



City of Canterbury

City of Cultural Diversity

Memo

TO: Mayor and All Councillors

DATE: 17 September 2013

FILE NO: C-117-4

SUBJECT: Update on 2013 Rates and Services Review Engagement Program

The third meeting of the Community Working Group was held on 11 September 2013 and was attended by 16 people. One new member attended, and boosted the 40-49 year old and East Ward demographic of our participants. Outputs from the meeting are attached for your information.

At this meeting the shared definition of the challenge was amended to:

*How can council maintain the services needed **to improve the high** quality of life in Canterbury, keep costs down and find alternative sources of income so that rates can be kept as low as possible, and clearly demonstrate the need for any increase in rates?*

The group was provided with profiles for sixteen different service areas and asked to consider the following:

- What does council deliver in this service area?
- How much does this service cost in terms of the overall budget?
- How much is funded by rates and other sources
- How important is this service area?

They were then asked to brainstorm possible strategies to solve the challenge, thinking specifically about the service areas and their income, service levels, and costs. Their ideas are listed in the outputs from the meeting.

At the next meeting on the 9th of October, criteria for evaluating these ideas will be developed. Then at the meeting on the 13th November 2013, the ideas will be evaluated and several specific options for solving the challenge facing council will be developed.

Future meetings of the Community Working Group have been scheduled as follows:

- Wednesday 9 October 2013
- Wednesday 13 November 2013
- Tuesday 26 November 2013
- Wednesday 11 December 2013

Page 2

We continue to invite contributions to the Rates and Services Review via the website:

<http://haveyoursaycanterbury.com.au>

Posters, flyers and feedback forms have also been distributed to Libraries, Childrens Centres, Senior Citizens Centres and to our community networks. Language assistance is also available via our Customer Service Centre for those who need it.

It would be greatly appreciated if you would continue to promote these means of participation in the review to people living and working in the City.

Your contribution to the review is also important, and I would ask you to give consideration to the following questions:

- What would give you confidence that the Community Working Group is functioning well?
- What information do you want from the engagement process to assist you in deciding what changes should be made to the range and level of services, and to support an application to IPART for a Special Rate Variation?

Please provide your comments to me in writing or via email on these issues for consideration within the consultation program.

If you require further details about the program, please let me know.

Jim Montague PSM
GENERAL MANAGER