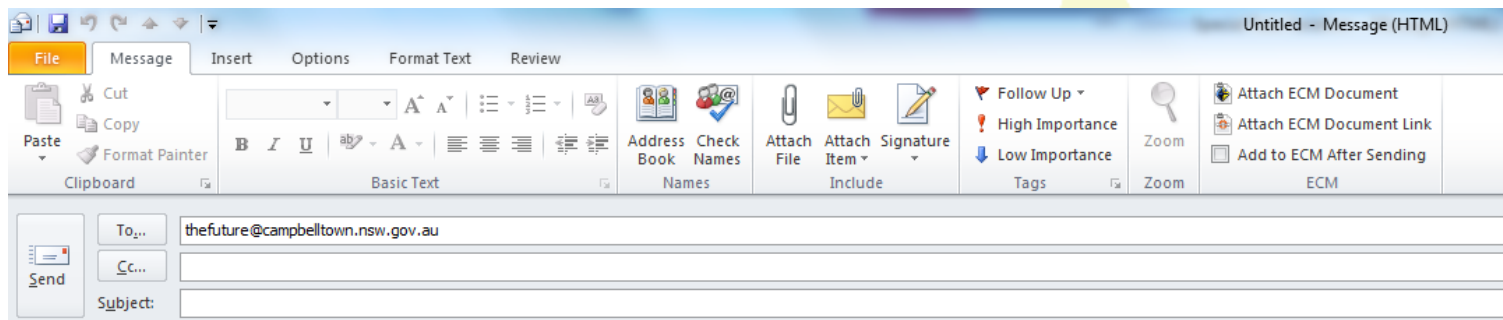
Website

Inform	Consult	Involve
Visited one page only	Visited multiple pages	Participated
4112	2295	200

The screenshot shows the Campbelltown City Council website in a Windows Internet Explorer browser. The page title is "Campbelltown City Council | Special rate variation proposal". The URL is "http://www.yourcityyourfuture.com.au/your-city-your-future". The page features a header with the Campbelltown City Council logo and the slogan "YOUR CITY, YOUR FUTURE". Below the header, there is a navigation bar with "Home" and "Sign In" links. The main content area is titled "Special rate variation proposal" and includes a sub-header "Special rate variation proposal". The text on the page discusses the consultation process and the proposed special rate variation. On the right side, there are sections for "Important links" and "Planning for the future". The "Important links" section includes links to the 2011-2012 Annual Report, Integrated Planning and Reporting, and the Council website. The "Planning for the future" section includes links to the primary goal, current financial position, funding gap, and funding shortfall. Below these sections, there is a "Related information" section with links to the Proposed Works Schedule, Roads maintained by the Roads and Maritime Service (RMS), and the Special Rate Variation Income and Expense Report.



Emails/letters



Inform	Consult	Involve
		Total emails/letters received
		53

Phone

Inform

Consult

Involve

Total calls received

20



Community forums

Inform

Consult

Involve

Total attendees

52

COMMUNITY INFORMATION SESSIONS

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Surveys

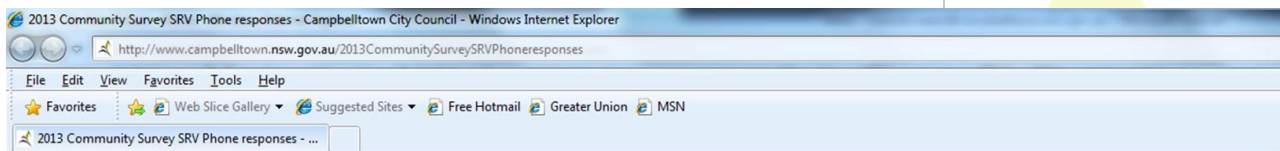
Inform

Consult

Involve

Total surveys received

209



YOUR CITY,
YOUR FUTURE



[Back to Customer Response form](#)

2013 Community Survey: Special rate variation proposal (PHONE)

** indicates mandatory field*

Q1. In which suburb do you live?

Airds

Q2. How satisfied are you with the quality of infrastructure, such as buildings, roads, footpaths and parks, currently provided by Council in the local area?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat satisfied
- ☐ Not very satisfied
- ☐ Not at all satisfied

Q3. How satisfied are you with the level of services currently provided by Council in the local area?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat satisfied
- ☐ Not very satisfied
- ☐ Not at all satisfied

Q4. How important do you believe it is for Council to implement programs that will provide better infrastructure?

- ☐ Very important
- ☐ Important
- ☐ Somewhat important
- ☐ Not very important
- ☐ Not at all important



Facebook

facebook Search for people, places and things

 **Campbelltown - Your city, your future** 49 likes

Government Organisation
Planning for the financial future of Campbelltown City Council with the help of our community. Visit www.yourcityyourfuture.com.au to learn more

About - Suggest an Edit

Photos Likes

Highlights

Post Photo / Video

Write something to Campbelltown - Your city, your future ...

 **Campbelltown - Your city, your future**
20 December 2013

The formal community consultation period has now closed.
Thank you to everyone who provided feedback.

 **Campbelltown - Your city, your future** shared a link.
28 November 2013

Ratepayers and residents are invited to attend one of our upcoming community consultation sessions to find out more about how Council is currently addressing the funding shortfall, what has been implemented to date to help minimise the impa... See more





Facebook

All Posts Published

September 22, 2013 to December 20, 2013

Reach: Organic / Paid Post Clicks Likes, Comments & Shares

Published	Post	Type	Targeting	Reach	Engagement
12/10/2013 5:28 pm	 We'd like to express our thanks to those who have taken the time to complete the online survey, participate in the online forum, attend the			36	17 2
11/28/2013 9:41 am	 Ratepayers and residents are invited to attend one of our upcoming community consultation sessions to find out more about how Council is			34	6 0
11/25/2013 11:57 am	 To help provide answers to some of the most common questions from residents about the proposed special rate variation, we've developed a			88	15 8
11/18/2013 8:34 am	 Keep an eye out this week for your copy of 'Your City, Your Future' - the special edition newsletter that details the special rate variation proposal			62	96 18
11/13/2013 4:12 pm	 If implemented, the proposed special rate variation would allow more than 1400 infrastructure renewal projects to commence in 2014-2015.			61	37 3
11/06/2013 2:08 pm	 To hear Deputy Mayor, Cr Paul Lake, tell listeners more about Council's proposal to help secure the ongoing renewal of our city's infrastructure,			45	4 0
11/06/2013 1:49 pm	 The 'Your City, Your Future' special edition residential newsletter will reach mailboxes in coming weeks. Be sure to take a look for more			128	9 27
11/05/2013 1:34 pm	 Ever wondered what your rates help to provide for the community of Campbelltown? Find out at http://bit.ly/yourrates			40	6 0
11/04/2013 11:54 am	 In previous phone surveys with our residents, you've told us that improving our playgrounds, cycleways, playing fields and roads is			37	4 0



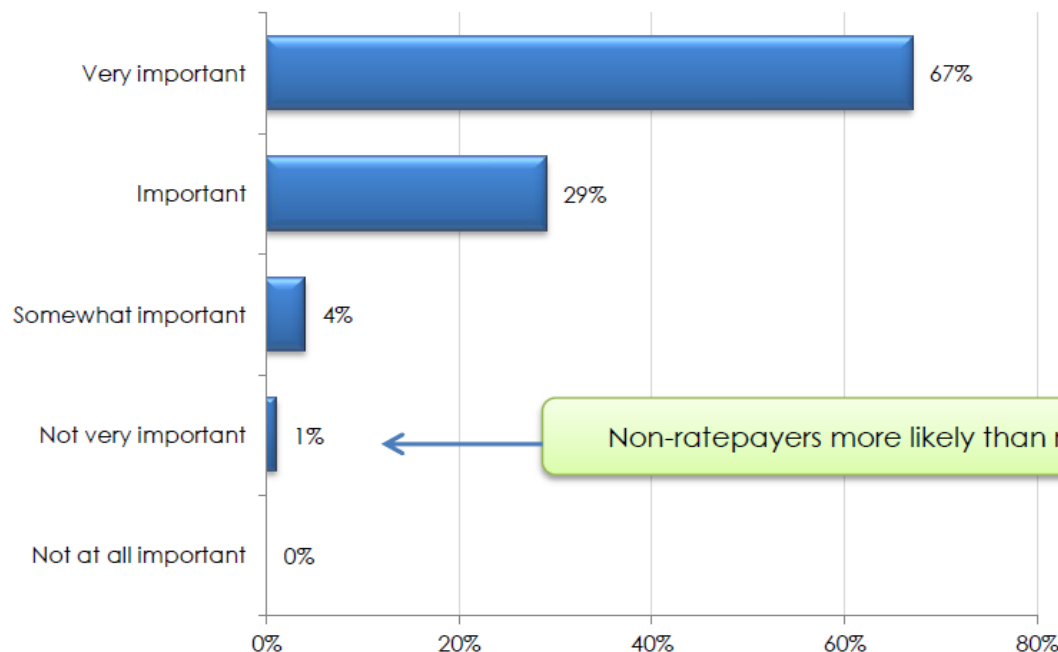
Telephone Survey

Inform	Consult	Involve
		Telephone surveys conducted
		400



Community Is Overwhelmingly Supportive Of Council Implementing Programs To Provide Better Infrastructure

Q. How important do you believe it is for Council to implement programs that will provide better infrastructure?



Mean ratings	Male	Female	Own	Rent
	4.65	4.59	4.63	4.57
	Overall: 4.62			
	18-34	35-49	50-64	65+
	4.65	4.66	4.59	4.47

Scale: 1 = not at all important, 5 = very important

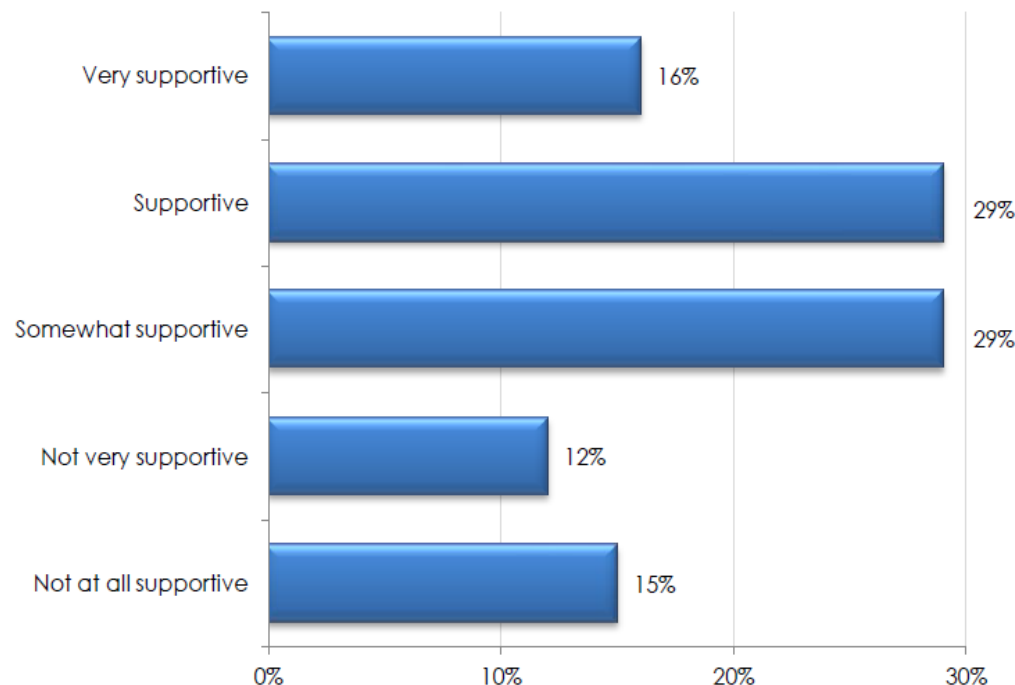
Non-ratepayers more likely than ratepayers

Base: n=400

2/3 are strongly supportive of Council implementing programs that will improve the LGA's infrastructure

Nearly ¾ Of Residents Are At Least Somewhat Supportive Of Council Proceeding With This Special Rate Variation

Q. How supportive are you of Council proceeding with this special rate variation?



Supportive (45%)

The community needs to be improved	10%
Infrastructure needs to be improved	7%
The community needs to be maintained	5%
Infrastructure needs to be maintained	4%

Somewhat supportive (29%)

Increase is too high	8%
I would like to be reassured that the money goes into improving the community	4%

Not supportive (27%)

Increase is too high	13%
----------------------	-----

	Male	Female	Own	Rent
Mean ratings	3.28	3.11	3.06▼	3.76▲
	Overall: 3.19			
	18-34	35-49	50-64	65+
	3.33▲	3.24	2.85▼	3.45▲

Scale: 1 = not at all supportive, 5 = very supportive
= significantly higher/lower level compared to overall rating

Base: n=400

Residents' Verbatim Comments

Very supportive/Supportive (45%)

Q. Why do you say that? – Very supportive/Supportive



"Council should have prepared years ago"

"I do not use many facilities and services provided by Council"

see enough benefit from
es we already pay"

living rise
higher like
Rate better
members residents
needs
population Don't properly
already pay high
money need
enough
expensive
affordable year
done
facilities improve
income manage
spent roads
want years
growing
increases
people cut funds don't fix infrastructure things
without lot work pensioner savings local infrastructure
able community current services
extra benefit large new any much
rises rates increase
pay high already money need
afford enough
expensive affordable year done facilities improve income manage spent roads want years growing increases people cut funds don't fix infrastructure things without lot work pensioner savings local infrastructure able community current services extra benefit large new any much
see enough benefit from es we already pay
I do not use mo provid
I we the
ould assist structure"

*"I would like to be reassured that
the money goes into improving
the community"*

"The Government should assist with funding for infrastructure"

"The increase is too high"

“Council needs an alternative way of funding”

Issues raised

- Capacity to pay
- Financial/Asset Management
- Imbalance of infrastructure/services across LGA



Summary

- 682 actively participated in surveys or submissions
 - 440 supportive
 - 227 not supportive
 - 15 undecided





“Council rates are seen as ‘fairly good value’ and most respondents would rather see rates rise than have cuts to local services”



“Many more Councils should have been applying for Special Rate Variations”

REVITALISING LOCAL GOVERNMENT

“Surveys have shown consistently that Special Rate Variations costing in the range of \$1 - \$2 per week are widely accepted”

Final Report of the NSW Independent
Local Government Review Panel

October 2013

Application process

