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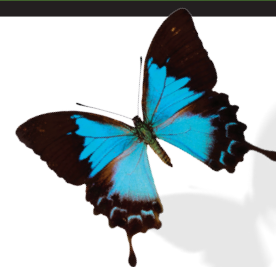


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SHOULD WE CONTINUE OUR ENVIRONMENTAL LEVY PROGRAM?

Fact sheet



Randwick City Council is proposing to continue an existing environmental levy of six per cent for another five years to fund Sustaining Our City – Randwick’s successful program which delivers important environmental projects and improvements.

This fact sheet provides information about the existing environmental levy, the projects it funds, how it impacts your rates, and how you can have your say about whether to continue the levy for another five years so we can keep delivering these important environmental initiatives. For more information you can read our detailed information sheets about the environmental levy and your rates at www.yoursayrandwick.com.au/sustainingourcity or visit our Libraries and Customer Service Centre.

What is the environmental levy?

The environmental levy which funds Sustaining Our City was first approved by Council in 2004, and has successfully transformed the way sustainability projects and programs have been implemented across Council and the community. Due to this success and ongoing community support, the environmental levy was extended for another five years in 2009, and is now due to expire in June 2014.

Council wants to continue to deliver these important environmental projects and is considering an application to the Independent Pricing and Regulatory Tribunal (IPART) to continue the environmental levy of six per cent of total rates for a further five years.

How does the environmental levy impact my rates?

Continuing the levy will not noticeably change the amount of rates paid by most residents, as the six per cent variation is already included in your rates¹. **Figure 1** below shows the impact of the environmental levy on the average ratepayer (with land valued at \$589,500).

The average ratepayer currently pays \$84.25 towards the environmental levy for 2013/14, which includes the annual rate increase of 3.59 per cent. If the environmental levy is continued for another five years, the average ratepayer would pay an average of \$93.73 per year over five years.

¹ The six per cent also includes the approved annual rate increase of 3.59 per cent which was approved by IPART in June 2013 for four years.

What is the impact on the average ratepayer of continuing the environmental levy?

Figure 1: Continuation of Environment Levy
Estimated impact on ‘average’ ratepayer - land value \$589,500

Levy year	Financial year	Rates (\$) with 3.59% increase	Enviro Levy (\$) with 3.59% increase	Total rates with enviro levy (\$)
Now	2013-14	1,041.29	84.25	1,125.54
Year 1	2014-15	1,078.68	87.28	1,165.95
Year 2	2015-16	1,117.40	90.41	1,207.81
Year 3	2016-17	1,157.51	93.65	1,251.17
Year 4	2017-18	1,199.07	97.02	1,296.09
Year 5	2018-19	1,242.12	100.50	1,342.62
5 year totals		5,794.77	468.86	6,263.63

SHOULD WE CONTINUE OUR ENVIRONMENTAL LEVY PROGRAM?

What happens if we don't continue the environmental levy?

If Council decides not to continue the environmental levy, there would be a saving for the average ratepayer of \$468.86 over five years or an average of \$93.73 per year.

Council will also need to make some decisions to ensure our budget continues to be balanced. All current projects that are funded by the environmental levy are at risk of being cut or reduced from July 2014. If any programs or projects are to continue then cuts may need to be made in other operational programs and activities to fund these.

What are the benefits of the environmental levy?

Over the past 10 years, Sustaining Our City has produced significant reductions in our own consumption of natural resources, delivered upgraded and new infrastructure, and

implemented major stormwater harvesting projects that have saved millions of litres of water and almost \$1 million a year in water charges. Other successful initiatives include free community workshops and events on everything from composting and worm farms, to balcony gardening, improving recycling, bike maintenance, bringing birds to your backyard, saving money on your energy and water bills and even keeping chooks.

How will the environmental levy be spent if it is continued for another five years?

If the community supports the continuation of the environmental levy we can continue to deliver the sustainability and environmental projects as part of Sustaining Our City. The table below provides a summary of the projects to be funded by the environmental levy if it is continued for the next five years.

Figure 2: Proposed project funding for Sustaining Our City, 2014 to 2019

Proposed program	Budget 2014 - 2019
Coastal protection e.g. completion of Coastal Walkway, install street litter traps	\$6.85 million
Energy saving e.g. renewable energy at Council sites and parks, energy efficiency upgrades for Council buildings	\$4.6 million
Water saving e.g. stormwater harvesting and irrigation works	\$1.61 million
Reduce greenhouse gas emissions e.g. cycleway and pedestrian upgrades	\$2.5 million
Resource conservation e.g. investigate recycled materials for road and footpath upgrades	\$0.55 million
Biodiversity e.g. dune protection, street tree planting	\$1.8 million
Community engagement and education e.g. Eco-living Fair, school holiday programs, community food gardens	\$2.46 million
Total	\$20.37 million

Note: Administration activities including staff salaries and cost have been distributed throughout the proposed levy program.

Have your say

We want to hear your views about the proposal to continue the environmental levy which funds the important environmental and sustainability initiatives under the Sustaining Our City program.

Between 9 September and 7 November 2013, visit www.yoursayrandwick.com.au/sustainingourcity to fill out the survey and tell us if you support the continuation of this environmental levy and Sustaining Our City initiative. You can also find more information about the environmental levy on the website, at Council's libraries and Customer Service Centre.

Council is also holding a forum in October 2013 to assess community views on the environmental levy and the Sustaining Our City program. The forum will be an opportunity to hear more about this levy and the environmental initiatives that it funds. To register your interest in attending the forum, visit www.yoursayrandwick.com.au/sustainingourcity. (Note: As there will be limited spaces, not all who register will be able to attend the forum).

Your feedback is important and will be taken into consideration by Council.

IMPORTANT INFORMATION ABOUT YOUR RATES

Information Sheet 1:



Your rates and the environmental levy

IMPORTANT INFORMATION ABOUT YOUR RATES

This sheet provides you with information about your rates, the existing environmental levy, and the impact that continuing the levy will have on your rates.

In 2004, Randwick City Council obtained approval for a five year environmental levy of six per cent of total rate income to secure much needed additional funding for environmental programs. In 2009 approval was sought and granted to extend this environmental levy for another five years and it is now due to expire on 30 June 2014.

Over the past 10 years, funded by the environmental levy, the Sustaining our City program has delivered some outstanding programs, community initiatives, new and upgraded infrastructure, positive environmental outcomes, and financial benefits for local businesses, households and Council.

Information Sheet 4 provides details on what we have achieved over the past five years.

Council wants to continue to deliver these environmental, financial and social benefits to our community while remaining financially sustainable. To achieve this, Council is considering an application to the Independent Pricing and Regulatory Tribunal (IPART) to continue the environmental levy of six per cent of total rates for a further five years. Continuing the levy will not noticeably change the amount of rates paid by most residents, apart from the regular annual increase, as the six per cent variation is already included in your rates.

If the environmental levy was not to continue there would be a saving for all ratepayers as per **Figure 3** (overleaf).

This information sheet provides details on Council's proposal to apply for a continuation of the environmental levy, what it means for you and how you can have your say. You are also encouraged to read the other information sheets available at www.yoursayrandwick.com.au/sustainingourcity.

Understanding your rates

Rates are calculated on the land valuation of a property and are determined by the Land and Property Information Division of the Department of Lands, who issues a Notice of Valuation to property owners every three years. A re-evaluation of Randwick City properties took place in 2012.

Councils are limited by the amount they can increase rate revenue and any increases are set by IPART. In June 2013, IPART approved a special variation for Randwick City Council to set its annual rate increase at 3.59 per cent for the next four years, enabling Council to raise rate income in alignment with our long term financial planning needs. Beyond 2017 Council's long term financial plan assumes that rates will continue to increase annually by 3.59 per cent.

Generally the annual rate increase is always less than the actual increase in costs. Our research has shown that Council's utility costs, including street lighting and fuel costs, will increase by approximately 4.5 per cent annually over the next three years, with material and contract costs increasing by a minimum of 2.5 per cent. Every year, Council works hard to absorb these increased costs through efficiency savings. **Information Sheet 3** outlines some of Randwick's productivity savings.

In recent years, Council has been subject to both federal and state government cost shifting, placing even more pressure on Council finances. Cost shifting occurs when either the federal or state government passes on responsibility for providing additional services, assets or regulatory function to local government, without providing corresponding funding to assist with this additional service delivery.

In 2012 Randwick Council determined that \$10,381,349 of its total operating expenditure was allocated to 'cost shifting' responsibilities such as funding of the State Emergency Service, Fire and Rescue NSW, public library operations and the waste levy paid to the NSW Government. This represented approximately 8.8 per cent of Council's total expenditure.

Council's Hardship Relief Policy

Council recognises that at times some people may have difficulty paying their rates by the due dates and there are a number of options available to assist residents experiencing difficulties. To find out more about this assistance please contact Council's Rates Team.

Reporting to the community

If IPART approves the proposed continuation of the environmental levy, it will be a condition of approval that we report to the community annually on:

- Progress of projects funded from the variation
- Details of any changes to the projects compared with the initial proposal
- Outcomes achieved as a result of these projects.
- Progress on the Sustaining our City program will be regularly reported to our community through the Annual Report, our community newsletters and social media.

IMPORTANT INFORMATION ABOUT YOUR RATES

Why is Randwick City Council proposing to continue the environmental levy?

Randwick City Council has a strong commitment to sustainability and protecting our environment. Over the past ten years the environmental levy has provided approximately \$3 million annually for specific environmental improvements and sustainability initiatives.

Ten great reasons for renewing our environmental levy

1. Our residents and community

Every year almost 10,000 residents participate in sustainability workshops, events and activities.

2. Your children

Council supports schools to install water tanks, develop food and native gardens, install bike racks and have classes visit our sustainability education hub at the Randwick Community Centre.

3. Our clean beaches

Innovative technology treats and re-uses stormwater to improve water run-off into our beaches.

4. Our budget

Council saves money by reducing water and energy use - our water saving projects are saving around \$1 million each year.

5. Our local business community

140 local businesses are saving \$120,000 annually by participating in our business water audit program.

6. Our natural environment

We are restoring the last remaining dunes in the Eastern suburbs, preserving remaining bushland, enhancing Randwick Environment Park and protecting important areas of native vegetation.

7. Our precious resources

We are saving 500 million litres of water annually through our wastewater and stormwater re-use, recycling and park irrigation projects – this is equivalent to 197 Olympic swimming pools of water per year. We now provide accessible and high quality playing fields all year round as we irrigate them from alternative water sources.

8. Your household and business budgets

We have contributed to a 9.4 per cent reduction in residents' energy consumption over three years. Solar energy generated by residents has increased by 9,000% since 2009.

9. Our cleaner air

More than 1,200 local residents participate in the use of car share vehicles, reducing local car ownership by an estimated 900 vehicles and achieving a reduction in greenhouse gases.

10. Your enjoyment of our beautiful coastline

Major sections of our Coastal Walkway have been constructed, upgraded and repaired for the estimated two million users each year.

How much are my rates going to increase?

This will depend on the land value of your property and the other components that need to be taken into account. The land value applicable to the average Randwick ratepayer in 2013-14 is \$589,500. In the first three years the annual approved rate increase of 3.59 per cent will be applied.

It is anticipated this increase will also apply for years four and five as per Council's Long Term Financial Plan.

Figure 1: Estimated total rates including 3.59% annual rates increase and environmental levy

Land value	Now* (\$)	Year 1	Year 2	Year 3	Year 4**	Year 5**
		2014-15 (\$)	2015-16 (\$)	2016-17 (\$)	2017-18 (\$)	2018-19 (\$)
100,000	691.01	715.82	741.52	768.14	795.71	824.28
300,000	719.60	745.43	772.19	799.91	828.63	858.38
500,000	954.66	988.93	1,024.43	1,061.21	1,099.31	1,138.77
589,500	1,125.54	1,165.95	1,207.81	1,251.17	1,296.09	1,342.62
700,000	1,336.52	1,384.51	1,434.21	1,485.70	1,539.03	1,594.28
900,000	1,718.39	1,780.08	1,843.98	1,910.18	1,978.76	2,049.79
1,100,000	2,100.25	2,175.65	2,253.76	2,334.67	2,418.48	2,505.30
1,500,000	2,863.98	2,966.80	3,073.30	3,183.64	3,297.93	3,416.32

* Includes environmental levy (2009-14). ** Forecast annual increase of 3.59 per cent as per the Long Term Financial Plan

IMPORTANT INFORMATION ABOUT YOUR RATES

What is the impact on the average ratepayer of continuing the environmental levy?

Figure 2: Continuation of Environment Levy
Estimated impact on 'average' ratepayer - land value \$589,500

Levy year	Financial year	Rates (\$) with 3.59% increase	Enviro Levy (\$) with 3.59% increase	Total rates with enviro levy (\$)
Now	2013-14	1,041.29	84.25	1,125.54
Year 1	2014-15	1,078.68	87.28	1,165.95
Year 2	2015-16	1,117.40	90.41	1,207.81
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Year 5	2018-19	1,242.12	100.50	1,342.62
5 year totals		5,794.77	468.86	6,263.63

The above table shows what impact the continuation of the environmental levy will have on the 'average' ratepayer with land valued at \$589,500. Under this scenario, during the course of the proposed five-year levy, this resident will pay \$468.86 or an average of \$93.73 per year which will be used to fund the environmental initiatives outlined in Information Sheet 5.

What happens if we don't continue the environment levy?

Figure 3: Removal of Environment Levy
Estimated impact on 'average' ratepayer - land value \$589,500

Levy year	Financial year	Rates (\$) with 3.59% increase	No Enviro Levy (\$) with 3.59% increase	Total rates without enviro levy (\$)
Now	2013-14	1,041.29	84.25	1,125.54
Year 1	2014-15	1,078.68	0.00	1,078.68
Year 2	2015-16	1,117.40	0.00	1,117.40
Year 3	2016-17	1,157.51	0.00	1,157.51
Year 4	2017-18	1,199.07	0.00	1,199.07
Year 5	2018-19	1,242.12	0.00	1,242.12
5 year totals		5,794.77	0.00	5,794.77

The above table shows the impact for the 'average' ratepayer if Council decided not to continue the environmental levy for the next five years. If this were to happen, there would be a saving for this average resident of \$468.86 over five years or an average of \$93.73 per year.

Figure 4: Estimated environmental levy component of annual rates increase for selected land values

Land value	Year 1		Year 2 increase (\$)	Year 3 increase (\$)	Year 4 increase (\$)	Year 5 increase (\$)
	Environmental levy base* (\$)	Increase (\$)				
100,000	14.29	0.51	0.53	0.55	0.57	0.59
300,000	42.88	1.54	1.59	1.65	1.71	1.77
500,000	71.46	2.57	2.66	2.75	2.85	2.95
589,500	84.25	3.02	3.13	3.25	3.36	3.48
700,000	100.04	3.59	3.72	3.85	3.99	4.14
900,000	128.63	4.62	4.78	4.96	5.13	5.32
1,100,000	157.21	5.64	5.85	6.06	6.27	6.50
1,500,000	214.38	7.70	7.97	8.26	8.56	8.86

* Carried over from 2013-14 rates

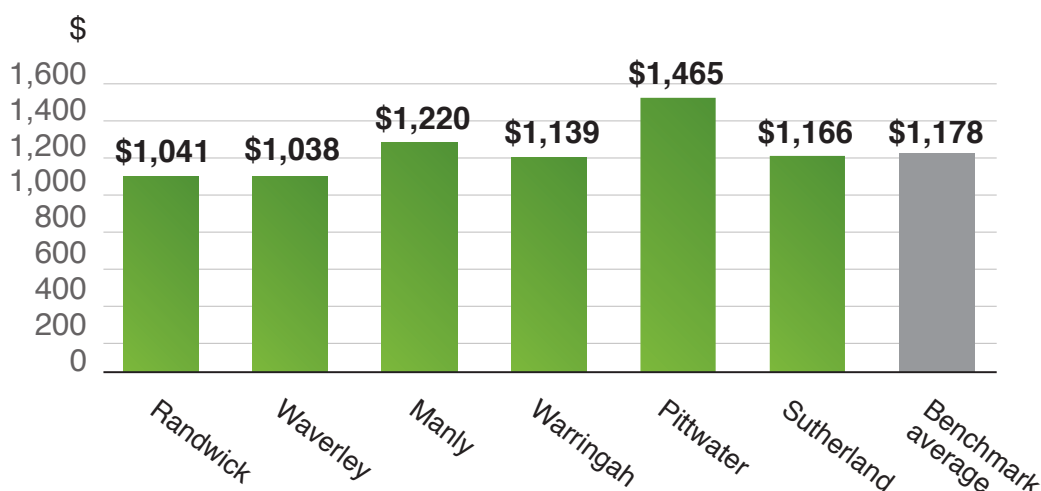
If the environmental levy is continued for a further five years, the actual increases after year one are quite small, as can be seen in Figure 4 above. However, if the environmental levy was not to continue there would be a saving for all ratepayers. The saving for the average ratepayer is estimated to be an average of \$93.73 per year over five years.

IMPORTANT INFORMATION ABOUT YOUR RATES

How do Randwick City's residential rates compare to similar local government areas?

Randwick City's average residential rates in 2013-14 have been compared with the rates in Sutherland, Waverley, Manly, Warringah and Pittwater, all coastal metropolitan councils with responsibility for regional beach facilities that are used by large numbers of non-resident visitors.

Figure 4: Average residential rates 2013/14



In 2013 -14 Randwick's average residential rate (\$1,041) was the second lowest of the benchmark group. However when total operating income (including income from other charges) is considered (see Information Sheet 2), Randwick has the lowest (\$962) operational income per resident, while Waverley (\$1,586) has the highest of the group.

Have your say

We want to hear your views about the proposal to continue the environmental levy which funds the important environmental and sustainability initiatives under the Sustaining Our City program.

Between 9 September and 7 November 2013, visit www.yoursayrandwick.com.au/sustainingourcity to fill out the survey and tell us if you support the continuation of this environmental levy and Sustaining Our City initiative. You can also find more information about the environmental levy on the website, at Council's libraries and Customer Service Centre.

Council is also holding a forum in October 2013 to assess community views on the environmental levy and the Sustaining Our City program. The forum will be an opportunity to hear more about this levy and the environmental initiatives that it funds. To register your interest in attending the forum, visit www.yoursayrandwick.com.au/sustainingourcity.

(Note: As there will be limited spaces, not all who register will be able to attend the forum).

Your feedback is important and will be taken into consideration by Council.

OPTIONS FOR FUNDING A CONTINUED ENVIRONMENTAL LEVY

Information Sheet 2:



Council revenue, funding options and implications of not continuing the existing environmental levy



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OPTIONS FOR FUNDING A CONTINUED ENVIRONMENTAL LEVY

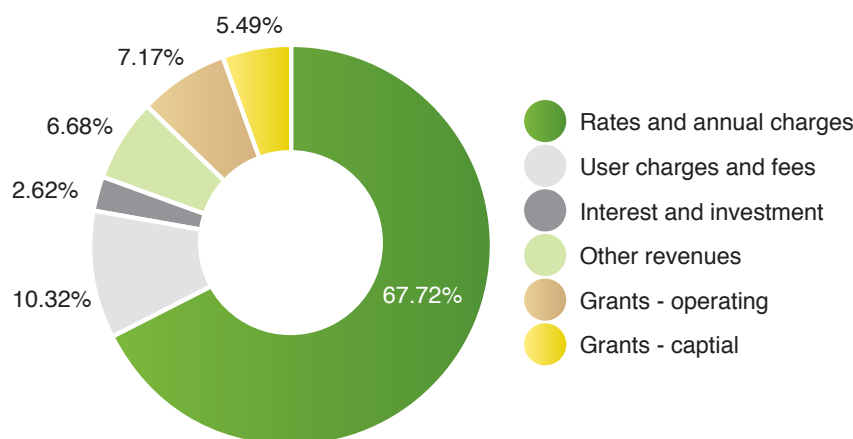
This sheet provides you with information on Council's revenue, expenditure and the implications of not continuing with the existing environmental levy that funds our Sustaining Our City program.

Where does Council get its revenue from?

Randwick Council receives the majority of its operating income from rates and annual charges as can be seen in the graph below. In 2012 Council's total operating

income was \$124,129,000. Almost 70 per cent of this was made up of rates and annual charges.

Figure 1: Income Sources for Randwick City Council in 2012



What are the other options for funding the Sustaining our City environmental program for the next five years?

Council has considered a number of funding options for our environmental projects. The impacts of each of these options are explained below. Of these options, the proposed environmental levy is the most effective option

to fully fund the planned environmental improvements and sustainability initiatives over the next five years.

Increasing fees and charges	Many of the fees that we charge, such as hall hire, are on a partial cost recovery basis to promote local social and economic activity. Other fees are set by the state government and cannot be changed. It is not possible for Council to raise the amount we need through increasing our general fees and charges.
Reallocation of the existing budget	Council's current budget allocations reflect the community's priorities. If we have to reallocate the existing budget to fund some or all of these environmental programs there will be an impact on the quality and extent of other services provided to our community. For example, if you want projects such as water re-use and water quality improvements to continue, then the funding may be taken from budgets intended for street and beach cleaning, park mowing, maintenance of our roads and footpaths and/or library and community programs.
Business as usual - complete the capital work with existing budgets	Major upgrades and construction of sections of the Coastal Walkway will require additional capital funding, and each year will be competing with road, footpath and building priorities for scarce capital funds. Without the additional funding through the environmental levy, completion of the Coastal Walkway south of Malabar could take an additional 30 years.

The most effective option for Council to fund our environmental programs is to apply to IPART for a special environmental levy. A five year environmental levy of six per cent of total rate income will fund the environmental programs for the same period.

OPTIONS FOR FUNDING A CONTINUED ENVIRONMENTAL LEVY

How does Randwick City Council compare to how other Councils pay for their environmental programs?

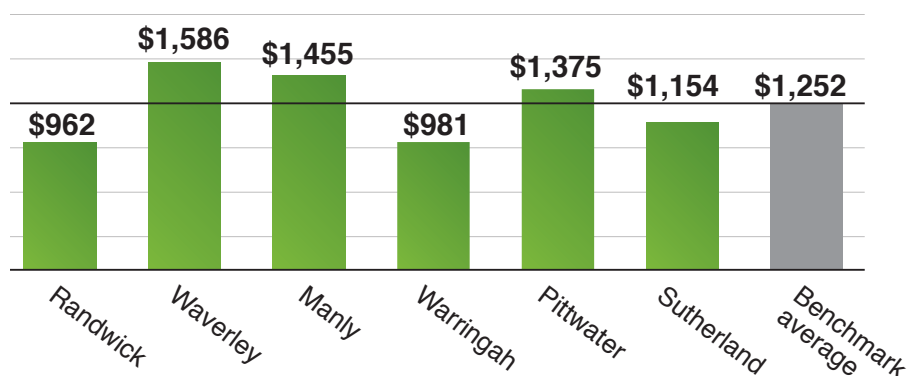
Available revenue to fund operations, programs and services

In 2012 Council's total operating income was \$124,129,000. This is equivalent to \$962 per resident, available for all of Council's essential services including constructing and maintaining roads, footpaths, community buildings and other assets, looking after our beaches and parks, providing public facilities including libraries and the leisure centre, hosting community services, providing beach lifeguard services, and environmental programs.

However if we look at the total operating income per resident available to the coastal metropolitan councils in Figure 2, Randwick is well below the benchmark average of \$1,252. In fact, if Randwick had the same operational income per resident as the benchmark average, we would have an additional \$37.4 million to spend every year.

Figure 2: Comparison of 2012 total operating income per resident for coastal councils

Total operational income per person 2012



Business rates and property rentals income: Some metropolitan Councils such as North Sydney, Parramatta, Willoughby and City of Sydney receive significant income from business rates, while others have substantial property portfolios.

What is Randwick's position in relation to increasing its revenue through parking fees?

During 2005 Randwick Council undertook extensive consultation with our community on the matter of implementing parking meters in five areas. There was overwhelming rejection by the community of this proposal and Randwick Council has respected the community's view in relation to the installation of parking meters.

Environmental levy: Many councils across NSW and Australia have environmental levies in place as a means of funding environmental programs. The unique environmental attributes of a region are often highly valued by residents but the management and maintenance of the environment is usually beyond the means of most councils from the traditional rate base. In many cases the funds from the environmental levy have been leveraged to gain further funding and in-kind support from other levels of government or the private sector.

NSW councils that have or recently had environmental levies include Ashfield, Bega, Blue Mountains, Coffs Harbour, Eurobodalla, Hornsby, Ku-ring-gai, Warringah, Wingecarribee, Lake Macquarie, Liverpool, Woollahra and Newcastle.

OPTIONS FOR FUNDING A CONTINUED ENVIRONMENTAL LEVY

Does Council's lower operating revenue per resident impact on the delivery of its services and programs?

No. Despite our lower operating costs, Randwick City Council:

- achieved the desired condition rating for its major asset classes, roads, footpaths and open space
- has no debt and is financially sustainable
- delivers quality programs and services
- achieved a high level of satisfaction from its community
- demonstrates through the awards it has won and the recognition accorded to it by the industry that it is innovative, efficient and provides quality services and programs.

These are all strong indicators of the efficiency and cost effectiveness of its service delivery.

See **Information Sheet 3** for more about Randwick's productivity measures.

What happens if the continuation of the environmental levy is not supported?

If the community decides to discontinue the environmental levy on a permanent basis then Council will need to make some decisions to ensure our budget continues to be balanced.

All current services that are dependent on the environmental levy for funding are at risk of being cut or reduced from July 2014. If any programs or projects are to continue then cuts may need to be made in other operational programs and activities to fund these.

If the community wants to see major capital environmental works such as the construction of the Coastal Walkway to continue, then other planned capital programs may not be delivered as planned or they may take longer to complete.

So what does this mean for residents and ratepayers?

Without the environmental levy, Council may not be able to deliver the following without reprioritising Council's programs:

- Marine and coastal activities
- Sustainable living workshops
- Eco-living Fair
- Support for community gardens
- Support for establishing food gardens at our local schools
- More energy saving initiatives
- Innovative partnerships such as the Green Money kerbside recycling rewards program
- Ongoing green corridor planting
- Dune protection
- Staffing capacity to apply for and manage additional grant funding (approximately \$1 million per year)

Some programs such as the construction and maintenance of our Coastal Walkway will take much longer to deliver.

So what does this mean for our environment?

- Fewer opportunities to save energy and water
- Limited opportunities to improve the quality of water flowing into the ocean
- Our precious and rich diversity will not be improved or protected to the level our residents expect as there will be considerably less funding and staffing resources to: improve community understanding and provide advice on biodiversity and various environmental programs.
- Substantial reduction in the tree planting programs means the City will not be as green as it is today.

Have your say

We want to hear your views about the proposal to continue the environmental levy which funds the important environmental and sustainability initiatives under the Sustaining Our City program.

Between 9 September and 7 November 2013, visit www.yoursayrandwick.com.au/sustainingourcity to fill out the survey and tell us if you support the continuation of this environmental levy and Sustaining Our City initiative. You can also find more information about the environmental levy on the website, at Council's libraries and Customer Service Centre.

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Your feedback is important and will be taken into consideration by Council.

PRODUCTIVITY IMPROVEMENTS

Information Sheet 3:



Council's measures to achieve efficiency and productivity savings



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PRODUCTIVITY IMPROVEMENTS

This sheet provides you with information about Council's efficiency and productivity savings.

How is Council being efficient and effective?

Randwick City Council adopts a strategic approach to achieving efficiency and productivity savings and is committed to continuing further efficiencies and productivity savings into the future. The identification and implementation of productivity improvements is an integral part of Council's Long Term Financial Planning. The table below provides a summary of recent productivity initiatives that have been delivered in relation to:

- recurrent savings or increased revenue
- efficiency improvements
- improved customer service.

Initiatives delivering recurrent savings or increased revenue	Initiatives delivering efficiency improvements	Initiatives delivering improved customer focused services
<p>New IT systems have resulted in cost savings of up to \$1 million per annum.</p> <p>Southern Sydney Regional Organisation of Councils (SSROC) has a joint procurement venture resulting in annual savings for Randwick Council of approximately \$1.2m. (Estimated regional savings over 10 years of \$105 million).</p> <p>Savings achieved under the SSROC Large Site Electricity contract equates to 6.5 per cent or \$100,000 per annum.</p> <p>A review of our fleet management processes has extended the car replacement schedule for passenger and light commercial vehicles to three years, delivering savings of over \$200,000 annually.</p> <p>Diversification in the range of vehicles offered resulted in a decrease in average vehicle purchase price with savings of over \$40,000 per annum.</p> <p>Implemented flexible leave arrangements such as cashing out annual leave and purchasing leave, reducing leave balances by 9,000 hours with a \$375,000 reduction in leave liability.</p> <p>Improved management of sick and carer's leave absenteeism saw a productivity increase of over 350 work days in 12 months representing a saving of \$131,000.</p> <p>Installation of in-house document scanning software has saved \$39,000 per annum in scanning Development Applications and considerable staff time.</p> <p>The domestic waste garbage and recycling collection program is saving \$500,000 per annum.</p> <p>Annual water savings of 500 million litres saves \$1 million annually.</p> <p>Completion of remedial and restoration works for contaminated sites in 2019-2020 will result in a two per cent reduction in the domestic levy.</p>	<p>Use of remote access and control technology enables irrigation, water recycling and floodlights to be remotely controlled and monitored delivering greater efficiency in water and electricity use.</p> <p>Redesigning the recruitment strategy has increased candidate numbers by 49 per cent over three years and delivered a 66 per cent reduction in recruitment costs through better understanding, branding and online focus.</p> <p>Improved and more tightly managed leases have resulted in lessees of all community buildings assuming responsibility for maintenance, saving money for Council.</p> <p>Establishment of new environmental performance targets for new Council vehicles has realised a reduction in fuel consumption and CO₂ emissions from Council's fleet.</p> <p>Implemented an employee engagement program which increased employee productivity by 1.1 per cent over 12 months.</p> <p>The introduction of an E-tendering system has streamlined the issue and evaluation of tenders leading to a reduction in staff time allocated to assessing submissions.</p> <p>Strengthened relationships with Local Government Procurement and Procurement Australia has reduced the need to conduct tenders.</p> <p>Participation in the PMMS Procurement Roadmap Program coordinated by SSROC has led to an improved procurement process resulting in better planning and cost savings whilst ensuring probity and transparency.</p> <p>Introduction of Ezescan Indexing module has automated the process of registering various types of documents into Council's records management system. The time savings in registering some documents is around 90 per cent; for other documents requiring meta data input there are time savings of about 50 per cent to 70 per cent.</p>	<p>Provision of a range of online services including lodgement of Development Applications and BPoint for payment of rates (in 2011-2012 \$3.3 million of rates paid online).</p> <p>Range of innovative ways for the community to interact with Council including: Council's website with 255,000 unique visits in 2012 (18 per cent increase from 2011); myRandwick smartphone App; multi-lingual website; and yourSayRandwick.com.au for community consultation.</p> <p>Online Electronic Housing Code (EHC) was introduced in 2013 enabling property owners to check whether approvals for proposed residential work is required. The system also allows 'fast-track' complying development to be lodged and progress tracked online.</p> <p>Dashboard iPad Software delivers live information to better inform councillors and senior management.</p> <p>The review of the Comprehensive Development Control Plan (DCP) consolidated 29 existing DCPs and 9 policies into the one document, for easier and consistent guidance for applicants and the community.</p> <p>Background research statements on heritage items and conservation areas now on our website to assist home buyers/sellers or renovators.</p> <p>Online waste forms available to report a missed collection, illegal dumping, lost/stolen bin and graffiti; and request a bin upgrade, or a clean-up booking.</p> <p>Ability for ratepayers to update their personal details online.</p> <p>Online mapping services and interactive maps allows residents to access the latest updates on the Buildings for our Community Program, check wards and councillors and see their local waste collection timetable.</p> <p>A broader range of vehicles on offer, together with competitive employee contributions provides staff with choice of vehicle to best meet their individual needs and promotes Council as an Employer of Choice.</p>

PRODUCTIVITY IMPROVEMENTS

Ongoing review of performance

Over the past ten years Council has implemented a wide ranging reform program and has undertaken some comprehensive performance reviews, including a peer group review, to achieve efficiencies and cost savings, improved service delivery, increased sustainability, sound financial management and an integrated planning focus. This ongoing focus on review and performance improvement reflects Council's commitment and intention to deliver better outcomes for its residents from a lower revenue and rate base.

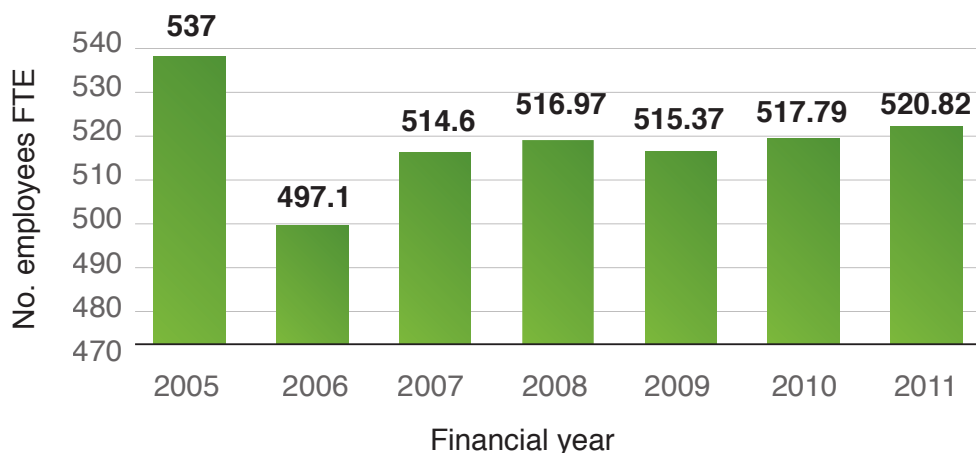
Insurance premium savings

Each year Council strives to improve its workplace health and safety. This has a flow on effect to the workers compensation costs that Council is required to pay to its insurer. In simple terms, the better Council manages its workplace health and safety, the less it is required to pay in insurance premiums. In the past four years, this has resulted in a saving of more than \$2.6 million compared to the previous years.

Level of staffing

Another indicator of Council's efficiency is its level of staffing. In 2004 to 2005 there was a major reform and restructure of the organisation that resulted in a reduction of 40 full time equivalent (FTE) positions. Since that time, with the strong focus on improvement, productivity, service and efficiency many new services, such as public place officers, graffiti removal and environmental programs, have been introduced while some service standards have increased. For example, there has been an increase in the number of times beaches are cleaned, litter bins emptied, and parks mown. These improvements and new services have been provided with an overall increase of 20 FTEs which means the total FTE level is still less than it was five years ago. The changes in the number of FTEs are shown in Figure 1 below.

Figure 1: Changes in number of employees (FTE)



Have your say

We want to hear your views about the proposal to continue the environmental levy which funds the important environmental and sustainability initiatives under the Sustaining Our City program.

Between 9 September and 7 November 2013, visit www.yoursayrandwick.com.au/sustainingourcity to fill out the survey and tell us if you support the continuation of this environmental levy and Sustaining Our City initiative. You can also find more information about the environmental levy on the website, at Council's libraries and Customer Service Centre.

Council is also holding a forum in October 2013 to assess community views on the environmental levy and the Sustaining Our City program. The forum will be an opportunity to hear more about this levy and the environmental initiatives that it funds. To register your interest in attending the forum, visit www.yoursayrandwick.com.au/sustainingourcity.

(Note: As there will be limited spaces, not all who register will be able to attend the forum).

Your feedback is important and will be taken into consideration by Council.

SUSTAINING OUR CITY ACHIEVEMENTS

Information Sheet 4:



Sustaining Our City – Achievements over the past five years



**Randwick City
Council**
a sense of community

SUSTAINING OUR CITY ACHIEVEMENTS

This sheet provides you with information about the significant achievements over the past five years of our environmental levy program which funds our Sustaining Our City environmental initiatives.

Over the past 10 years Randwick City Council has focused on looking after our environment through the highly successful Sustaining Our City program, funded by the environmental levy. We have aimed to minimise our waste, water and energy use, greenhouse gas emissions, and pollution and have encouraged the community to do the same. We have maintained and improved our biodiversity in our marine, coastal and bushland environments.

How have we spent our environmental levy funds over the past five years?

Between 2009 and 2014 the environmental levy provided a total of \$16,315,527 which consisted of \$5,825,216 for capital works and \$10,490,311 for operational projects.

Figure 1: Allocation of funds to environmental programs from 2009 to 2014

Proposed Activity	Project / Program	Budget / spend 2009 - 2014
Coastal Protection	Coastal Walkway – Completion of various stages including: <ul style="list-style-type: none"> • Clovelly Beach & car park section • La Perouse 'loop' sections • North Maroubra • Planning for sections adjacent to golf courses 	\$4,089,503
Resource Conservation – Energy Savings	<ul style="list-style-type: none"> • Solar panel installations at Council sites including: Bowen Library and Community Centre, Administration Building and Des Renford Leisure Centre. • Solar panel installations at community sites including Yarra Bay House, Kooloora Community Centre and South Maroubra Senior Citizens Centre • Solar hot water installations at Des Renford Leisure Centre and Works Depot • Implementation of a range of energy efficiency measures at Council sites 	\$2,591,491
Resource Conservation – Water Savings	Stormwater harvesting and irrigation works: <ul style="list-style-type: none"> • Coogee Oval & Plaza • Grant Reserve, Coogee • Dunningham Reserve, Coogee • Bardon Park, Coogee • Coral Sea Park, Maroubra • Yarra Bay Oval, La Perouse • Pioneer Park, Malabar 	\$3,012,475
Resource Conservation – Reducing greenhouse emissions	Sustainable transport options: <ul style="list-style-type: none"> • Cycling and walking facilities at various sites • Biodiesel installation (Works Depot) • Hybrid and electric vehicles • Sustainable transport project (with NSW EPA) 	\$2,156,954
Resource Conservation – Materials	Coogee Oval recycled plastic fence project	\$100,034
Biodiversity	Green corridor program – extending tree planting over public and private land to increase and restore habitat, workshops and design advice on native plants for schools and householders (Native Haven program) Additional street tree and park planting program Native plant and animal monitoring via Bushland programs Demonstration native and permaculture gardens Community and school food gardens Trenerry Reserve wetland rehabilitation project	\$2,210,196
Community Engagement and Education	Sustainable workshops for residents Schools initiatives and programs Staff workshops and programs Marine and Coastal programs Eco Living Fair Council Open Days and events Library resources	\$2,154,875
Total		\$16,315,527

Note: Administration activities including staff salaries and cost have been distributed throughout the proposed levy program.

SUSTAINING OUR CITY ACHIEVEMENTS

What are some of the other things Council did?

- Implemented a range of major energy and water saving initiatives at Randwick Community Centre
- Constructed and developed a community permaculture garden at Randwick Community Centre.
- Raised community awareness of our marine and coastal environment by delivering school holiday coastal and marine discovery activities three times a year at popular beaches and locations.
- Implemented energy efficient programs at Council-owned sites.
- Substantially increased rainwater, wastewater, borewater and stormwater harvesting, storage and treatment systems across Council operations.
- Improved our wastewater treatment and re-use with biological odour control.
- Increased the level of waste diversion from landfill through recycling and recovery of waste, and education programs.
- Assisted our community to make significant energy and water savings with programs such as our Sustainable Home Makeovers that provided incentives to install solar panels and solar hot water, energy saving insulation and lights, rainwater tanks and grey water systems.
- Developed the 3-Council Ecological Footprint project, a collaboration with Waverley and Woollahra Councils which introduced "Go Solar", the "Compost Revolution" and Sustainable Business Water Audits, saving money and reducing waste for residents and businesses.
- Established a sustainability demonstration project at Barrett House to showcase affordable sustainability retrofits for residents.
- Established a dedicated sustainability education 'hub' with permaculture interpretive garden at the Randwick Community Centre.
- Implemented the Green Money Recycling Rewards Scheme, an Australian first, to provide financial incentives – Green Money discounts - for increasing individual recycling rates.
- Delivered the annual Eco-living Fair with environmental stalls, demonstrations and workshops to help residents become more sustainable around the home, school and workplace.
- Delivered a huge range of sustainable living, gardening and composting workshops, free for residents, to encourage sustainable lifestyles.
- Gave strong support for national events including National Tree Day, Recycling Week, National Garage Sale Trail, Clean Up Australia, Earth Hour, World Environment Day and Walk to Work and School Days.
- Incorporated priority actions of the Climate Change Adaptation and Mitigation Plan into relevant Council policies.
- Contributed to bush regeneration and revegetation programs to develop and extend habitat areas and green corridors across the City.
- Integrated the Biodiversity Strategy outcomes in the review of the comprehensive LEP/DCP.
- Oversaw the installation of energy saving measures across the City, including major solar panel projects at Council's Depot, Administration Building, Leisure Centre and Library.
- Provided financial support for local schools to develop food and native gardens, and to install rainwater tanks and bike racks.
- Oversaw the Malabar Beach Stormwater Diversion Project to improve water quality at Malabar Beach.
- Maintained a database of native animals and plants.
- Controlled noxious and environmental weeds and pest animals.
- Established an Expert Reference Group with University of NSW to advise Council and the community on sustainability issues.

SUSTAINING OUR CITY ACHIEVEMENTS

What are some of our achievements?

- Reduced Council's energy use by 442,050 kWh annually.
- Sustainable Home Makeover incentives provided more than \$2.3 million in new energy and water savings for Randwick City householders.
- Leveraged almost \$1 million annually in additional external funding.
- Approximately 10,000 residents participated in sustainability activities in 2011-2012.
- Reduced greenhouse gas emissions by approximately 1,100 tonnes.
- Led the development of the NSW Local Government Emissions Trading Scheme.
- Developed 'Permabees' volunteer program for our permaculture garden.
- Council's 'Dine by Candlelight' Earth Hour campaign attracted more than 80 per cent of our local cafes and restaurants.
- After the first 12 months of our Green Money Recycling Rewards partnership, 4,614 households had participated, 42 local businesses and enterprises had provided discounts, and 3,200 rewards were redeemed by residents. Each contributed to a recycling increase of an average 10.4 per cent and households saved an average of \$242 per year. Green Money Recycling Rewards has also attracted strong interest from fifteen other Australian councils.
- Helped 140 local businesses save \$120,000 and 60 million litres of water annually in our business water audit program.
- 2,168 Randwick City households have participated in the 3-Council Compost Revolution Program and have composted 400 tonnes of food waste and reduced CO₂ by 370 tonnes annually. The Compost Revolution has now been taken up by 30 other Victorian and NSW Councils.
- Remediated Pioneers Park, Coral Sea Park, Latham Park, Frenchman's Bay Reserve and continued the Heffron Park remediation.
- Saved 500 million litres of water annually, which is equivalent to almost 200 Olympic sized swimming pools of water. This represents a 43 per cent increase since 2011 and delivered annual cost savings of approximately \$1 million.
- Encouraged household water conservation with the average Randwick City household now saving 11,000 litres of water each year.
- 1,200 local residents participated in the Council-supported community car share partnership, reducing local car ownership by an estimated 900 vehicles.
- Contributed to the 9.4 per cent reduction over 3 years in residents' energy consumption.
- Contributed to solar energy generated by residents which has increased by 9,000% since 2009.
- Doubled our renewable solar energy to 140 kilowatts including a small scale wind turbine resulting in annual greenhouse savings in excess of 40 tonnes per annum (enough to power approximately 200 homes over the 5 year period of the environmental levy).
- Successfully advocated with local partners for the extension of light rail to Randwick.
- Established the first on-going electronic waste drop off and collection centre in NSW under the Commonwealth's e-waste initiative, with 90 tonnes of discarded televisions and computer equipment collected since November 2012.
- 935 local school students participated in our school excursions program.

SUSTAINING OUR CITY ACHIEVEMENTS

Council continues to expand major water saving programs by investing in cutting edge technology. **We were the first Council to apply irrigation management technology with remote access and control** via various electronic devices.

Water saving projects using this new technology in 2011 and 2012 include:

Stormwater harvesting project	Completion	Annual water savings (million litres)	Annual cost savings	Capital cost
Grant Reserve, Coogee	Oct 2011	4	\$8,560	\$150,000
Coogee Oval & Plaza	May 2011	18	\$38,520	\$140,000
Bardon Park, Coogee	Sept 2013	5	\$10,700	\$70,000
Prince Henry Centre	Oct 2012	40	\$85,600	\$20,000
Cromwell Park, Malabar	June 2011	3	\$6,420	\$150,000
Yarra Bay, La Perouse	July 2012	27	\$57,780	\$770,000
Burrows Park, Clovelly	Oct 2011	6	\$12,840	\$200,000
Dunningham Reserve Coogee	Sept 2013	27	\$57,780	\$300,000

Have your say

We want to hear your views about the proposal to continue the environmental levy which funds the important environmental and sustainability initiatives under the Sustaining Our City program.

Between 9 September and 7 November 2013, visit www.yoursayrandwick.com.au/sustainingourcity to fill out the survey and tell us if you support the continuation of this environmental levy and Sustaining Our City initiative. You can also find more information about the environmental levy on the website, at Council's libraries and Customer Service Centre.

Council is also holding a forum in October 2013 to assess community views on the environmental levy and the Sustaining Our City program. The forum will be an opportunity to hear more about this levy and the environmental initiatives that it funds. To register your interest in attending the forum, visit www.yoursayrandwick.com.au/sustainingourcity. (Note: As there will be limited spaces, not all who register will be able to attend the forum).

Your feedback is important and will be taken into consideration by Council.

SUSTAINING OUR CITY FUTURE PROJECTS 2014-2019

Information Sheet 5:



Sustaining Our City – Proposed projects for the next five years of the environmental levy

SUSTAINING OUR CITY FUTURE PROJECTS 2014-2019

This sheet provides you with details about the environmental projects and activities that may be funded by the environmental levy if the community supports its continuation for the next five years from 2014 – 2019.

Over the past 10 years, Randwick City Council has delivered significant environmental improvements and sustainability initiatives for our community through an environmental levy. The environmental levy was first approved by Council in 2004, and due to ongoing community support, it was extended for another five years in 2009.

The environmental levy has funded our highly successful Sustaining Our City program which has focused on saving water and energy, reducing waste and greenhouse gas emissions and helping our community make changes to become more sustainable around homes, schools and businesses.

We have maintained and improved our biodiversity in our marine, coastal and bushland environments, and upgraded sections of the Coastal Walkway for the millions of residents and visitors using it each year. We have

implemented major stormwater harvesting projects that have saved millions of litres of water and almost a \$1 million a year in water charges, and provided free workshops and events for residents on everything from composting and worm farms, sustainable and balcony gardening, improving recycling, bike maintenance, bringing birds to your backyard, saving money on your energy and water bills and even keeping chooks.

Council wants to continue to deliver these positive environmental outcomes and financial benefits for local households, businesses and Council. If the community supports the continuation of the environmental levy for another five years, we can continue to deliver these and other sustainability and environmental initiatives and programs. The table below provides a summary of the projects that may be funded by the environmental levy if it is continued for the next five years.

Table 1: Proposed project funding for Sustaining Our City, 2014 to 2019

Proposed Levy Program Activity	Project / Program	Budget / spend 2014 - 2019
Coastal Protection	Coastal Walkway Completion of future stages including: <ul style="list-style-type: none"> • Malabar Headland sections • Malabar to La Perouse (adjacent to golf courses) • South Coogee to North Maroubra (designs and costings) Installation of Gross Pollutant Traps (capturing street litter) Interpretive signage project for our coastline	\$6.85 million
Resource Conservation – Energy Savings	<ul style="list-style-type: none"> • Energy efficiency upgrades including lighting and air conditioning at Bowen Library and Community Centre and Council's Administration Building. • Implementation of cogeneration technology at the Des Renford Leisure Centre and Council's Administration Building. • Renewable energy / solar panel installations – Council sites including parks • LED energy efficient streetlight program for Council's parks • Implementation of a range of energy efficiency measures at Council sites 	\$4.6 million
Resource Conservation – Water Savings	Stormwater harvesting and irrigation works: <ul style="list-style-type: none"> • Alison Park • Purcell Park • Frenchmans Bay • Randwick Environment Park Building / amenities upgrades at: <ul style="list-style-type: none"> • Administration Building • Bowen Library • Coogee beach facilities • Heffron Park sports centre 	\$1.61 million
Resource Conservation – Reducing greenhouse emissions	Cycle way implementation and pedestrian upgrades <ul style="list-style-type: none"> • Anzac Parade • Malabar Road • Matraville 	\$2.5 million
Resource Conservation – Materials	Investigating new recycled materials and sustainable processes for road and footpath upgrades	\$0.55 million

SUSTAINING OUR CITY FUTURE PROJECTS 2014-2019

Proposed Levy Program Activity	Project / Program	Budget / spend 2014 - 2019
Biodiversity	Dune protection and restoration at South Maroubra and Yarra Bay Expanding our 'Green Corridor', street and park planting across public and private land and private land habitat planting (including Native Haven advice and support for schools and households) Native plant and animal monitoring via Bushland programs	\$1.8 million
Community Engagement and Education	Community education <ul style="list-style-type: none">• Sustainable workshops for residents• Schools initiatives and programs• Marine and coastal programs• Eco-living Fair• Council Open Days and events Community engagement <ul style="list-style-type: none">• Community gardens• School food gardens	\$2.46 million
Total		\$20.37 million

Note: Administration activities including staff salaries and cost have been distributed throughout the proposed levy program.

Have your say

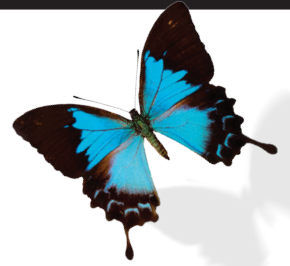
We want to hear your views about the proposal to continue the environmental levy which funds the important environmental and sustainability initiatives under the Sustaining Our City program.

Between 9 September and 7 November 2013, visit www.yoursayrandwick.com.au/sustainingourcity to fill out the survey and tell us if you support the continuation of this environmental levy and Sustaining Our City initiative. You can also find more information about the environmental levy on the website, at Council's libraries and Customer Service Centre.

Council is also holding a forum in October 2013 to assess community views on the environmental levy and the Sustaining Our City program. The forum will be an opportunity to hear more about this levy and the environmental initiatives that it funds. To register your interest in attending the forum, visit www.yoursayrandwick.com.au/sustainingourcity. (Note: As there will be limited spaces, not all who register will be able to attend the forum).

Your feedback is important and will be taken into consideration by Council.

Attachment Q



Letter to the ratepayers



18 October 2013

001
P0000001

Dear Ratepayer,

SUSTAINING OUR CITY - Proposal to continue the existing environmental levy to deliver important sustainability initiatives

Randwick City Council is proposing to continue the existing environmental levy which funds our innovative "Sustaining Our City" program. The program has been delivering environmental improvements and sustainability initiatives across Randwick City for almost 10 years, including upgrades to the Coastal Walkway in Maroubra, La Perouse and Clovelly, solar panels on community buildings, stormwater harvesting in local parks, the annual Eco-living Fair and much more. First approved in 2004, the environmental levy has transformed the way sustainability projects and programs have been delivered across Randwick City. Due to this success and ongoing community support, the environmental levy was extended for another five years in 2009, and is now due to expire in June 2014. We are considering an application to the Independent Pricing and Regulatory Tribunal (IPART) to continue the environmental levy for another five years so we can keep delivering important environmental projects across Randwick City.

The average ratepayer (with land valued at \$589,500) currently pays \$84.25 towards the levy (or \$0.23 per day). If the environmental levy is continued, the average ratepayer would pay an average of \$93.73 per year (or \$0.25 per day) over the next five years.

If approved, the environmental levy will collect \$20.37 million over five years to be spent on innovative technologies to save water and energy, completion of future stages of the Coastal Walkway, protection of our coast, and pedestrian and cycleway upgrades.

You can tell us if you think we should continue the existing environmental levy for another five years by filling out the enclosed survey and sending it back to us by 7 November 2013. We are also holding some consultation sessions in October 2013 to further explore community views on continuing the environmental levy. You can register your interest in attending a session, fill out the survey online, and find more information by visiting our website.

We are committed to meeting the needs of our community now and into the future. To make sure you have your say on this important issue, please fill out the enclosed survey or visit www.yoursayrandwick.com.au/sustainingourcity. To speak with a Council officer about this project contact Peter Maganov, Manager Sustainability on 9664 9181.

Yours sincerely

.....

Councillor Scott Nash
Mayor, Randwick City Council



<p>English</p> <p>If you need help to understand this letter, please come to Council's Customer Service Centre and ask for assistance in your language or you can contact the Telephone Interpreter Service (TIS) on 131 450 and ask them to contact Council on 9399 0999.</p>	<p>Greek</p> <p>Αν χρειάζεστε βοήθεια για να καταλάβετε αυτή την επιστολή, παρακαλείστε να έρθετε στο Κέντρο Εξυπηρέτησης Πελατών της Δημαρχίας (Council Customer Service Centre) και να ζητήσετε βοήθεια στη γλώσσα σας ή τηλεφωνήστε στην Τηλεφωνική Υπηρεσία Διερμηνέων (Telephone Interpreter Service – TIS) τηλ. 131 450 και να ζητήσετε να επικοινωνήσουν με τη Δημαρχία τηλ. 9399 0999.</p>	<p>Italian</p> <p>Se avete bisogno di aiuto per capire il contenuto di questa lettera, recatevi presso il Customer Service Centre del Municipio dove potrete chiedere di essere assistiti nella vostra lingua; oppure mettetevi in contatto con il Servizio Telefonico Interpreti (TIS) al 131 450 e chiedete loro di mettersi in contatto col Municipio al 9399 0999.</p>
<p>Croatian</p> <p>Ako vam je potrebna pomoć da biste razumjeli ovo pismo, molimo dođite u Općinski uslužni centar za klijente (Council's Customer Service Centre) i zatražite pomoć na svom jeziku, ili možete nazvati Telefonsku službu tumača (TIS) na 131 450 i zamoliti njih da nazovu Općinu na 9399 0999.</p>	<p>Spanish</p> <p>A la persona que necesite ayuda para entender esta carta se le ruega venir al Centro de Servicios para Clientes [Customer Service Centre] de la Municipalidad y pedir asistencia en su propio idioma, o bien ponerse en contacto con el Servicio Telefónico de Intérpretes [“TIS”], número 131 450, para pedir que le comuniquen con la Municipalidad, cuyo teléfono es 9399 0999.</p>	<p>Vietnamese</p> <p>Nếu quý vị không hiểu lá thư này và cần sự giúp đỡ, mời quý vị đến Trung Tâm Dịch Vụ Hướng Dẫn Khách Hàng của Hội Đồng Thành Phố (Council's Customer Service Centre) để có người nói ngôn ngữ của quý vị giúp hay quý vị có thể liên lạc Dịch Vụ Thông Dịch qua Điện Thoại (TIS) ở số 131 450 và yêu cầu họ liên lạc với Hội Đồng Thành Phố (Council) ở số 9399 0999.</p>
<p>Polish</p> <p>Jeśli potrzebujesz pomocy w zrozumieniu treści tego pisma, przyjdź do punktu obsługi klientów (Customer Service Centre) przy Radzie Miejskiej i poproś o pomoc w języku polskim, albo zadzwoń do Telefonicznego Biura Tłumaczy (Telephone Interpreter Service – TIS) pod numer 131 450 i poproś o skontaktowanie się z Radą Miejską (Council) pod numerem 9399 0999.</p>	<p>Indonesian</p> <p>Jika Anda memerlukan bantuan untuk memahami surat ini, silakan datang ke Pusat Pelayanan Pelanggan (Customer Service Centre) Pemerintah Kotamadya (Council) dan mintalah untuk bantuan dalam bahasa Anda, atau Anda dapat menghubungi Jasa Juru Bahasa Telepon (Telephone Interpreter Service - TIS) pada nomor 131 450 dan meminta supaya mereka menghubungi Pemerintah Kotamadya pada nomor 9399 0999.</p>	<p>Turkish</p> <p>Bu mektubu anlamak için yardıma ihtiyacınız varsa, lütfen Belediye'nin Müşteri Hizmetleri Merkezi'ne gelip kendi dilinizde yardım isteyiniz veya 131 450'den Telefonla Tercüme Servisi'ni (TIS) arayarak onlardan 9399 0999 numaradan Belediye ile ilişkiye geçmelerini isteyiniz.</p>
<p>Hungarian</p> <p>Amennyiben a levél tartalmát nem érti és segítségre van szüksége, kérjük látogassa meg a Tanácsház Ügyfél Szolgálatát (Customer Service Centre), ahol magyar nyelven kaphat felvilágosítást, vagy hívja a Telefon Tolmács Szolgálatot (TIS) a 131 450 telefonszámon és kérje, hogy kapcsolják a Tanácsházat a 9399 0999 telefonszámon.</p>	<p>Czech</p> <p>Jestliže potřebujete pomoc při porozumění tohoto dopisu, navštivte prosím naše Středisko služeb pro veřejnost (Council's Customer Service Centre) a požádejte o poskytnutí pomoci ve vaší řeči anebo zavolejte Telefonní tlumočnickou službu (TIS) na tel. číslo 131 450 a požádejte je, aby oni zavolali Městský úřad Randwick na tel. číslo 9399 0999.</p>	<p>Arabic</p> <p>إذا أردت مساعدة لفهم هذه الرسالة، نرجوكم الحضور إلى مركز خدمة عملاء المجلس واطلب المساعدة في لغتك، أو يُمكنك الاتصال بخدمة الترجمة الهاتفية (TIS) على هاتف رقم ١٣١ ٤٥٠ واطلب منهم الاتصال بالمجلس على رقم ٩٣٩٩ ٠٩٩٩.</p>
<p>Chinese</p> <p>如果你需要人幫助你了解這封信的內容，請來市政會顧客服務中心要求翻譯服務，或者與電話傳譯服務 (TIS) 聯係，號碼是 131 450 。請他們幫助你打電話給市政會，號碼是 9399 0999 。</p>	<p>Russian</p> <p>Если Вам требуется помощь, чтобы разобраться в этом письме, то, пожалуйста, обратитесь в Муниципальный Центр Обслуживания Клиентов и попросите оказать Вам помощь на Вашем языке или же Вы можете позвонить в Телефонную Службу Переводчиков (TIS) по номеру 131 450 и попросить их связаться с Муниципалитетом по номеру 9399 0999.</p>	<p>Serbian</p> <p>Ako vam treba pomoć da razumete ovo pismo, molimo vas da dođete do Centra za usluge mušterijama pri Opštini (Customer Service Centre) i zamolite ih da vam pomognu na vašem jeziku, ili možete nazvati Telefonsku prevodičaku službu (TIS) na 131 450 i zamolite ih da vas povežu sa Opštinom na 9399 0999.</p>

Attachment Q

Bus stop timetable poster



Randwick City
Council
a sense of community

Have your say



Continuation of the existing environmental levy

Randwick City Council is proposing to continue an existing environmental levy of six per cent for another five years.

The environmental levy funds our Sustaining Our City program which has successfully delivered environmental initiatives and projects across Randwick City for the past 10 years.

Tell us what you think by 7 November 2013

www.yoursayrandwick.com.au/sustainingourcity

1300 722 542

Attachment Q

A3 poster



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