

Survey Results -- Overview

Export Data

Individual Responses

Proposed Special Rate Variation 2018

Respondents: 143 displayed, 143 total

Status: Closed

Launched Date: 12/09/2017

Closed Date: 02/11/2017

Display:

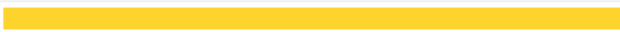

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1. Do you feel you have a reasonable understanding of this proposal based on the information provided by Council, such as the letter to all ratepayers, our factsheet and Council's website - ballina.nsw.gov.au? This proposal has extra complexity in that 3.4% of the 9.3% increase proposed for 2018/19 was actually levied by Council during 2017/18, although that 3.4% has only been approved by IPART for one year.

		Response Total	Response Percent
Yes		126	88%
No		17	12%
Total Respondents		143	

2. If Council was to spend more on improving our waterways, where do you think the priority should be?

	1	2	3	4	5	Response Total	Response Average
Shaws Bay	33% (40)	12% (15)	17% (20)	12% (14)	26% (32)	121	2.9
Lake Ainsworth	24% (28)	22% (26)	20% (24)	13% (15)	21% (25)	118	2.9
Richmond River	27% (33)	15% (18)	12% (15)	20% (24)	26% (31)	121	3.0
Richmond River Tributaries (North Creek, Emigrant Creek etc)	21% (25)	15% (18)	19% (23)	18% (21)	28% (33)	120	3.2
Ballina Shire Coastline	32% (39)	17% (21)	14% (17)	13% (16)	23% (28)	121	2.8
Other (please provide details in the text box in question five)	72% (23)	3% (1)	0% (0)	9% (3)	16% (5)	32	1.9
Total Respondents						134	
(skipped this question)							9

3. In respect to the Healthy Waterways Program how supportive are you of the extra 1.5% rate increase, as part of this total package, to fund increased expenditure to improve the health and amenity of our waterways?

		Response Total	Response Percent
Strongly supportive		15	10%
Supportive		15	10%
Somewhat supportive		11	8%
Not very supportive		16	11%
Not at all supportive		86	60%
Total Respondents		143	

4. If you wish to provide additional feedback on the Healthy Waterways Program please provide your comments in the following text box.

View responses to this question [view](#)

Total Respondents 72

(skipped this question) 71

5. If Council was to spend more on asset renewal related works, where do you think the priority should be?

	1	2	3	4	5	Response Total	Response Average
Road reconstruction	10% (12)	11% (13)	21% (25)	20% (24)	39% (47)	121	3.7
Stormwater drainage	14% (17)	14% (17)	27% (32)	18% (21)	28% (33)	120	3.3
Community buildings	34% (38)	21% (23)	21% (23)	10% (11)	15% (17)	112	2.5
Open spaces and playground equipment	25% (29)	23% (26)	21% (24)	15% (17)	17% (19)	115	2.7
Sports fields facilities	31% (34)	16% (18)	26% (29)	16% (18)	11% (12)	111	2.6
Footpath and cycleway network	23% (27)	9% (11)	23% (27)	24% (28)	22% (26)	119	3.1
Other (please provide details in the text box in question seven)	62% (21)	3% (1)	3% (1)	3% (1)	29% (10)	34	2.4
Total Respondents						136	
(skipped this question)							7

6. In respect to the Asset Renewal Program, how supportive are you of an extra 5.3% in 2018/19 and 3.4% in 2019/20 on top of the estimated 2.5% standard rate peg for each year, to fund increased asset renewal works and to assist Council in being financially sustainable in the long term?

		Response Total	Response Percent
Strongly supportive		10	7%
Supportive		15	10%
Somewhat supportive		8	6%
Not very supportive		20	14%
Not at all supportive		90	63%
		Total Respondents	143

7. If you wish to provide additional feedback on the asset renewal program please provide your comments in the following text box.

View responses to this question [view](#)

Total Respondents 65

(skipped this question) 78

8. Do you have any other comments in respect to the proposed special rate variation?

View responses to this question [view](#)





Total Respondents 89

(skipped this question) 54

9. Can you please confirm whether you are a property or business owner who would be required to pay any increase in the Council rates?

		Response Total	Response Percent
Yes (Property or business owner - Individually or in joint ownership)		126	88%
No (Resident)		17	12%
		Total Respondents	143

10. If you answered yes to question 9 please clarify the type of property rates you are required to pay.

		Response Total	Response Percent
Residential (urban or rural residential property or both)		114	86%
Business		2	2%
Farmland		4	3%
Multiple categories of properties (eg residential and business)		12	9%
Total Respondents		132	
(skipped this question)			11

11. Do you have any other feedback in respect to this consultation process? For example, you may have ideas as to how the consultation process could be improved, or additional information that could be made available to assist in understanding the proposal.

View responses to this question [view](#)

Total Respondents **60**

(skipped this question) 83

12. Your name and address (email or post) (this information is optional)

View responses to this question [view](#)

Total Respondents **56**

(skipped this question) 87

Attachment 6: Online Survey Responses - Extension Question 4

Question 4 - If you wish to provide additional feedback on the Healthy Waterways Program please provide your comments in the following text box.

Proposed Special Rate Variation 2018		
Respondents:	143	Status: Open
Launched Date:	12/09/2017	Closed Date: N/A
4.	If you wish to provide additional feedback on the Healthy Waterways Program please provide your comments in the following text box.	Full Response
1.	Shows Bay needs to be dredged of weed, and beautified to ensure its safe utilisation for the future. Also the health of the Richmond River is paramount to the viability of Ballina,	view
2.	No point in trying to keep Richmond River healthy down in Ballina when all the rubbish comes downstream	view
3.	when fixing a problem you should start at the beginning not the end, Ballina is at the end of the line.	view
4.	I believe that Council doesn't have the resources to do this program the work should be done by DPI and really look up river at the causes of the problems eg cane farms, tea tree plantations	view
5.	You are penalising rate payers because you as the Council body have not been maintaining these waterways over the years, why do we the rate payers have to pay for your lack of maintenance? You only have to go through The Trove and old newspaper clippings to see the many articles that Council posted on the maintenance they were doing, why was this all let go, why was this maintenance stopped? Why have you let the waterways get to this state before you do something and now you make us pay! What a joke!!	view
6.	Wollongbar residents seem to be forgotten with this emphasis as we don't live near the coast/river/lake. What will we get for the rate increase? No need for me to use sports ground or skatepark - so what else will we get for the increase instead? I know I can (and do) visit the water but it is not part of my daily life.	view
7.	Wollongbar plateau creeks first. bad waterways in, bad waterwaters out.	view
8.	Council should have been working on this for some time on rates already received.	view
9.	What funds are other councils along the richmond river catchment area contributing to the healthy waterways program? There is no point spending taxpayers (our money) on a program to fix a problem that is caused in part by other councils. The health of the Richmond River and hence our coastline and Shaws bays is a result of the runoff that enters the river up stream. Council needs to prove to ratepayers that our money will be well spent in partnership with other councils. I cannot agree to a rate rise and this spending without information about this. The next major flood we have at Lismore will send millions of contaminated water down the Richmond river. Can council please explain how they plan to mitigate the effects of such future floods and can they guarantee that the money spent on their proposed healthy waters program will not be wasted.	view
10.	This is just another grab by a dysfunctional council. Cut staffing levels, cut remuneration, and live within your means. Stop turning to the rate payers every time you come up with another hair brained scheme. Your community is extremely tired and angry with your actions. If you can't do the job you have (all of you), resign and get out of the way of others, who have the ability you clearly lack.	view
11.	Only 20- 25 years too late deciding something needed to be done, now ratepayers have to cough up joke	view
12.	This is a grab for cash, funding for a lot of these programs is a state responsibility, Ballina council needs to be responsible for the expenditure of moneys received already and no way beg for more. More people are moving to Ballina henceforth you the council receive even more money. What is stopping you from continually being irresponsible with our money and continually ripping us off. This is wrong. I do not believe the council knows what its doing and it wants even more money. SHAME	view
13.	I am disappointed that council seems reluctant to do the simple and obvious things, such as the removal of flood debris from the river bank in town and the beaches. NOT a good look for locals and visitors!	view

14.	THE WATER WAYS ARE DRONED IN RUN OFF FROM THE CANE FARMS. THE COUNCIL NEEDS TO ACT TO STOP THIS, ANY MONEY YOU SPEND ON THE RICHMOND RIVER IS JUST A ASTE WHILST THE CAN FARMS ARE ALLOWED TO FOUL THE RIVER	view
15.	My experience with Ballina Council is that you have to SPEND more wisely. We ALL do	view
16.	I support the SRV for the purpose of the Healthy Waterways Program. However, as long as our neighbouring Councils -Richmond River, Lismore & Kyogle - are doing their share to improve the Wilsons & Richmond Rivers.Plus, the State Government should be doing more as well.	view
17.	The EPA should be called in to help stop the flow of chemicals from farms and related industry into the Richmond River.	view
18.	If the money is to be spend of Healthy Waterways Program- All councils up stream from our waterways need to participate as it is no use pouring good money after bad into something that has no support from other councils.	view
19.	There are many agencies responsible for river health. Council should not bear the financial burden for this.	view
20.	Why should I pay for healthy waterways when so much water is wasted on the water truck that cleans west Ballina and Ballina, complete waste of money with the normal rainfall we get , we have had rain on a weekend non stop then the water truck cleans the streets waste of time money effort and my rates	view
21.	I think rates are high enough, and don't see a special case exists. But if IPart does, then at least it should go to the waterways.	view
22.	Q 2. Rock pool project-will improve beach safety & increase tourism - will require additional road works and Public toilet facilities.	view
23.	Whilst I support the Council's commitment to this program, it is important to also express disappointment at the disjointed approach to the management of the Richmond River, its tributaries and catchment. Upstream councils and other relevant public authorities should be ashamed by their failure to commit to a holistic, integrated and funded management arrangement.	view
24.	Whilst I agree that improving the health of the Richmond Rive is essential, I firmly believe that this is a State Government responsibility and not a Local Government one. The health of the river is impacted upon by numerous other local government areas, and whilst I applaud the council on being proactive, I think that these improvements should be made by a State government initiative which the local councils on the Richmond River would be funded by. There is only so much that local residents should have to fund through their rates and I don't think this is one of those items. Do residents on Sydney harbour pay for the clean up of the harbour?	view
25.	Clearly the council has NOT done its job in the past if these issues are emerging now. all these areas require constant and ongoing attention, and someone within council has not done their job. anything from up-river needs to be funded by the relevant jurisdiction, not us. how is the state of the Richmond River our problem??	view
26.	Rate payers in Ballina pay enough already. The council should funnel the funds from elsewhere.	view
27.	North creek is in dire need of dredging.	view
28.	I'd like a detailed explanation of what the problems are regarding our waterways.	view
29.	Need to have upper reaches of Richmond River taking part in improving the waterways or it is a complete waste of time and money.	view
30.	Ballina Shire has more development that any other shire that has introduce this rate rise. Development = more money for council. You cannot tell me you are not receiving a huge amount of funds due to the development going on. The proposed rate rise is a disgrace.	view
31.	Only if other councils become involved, much of problem is not originating in Ballina Shire	view

32.	<p>I am fairly certain that the river is in better shape than 20 years ago. I know someone who used to be involved in testing it. Today there is less farming activity which was the main concern in the 90s. Farmers are more regulated with regards chemicals and silt run off. Likewise housing developments.</p> <p>[REDACTED]</p>	view
33.	<p>I am supportive of works on the waterways around Ballina and Lennox Head such as Shaws Bay, Lake Ainsworth and North Creek. I am only in favour of improving the health and amenity of the Richmond river if all councils in the catchment upstream of Ballina Shire are involved. Otherwise cleaning up the river is a waste of time and money</p>	view
34.	<p>it is not the river in Ballina shire that is the problem the pollution is coming from much further upstream</p>	view
35.	<p>The Richmond river begins its path at Mt Lindsay, near Woodenbong, continuing past Kyogle, Casino, through to Coraki where the Richmond & Wilsons Rivers connect & continue past Woodburn down to the mouth at Ballina. The Richmond is 170km long & Wilson river is 131km long. Ratepayers within the Ballina Shire can never be responsible for special rate rises to aid the health of the Richmond River as we are the receivers of all upstream communities. The Richmond & Wilsons rivers pass through Kyogle, Lismore, Byron & Richmond Valley Shires. Any rate increase to fix the river is an absolute 100% waste of ratepayer monies & must never be considered again. The health of our waterways is every individuals responsibility every day, however the NSW government is responsible via tax payer funded projects to fix the river.</p> <p>[REDACTED]</p>	view
36.	<p>I am happy to trust the people in council with the water/technical expertise and the economic/tourism expertise to work out the priorities. The general community won't have enough real understanding to make such a decision.</p>	view
37.	<p>Why is this not an ongoing funding? Coordination with the other two councils re. Richmond River is essential. Plateau creek systems need to be included with consideration of loss of topsoil and chemicals from adjoining agricultural lands. The features of waterfalls and parkland could tap into the development of tourist attractions as well as local use.</p>	view
38.	<p>Council should not be increasing our rates for these purposes. Council should work within its existing funding. Council should not be thinking about spending scarce resources on waterways that are the responsibilities of other spheres of government.</p>	view
39.	<p>Why must it be only the rate payers who contribute to the healthy waterways program, why not a bed tax for the tourists and why can't Council keep within its budget just like every one else who are on a budget, Is the Council top heavy or wasteful, Like the stickers which were supplied at a cost of \$1,000.00 for anyone to stick on their mail box which are available at many of the cheap shops in town and most residents would buy their own [REDACTED]</p>	view
40.	<p>I do not think Ballina Council has the capacity or wherewithal to change waterways it is possibly an issue for the whole state of NSW or a National issue.</p>	view
41.	<p>While I support the proposed rate increase, I feel other local Councils should also contribute. Secondly I suspect all the proposed increase will be spent on talkfests, rather than dredging to increase water flow, where the fill could be sold to cover cost.</p>	view
42.	<p>Council needs to divulge the highest source/type of pollution in our waterways, who are the largest contributors to the problem, and make the largest offenders pay for the clean-up, ie farm chemical run-off or whatever. Have a user pays basis to restore the river, not the suburban rate payer & not all and sundry! Is the Council itself a problem, via STP discharge water into their various creeks, from the settling ponds. If so, is this a result of urban expansion, population growth pressure?</p>	view

	I strongly support this change. Our river has suffered not only from a lack of funding from all levels of Government, but also from the lack of anyone standing up and taking the first step to fix the problems.	
43.	Every single person, farmer and business in the catchment contributes to the ongoing decline of the Richmond's Health. If we all continue to hide behind statement's like "...why should we pay if Lismore Council does not..." then future generations are guaranteed a lifeless cesspool. We all have an impact and we must all pay to fix the issues with the Richmond River.	view
44.	The council needs to work with the Lands Authority and Environmental Pollution Authority to put in place more environmental controls on farmers . Macadamia and Cane farmers are some of the main contributors to allowing runoff of silty soils into the River .	view
45.	The river needs to be taken advantage of as a tourist attraction and a commercial attraction by idevelopment of the river front into waterfront restaurants and shops to coincide with existing new developments such as the board walk, and commercial ventures such as taking advantage of boat building industry, and possible tidal flow power production, all of which is viable, would create jobs, increase tourism and town growth as well as attract younger professionals and their family es to the area.	view
46.	Council needs to better manage the funds it has and stop expecting rate payers to pay for their poor financial management and poor environmental management. I would like to see Council make savings, and pay for the works that way. For example, why should rate payers pay for most council staff to have cars for private use? More efficient use of human resources and assets than is currently the case is also needed. Get your snouts out of the trough Council, especially the Mayor.	view
47.	Our waterways are such a key part of the appeal of our area so they must be looked after to the best of our ability. I'd like to see inter-shire cooperation in this regard, as some waterways flow through different Council areas.	view
48.	Rate payers should not have to bear the cost of a council who is not able to effectively manage its resources. It is about time Council made some genuine efforts to reduce operating costs and work more productively with the available resources. There are many areas where Council could make savings to fund these works instead of ripping off rate payers. I would be more amenable to a rate rise if there had been a genuine effort to make savings and work smarter. I vehemently object to the proposed rate rise.	view
49.	Council need to budget better then placing financial hardship on the ratepayers, I am not in favour of a rate increase	view
50.	Lower salaries, and run more efficiently how repeated rate increases will not be necessary	view
51.	I believe any such program needs to be part of a holistic and prioritised action plan on a whole of catchment basis. Bodies such as the Rous County Council should be spearheading such programs. Also it needs to be properly funded by the State. The money raised by a single council at the end of the catchment would just be like a drop in the ocean (pardon the pun) and thus be a waste of resources and an unreasonable extra cost to ratepayers for little benefit.	view
52.	I do not believe that an additional rate increase is necessary to support the health of our local waterways	view
53.	Rate Payers cannot afford it.	view
54.	Why do this in current economic conditions?? How deep do you think ratepayers money jars are? My opinion is that you are sticking your nose into something that is a state/tourism issue. Wasn't the stormwater management fee, introduced a number of years ago, supposed to clean up crap going into the waterways?	view
55.	This should be a full program conducted by all Councils in the area covered by the Richmond River especially from where it is commenced and all through these waterways to where it ends at Ballina. It should not just be at Ballina, as when a Flood is in process this is all a waste of time as more rubbish is washed down the river and defeats this area that has been cleaned up.	view

56.	Council's proposed special increase takes no account of ratepayers' capacity to pay. The rest of the community must live generally within CPI increases. Council should do the same. Rate increases should not exceed the CPI.	view
57.	I am worried it won't be enough to make a difference and we will be asked to dip our hand in our pocket again. Also there should be equal contributions from the other councils aligned with the Richmond basin.	view
58.	Ballina ratepayers cannot nor should not be responsible for maintenance of the river and coastline. Much of the damage to the Richmond River emanates from areas outside the Shire boundaries. The responsibility for any cleanup should be borne by either state or federal government. We are totally opposed to ratepayers funding this proposal by Council.	view
59.	The waterways in the Ballina Shire Council area are NOT UNDER THE DIRECT CONTROL of Council and therefore Council SHOULD NOT get further involved. Council should concentrate ONLY on the services they are supposed to provide including a) collect the garbage. b) maintain the roads. Do not spend rate payers valuable funds on other issues.	view
60.	Keep out of issues which are state responsibility!	view
61.	THE HEALTHY WATERWAYS PROGRAM FOR THE RICHMOND RIVER SHOULD BE COMMENCED WHEN ALL THE COUNCIL AREAS INVOLVED COME ON BOARD TO SPREAD THE COST AND THEN AT A LOWER PERCENTAGE FOR BALLINA SHIRE COUNCIL RATEPAYERS.	view
62.	Realistically the Ballina Shire Council has no impact on what happens to the river further upstream. Unhealthy water draining into the river from swamps and farming areas is the cause of the river being in poor health. Any action by the council in Ballina will have negligible impact on the health of the river. Improvements need to occur further upstream. I was born and raised here and this is the same old problem. Listen to the people!	view
63.	For major waterways such as the Richmond River, state government should have responsibility for this, or identify the issues and target landholders etc responsible for the decline in health.	view
64.	Local waterways are NOT under the direct control of Council and therefore Council should not get further involved than any Grant monies received will allow.	view
65.	The Richmond River is of state/national significance. Ballina council should solely burden ratepayers. Once the NSW government agrees to pay the majority of costs, then and only then, should BSC contribute. A healthy waterways levy of something like 0.5%. And what about Lismore council regarding the upper reaches of the river? The Richmond doesn't just flow in BSC area.	view
66.	If council wishes to expend my rates on this program, it should do so out of existing revenue	view
67.	Marina, get a marina in and a group to take care of all of the issues around it and the new marina. Buy the corner of River street and Brunswick to put in offices for the marina to operate out of. also fisheries and tourism can operate out of those offices. This will help to spruce up the very important end of the island.	view
68.	The health problems of the Richmond River must not be considered the financial responsibility of Ballina Shire ratepayers. Because the Richmond River & tributaries flow through many upstream area shires, each shire must bear responsibility for the cumulative result in our lower River.	view
69.	I do not agree to the Richmond River as it is only a small portion of the river in Ballina Shire, unless the other councils are prepared to do the same then it is a waste of time & MONEY. It has to start upstream first, not the other way round.	view
70.	Proposed priorities, costs, actions, outcomes are not at all clear. Obviously our major waterways are critical to the community. If you don't know what you want to achieve how do you know you need more money from us?	view
71.	The council should be aiming to retrospectively provide riparian zones along the length of the Richmond river. Shaws Bay should become the jewel in the Ballina shire with amenities, swimming areas, activities provided.	view
72.	This has been covered in previous excessive rises and must be ceased If council needs more funds diode of some real estate holdings like normal business has to do this after all is a business	view

Attachment 6: Online Survey Responses - Extension Question 7

Question 7 - If you wish to provide additional feedback on the asset renewal program please provide your comments in the following text box.

7.	If you wish to provide additional feedback on the asset renewal program please provide your comments in the following text box.	Full Response
1.	Community Halls and buildings need to be a priority as they just do not get any money spent on them and the community groups should not have to look after Council assets.	view
2.	Asset renewal should be factored into any budget to have not have done it properly and realise you are short of money is just blatant mismanagement.	view
3.	Footpaths, kerb and gutter road upgrades around Shelly Beach Lighthouse Hill. We pay big rates but you do nothing	view
4.	Again YOU have allowed development to get out of control without developing the towns infrastructure alongside it. Asset Renewals need to be put in place for the infrastructure of our town centres, especially Lennox Head, it is not coping and you are talking 'Community buildings' and playgrounds..... come on!!	view
5.	What about assets in Wollongbar? Our Community Hall needs a massive makeover. We don't have any footpaths anywhere of any significance or open spaces planned in the new development in Avalon. Lots more young and old residents need bike paths for safety and health reasons -we do not have a beach or bush setting to walk through. Wollongbar seems to be forgotten by Council apart from the sportsfield. This will only be used by a small minority of the population. Arts /Crafts/ Cafes / Community events etc also need to be improved in Wollongbar.	view
6.	council should stop spending/wasting money on fighting what the community want.	view
7.	Council should have sufficient banked income to already rake care of these projects	view
8.	In the last proposal I raised the issue of how is council saving money and what are they currently doing to save taxpayer funds. Can council please provide to the ratepayers information of how they are partnering with neighboring councils to share costs of expensive machinery etc	view
9.	Use the rates you already have to fix up the foreshores around Ballina. Make them family friendly and RV friendly, our community will benefit from a huge influx of people visiting.	view
10.	How dare the council expect rate payers to gift above what we already pay. I am well aware of council's charges, no matter what you do the council just charge what they want in fees like granny flats, any form of land development. anything you wish to achieve to improve basic living can cost you thousands just to get approvals. What do you spend this money on? - barbecues I give no credibility to the Ballina council	view
11.	There has been sufficient renewals and building in recent years, with major projects still happening (eg. the pools). As the old saying goes "Rome wasn't built in a day" !	view
12.	COUNCIL NEEDS TO LIVE WITHIN ITS MEANS. IF THE CURRENT RATE PROGRAM CANNOTT SUPPORT THE COUNCILS VISIONS AND THE GOVERMENTS REQUIRMENTS, COUNCIL NEEDS TO ADJUST ACCORDINGLY. THERE IS MASSIVE LAND DEVELOPMENT AND THE NEW INCOME FROM DEVELOPERS AND THE NEW LAND OWNERS WILL NO DOUBT BE A HUGE INCREASE IN FUNDS. THERE NEEDS TO BE A CONSERTED EFFORT TO CUT EXPENDITURE , WAGES ETC. WHY ARE EMPLOYEES STILL BEING ASKED TO WORK ON THE ROSTER DAY OFF, IS IT JUST BAD PLANNING. THERE NEEDS TO BE A COMPLETE OVER VIEW OF WAGES AND EMPLOYEES .	view
13.	My experience with Ballina Council is that you have to SPEND more wisely. We ALL do	view
14.	Dont get the \$10,000,000.00 basketball court at the new school and you will save that money. Hardly anyone plays basketball in this town, we have two courts already. Ballina Shire doesnt need to spend our hard earned money on any more infrastructure if we cant afford the upkeep on what we already have.	view
15.	I completely understand the lack of funds Council has available to maintain and improve assets and think the State Gov't should contribute more. After all, they have the asset sales, and ALL the GST revenue. Perhaps all the state Councils should get together and press for a percentage of GST??	view

16.	Where did the last money go? as I'm yet to see any improvements in my area- Council like any other business should live within its means.	view
17.	Increase Councils funding by selling commercial properties, reducing staff, improving overall efficiency of office and field staff.	view
18.	It's a disgrace the continual rate rises , our wages haven't gone up for years , already struggle to pay the increases already put on us , for what one garbage service a week, not even a ticket to the tip free, no annual clean up like every other council around, Ballina has some pathetic reason for that , I've lived in west Ballina for 30 years , the council cannot even replace the original old rotten plastic pipes that are all broken and full of grass and mud , then we have the water overflow now in west when it rains too hard, I d like to see the photos the council supposedly took looking up the drain pipes onto my land (don't believe they ever did it , just said they did) my mother is at home 24 / 7 .	view
19.	The Asset Renewal Program should be a long term and appropriately managed and funded program. Every Council, as with all other businesses, has to manage their assets. When times are tough out in the population then Councils need to be seen to stick to their long term plans and not keep asking for extra funds.	view
20.	Remove River Street median strip restricting traffic flow between Kerr St & Canal Bridge and widen the street by painting guiding lines and re-instating the 48 assumed car parks now taken up by garden beds. Widening the street reduces road rage and will make a safer environment. Also should consider provision for longer vehicles towing caravans as tourist demographics change.	view
21.	Staff do an excellent job in looking after our infrastructure within available resources. However,our prominent urban open space areas in particular will benefit from a greater and ongoing funding commitment to support the Council's advocacy for a healthy lifestyle for our residents.	view
22.	An absolute waste of taxpayers money. The review of expenditure and real projects that do not need to proceed.	view
23.		view
24.	As a rate payer, I dont object if the money raised is spent competently. But when projects continually blow out its not right for ratepayers to foot the bill. Look at Wollongbar sporting fields, Ballina surf club (no 3 phase initially - so we foot the bill for the generator. Ballina/alstonville pools. Why renovate both at once? Then the fact is both pools wont be finished until 2018. You haven't even got enough power to run Ballina Pool.	view
25.	if road reconstruction is necessary, why did council not do the job properly the first time? why this rework?? likewise with the other categories. many instances exist of poor work and over-expenditure along footpaths and cycle ways; power poles in the way, bollards that present a distinct safety hazard, very narrow pathways (not cycle friendly), and poor maintenance of the paths themselves. all this shows the gross inefficiency of council. it is expensive and poorly done, and certainly not in a timely manner. your brochure says that the temporary srv has raised \$389,000 to cover 4000 square metres of road this year. That's less than ONE Kilometre...	view
26.	Ballina Council needs to find funds from elsewhere	view
27.	Council has passed a proposal for the new marina taking away public spaces to build private buildings to the wealthy. They are also going to block current residents views and breezes by doing so. Prime waterfront property yet again gobbled up by greedy developers and a willing council.	view
28.	Need to have some respect for retired ratepayers who are limited in their finances due to the present high inflation rate and rising living costs.	view
29.	Ballina Shire has more development than any other shire that has introduce this rate rise. Development = more money for council. You cannot tell me you are not receiving a huge amount of funds due to the development going on. The proposed rate rise is a disgrace. Is everyone going to get a 17.6% pay rise over 3 years? NO.	view

30.	I suggest a total 6% SRV per year for next 2 F.years but with a sunset clause ensuring that this MUST drop rates back to the standard annual rate increase as a Maximum thereafter. It MUST NOT be allowed to surreptitiously slip into any form of permanent rate (TAX), increase. I feel all programs must look laterally for efficiencies in current planned programs to achieve the planned works within this total 12% over 2 year increase rather than the proposed 15.3%.The later is probably too much.Further imposts on busines is both unfair & promotes further mnon competitiveness. They already face unreasonably biased taxation at all levels of Govt.	view
31.	Run more effcently wast less money and live within your budget.	view
32.	Indoor Sports facilities. Why improve the cycleways when there are so many cyclists using the already crowded roads?	view
33.	the ratepayers in this shire consist mainly of retired people and young couples trying to raise families and meet mortgage payments these constant rate increases do not help	view
34.	We have to maintain assets for the future, and we have to create the town /area suited for the future funding it in a way that is spread out over a few years. The planned increase per week for residents is so little-they would spend more on a coffee. Those who seriously can't afford it receive relief anyway (as they should). This Council and its very well qualified and experienced leaders and staff have been highly responsible with a good control of spend. At the same time they have massively improved Ballina into an attractive place to live and work for the future. Keep doing what you are doing.	view
35.	Council should not be increasing our rates for these purposes. Council should work within its existing funding.	view
36.	Most households life within their budget constraints which means that future expenditures are planned and money is set aside or other expense items are reduced. I think the council should consider a household budget approach. Asset renewal should be prioritised, not simply allocated due to local planning.	view
37.	The proposed increase is substantial and suggests Council has not given sufficient priority to maintenance in recent years.	view
38.	Over 30 plus years ago, Council were very good at buying land, servicing it for housing development (especially in Alstonville) & selling it off for profit and creating new ratepayers. Council have been successful as a landlord also, ie Wigmore Arcade! This source of income has given Council good revenue for Asset renewal& other capital works & I encourage you to expand on this method, relieving rate payers of the cost/need for SRV 's to be considered. LEP's are in place and show where new villages/subdivisions should now go in future. Develop them & profit wisely now.	view
39.	On a proactive program for sealing gravel roads.	view
40.	Asset renewal should be covered by previous accumulative rates and revenues and to be enclosed in the general planned maintenancance program that every council under takes. It is basic engineering management. The renewal of the sewerage treatment plants should have included biogas power production plant to recoupe the massive cost to run a waste water system which would be the councils biggest power user,	view
41.	My comments on this echo what I have already stated in 4. In regards to other I would like to see Council better and more responsibly manage the natural environment, both terrestrial and marine. I would also like the pathetic mayor to stop saying nets are wanted by the whole community when they aren't and all they are doing is killing marine life and a waste of money because they are proven not to work. Why would I want to give more of my hard earned cash to a bunch of incompetent leeches? Make savings and work more efficiently to cover these costs, which are more than likely due to Council's mismanagement and incompetence.	view
42.	All these things contribute to our lifestyles and enjoyment of the area and we don't want to see them deteriorate with time, so that so much more money needs to be spent if they get too run down	view
43.	It would be nice to see Council using our rates to protect the biodiversty values of the LGA instead of using our rates to degrade and vandalise it.	view
44.	As per above council needs to run more efficiently.	view

45.	I do not believe that an additional rate increase is necessary to support asset renewal and ongoing financial sustainability.	view
46.	Provide for asset renewal in your normal budget.	view
47.	Our incomes are not going up to afford these out of band increases. We are also dealing with higher electricity prices, higher property prices, everyone is getting the squeeze and getting further into debt and this is just another example that will hurt. The NSW state government has achieved a revenue bonanza as part of property price increases - why is this not put towards improving our local areas? http://www.abc.net.au/news/2017-06-20/nsw-budget-ian-verrender-explains-why-the-state-is-so-rich/8633930 -	view
48.	Pensioners have to calculate their assets renewals within their existing budgets. Why haven't you?	view
49.	It seems that as to when Council wants to carry out any major works etc they just pass this coasts on to the Ratepayers to fund. Why is this done, does Council not have the financial persons whthin its administration to carry out a complete finance estimate for such. If they are not able to do this they should be removed.	view
50.	Council's proposed special increase takes no account of ratepayers' capacity to pay. The rest of the community must live generally within CPI increases. Council should do the same. Rate increases should not exceed the CPI.	view
51.	This is an absolute gouge on rate payers. We have already been deemed 'fit for the future'. Council needs to look within it self for ways to consolidate.	view
52.	Perhaps Council should first consider a full review of Council staff, particularly administrative staff, with an emphasis on full utilisation of the staff and perceived waste of ratepayers funds in the running of Council.	view
53.	The amount you seek is too high and will impact greatly on rate payers. Surely a smaller percentage would suffice.	view
54.	Council should operate within budget constraints according to funds available and should avoid spending funds on any other issues. Work within funds currently available.	view
55.	Cyclic Maintenance Program should cover these.	view
56.	Council, like all of us that work, need to operate within a budget. While I understand costs increase, my living costs increase also and I'm not given a pay rise in line with these, I still must operate within a limited budget. As far as I understand, the revamping of the pools in Ballina and Alstonville have blown over cost - I do not believe I should be made to pay for this.	view
57.	Take note of the ratepayer feedback received. Last proposal feedback was overwhelmingly negative and you should take note of this. Fix the roads and collect the garbage and keep out of other issues.	view
58.	Before releasing more residential land and commercial development in Lennox Head upgrade and extend planned and existing road (eg Hutley Drive)	view
59.	If council wishes to expend my rates on this program, it should do so out of existing revenue	view
60.	Marina and up grade the southern/western end of the Ballina island. Rate rises, why would we want to pay more for the little that council has done to provide a holistic upgrade of the CBD. why would we want to take on a HUGE rate rise when our wages wont be going up to meet the rate rise??	view
61.	I appreciate that Council needs to have an asset renewal program. I would hope that Council has thoroughly scrutinised the efficiency of each & every 'department' & aspects of management, (i.e. search for ways to refine operations & expenditure to ensure the most economic result.), before the rate of increase was set. Is it not possible for Council to operate in the way private business does i.e. tailor the expenditure to their income.	view
62.	We live at Lennox Head and have been here for 15 years. During this time we have been significantly negatively affective by very large residential developments on prime agricultural land. In our view the environment has been significantly damaged and rural views destroyed. The council will receive greatly increased rates due to this process. I think it is quite unfair that we should have to pay increased rates for asset renewal when our local environment has been so badly damaged.	view
63.	Despite all the strategic and operation plans there is a lack of detail. It seems they were prepared for the benefit of councillors and staff rather than the community. The asset renewal program is not clear on where the extra \$'s will be spent. It is necessary to compare project expenditure line by line to see where the extra money will go.	view
64.	Our rates at the present stretch our finances to the limits. A long term plan and planned spending, to keep cost down as much as possible.	view
65.	As per comments above same applies	view

Attachment 6: Online Survey Responses - Extension Question 8

Question 8. Do you have any other comments in respect to the proposed special rate variation?

8.	Do you have any other comments in respect to the proposed special rate variation?	Full Response
1.	Council does a great job in looking after roads but other areas need better attention. The entry into the shire is untidy and ugly.	view
2.	Community buildings need to be priority. They are falling apart through neglect and mismanagement by Councillors decisions.	view
3.	prioritise community buildings.	view
4.	People are struggling at the moment, this would be just another added burden to find the extra money for - wages and pensions have not gone up	view
5.	to raise the rates by far more than either inflation or annual wage increases is simply ridiculous how do you expect people to afford this.	view
6.	I dont believe we the people of Ballina Shire should be paying for Council not doing their job in the first place and allowing the problems in this Shire to evolve.	view
7.	My wages are stagnant and very very basic - minimal and unreliable - have high mortgage to pay as well as electricity food petrol etc. Can't afford any increases as all and this one is unrealistic - way above what can be afforded by the household.	view
8.	I think that because of the lack of performance and interaction and the lack of adherence to community views, the council does not deserve a rate rise.	view
9.	LIVE WITHIN YOUR MEANS LIKE THE REST OF THE COMMUNITY!!! MY FIXED INCOME FLOW FOR THE COMING 12 MONTHS WAS CPI INDEXED AT 1.9% INCREASE AND YET, YOU'RE TRYING TO PUSH THROUGH 4 TIMES THAT INCREASE. IT IS ONLY A MATTER OF TIME BEFORE YOUR LOCAL GOVERNMENT TAX WILL BE 100% OF EVERYONE'S TOTAL INCOME, AND THEN YOU WOULD STILL TRY TO RIP OFF A FURTHER INCREASE. I REPEAT, LIVE WITHIN YOUR MEANS, TRIM EXCESSIVE UNDER-WORKED STAFF, AND VASTLY IMPROVE JOB SUPERVISION AND MANAGEMENT. WOEFUL!!	view
10.	Not too happy about this as we are experiencing financial issues like many other residents and wonder what happens to the residents that are behind of don't pay their rates the rest of us are supporting them.	view
11.	We are aged pensioners who are not inclined to support your proposals. We object to your hiring ABC personalities at outrageous payments for special occasions. How about getting more productive work out of the workforce presently employed.	view
12.	Continually raising taxes to fund projects is a poor government strategy. I have seen rate rises to fund two swimming pools, where the majority of councils across the state fund only one. Imagine the money that would have been saved if council made this decision. I think it is extremely poor of the council to state that if the proposal does not proceed that there will be a poorer level of service and key infrastructure will deteriorate. It basically amounts to a threat, agree to this or else you will suffer the consequences! I can not agree to such a significant rate rise of close to 16%, when inflation over the same time period would be lucky to be 5%.	view
13.	Stop asking for more money from your over taxed rate payers. If you want more money how about removing Pensioner discounted rates and make everyone even. I'm retired, and I get no discounts, how about you start with that.	view
14.	Last rate rise was outvoted but still went ahead with it anyway. Goes to show how much you listen to your ratepayers 🙅🏼‍♂️😠	view
15.	Over the last 10 years my rates package has increased by 150% and residential rates by 46%. Any further special rate increases is ludicrous and unsustainable for ratepayers. Has your income increased by 150% over the last 10 years ?. Council has to manage like any other business and contain costs and operate within their ongoing revenue base. Has the big increase in the number of ratepayers been taken into account with regards to councils ongoing increased revenue ? Time for change particularly for those who keep pushing for these astronomical rate hikes.	view

16.	I think it is unreasonable that such above the inflation rate (or CPI) increase is being proposed. I, and I am sure many nonpensioners do not agree to the "special rate" variations proposed.	view
17.	I DO NOT AGREE, IF A BUDGET DOES NOT BALANCE, YOU JUST CANT EXPECT RATE PAYERS TO FILL THE GAP. THE COUNCIL MUST LIVE WITHIN ITS MEANS, OVER HEADS, LEGAL BILLS ARE A PERFECT EXAMPLE. HOW MUCH HAVE COUNCIL WASTED ON THE LAKE AINSWORTH DEBACLE, IF COUNCIL FEELS THAT THIS IS A HIGH PRIORITY ITEM, YOU ARE JUST WRONG. COUNCIL NEEDS TO GET BACK TO BASICS,	view
18.	I think you have to respect the wishes of Local Communities. Not your OWN personal preferences	view
19.	Unreasonable increase	view
20.	I feel that this burden is being put on ratepayers because of councils failure to have an adequate long term maintenance plan & associated budget.	view
21.	What my biggest concern is, is that these increases are somewhat due to propaganda from councilors, general managers and their executives at the already top heavy, money starving end of local government, fueling their own corporate titles and not getting the REAL revenue to where it is needed most, like toward the community, paid for by the community. most of this money is perceived to be wasted by means of political indecisiveness, corporate greed, time wasting and just plain procrastination. Why are we being forced into believing that endless growth is good for us and that the spend, spend, spend attitude is going to give us better outcomes? why are local governments consistently promoting tourism and population density in their advertising campaigns, and local media only to have an every growing bill that they cant afford to keep up with? At some point we need some financial breathing space in this never ending inflation nation, and be happy with what we already have.	view
22.	I am totally against any increase over and above what the 'actual rate peg' allowed. I will be actively campaigning against this increase and will send a submission in.	view
23.	I am not keen on the 9.3% increase for 2018/19; just too much. Bring it back to <5.9%	view
24.	WE DONT WISH TO HAVE ANOTHER INCREASE AS WE MAY HAVE TO RENAME THE COUNCIL KING JOHN local council The council needs to look at other areas that money is blatantly wasted over the years. There are many other areas that money could be recouped.	view
25.	Do not support.	view
26.	I moved back up here to Ballina after selling my home in Sydney. I was shocked to see the rates were more than I paid on the north shore of Sydney! To increase the rates, would be putting a lot of people under immense financial stress. It is ludicrous. 2.5% here, 2.9% there. It all adds up. Think again.	view
27.	I have asked the road patching crew to fix the edge of the road where it is breaking away in front of my driveway. This work would take about 15min and about 8 shovelfulls of hot mix.I've been asking for this repair to done for over 12 months I even phoned the Overseer but still on repair. Now Council wants to charge more rates.I live on a rural property and all I get for my rates is a garbage service and a roadside mower that dosen't mow to the boundry any more. So it's time Council starts to look after rate payers.	view
28.	The council should be looking to improve it's financial management rather than simply requesting another Rate increase. The Wollongbar Sporting field is a classic example of extremely poor financial management by the council.	view

29.	<p>My kids in Sydney in million dollar homes pay less rates than we do in Ballina , it's a rip off , now the pool debacle they will add that too I'm sure .</p> <p>The council are not helpful when you have a problem either , 30 years of paying rates to the Ballina council I'm disgusted,</p> <p>It's not all about the future you won't have any of us still living here who have supported the town for years , ready to get out of this town .you vote for garbage who do nothing , get rid of the old mob .</p>	view
30.	<p>I think the Council needs to start living within its means - the rest of us have to and we are not getting pay rises, so the Council should really get nothing either ... but they do get a rise anyway even though working people don't!</p> <p>I don't think IPart should have given you extra last year either.</p>	view
31.	<p>Happy to support upgrades and initiatives that benefit business, improve safety and enhance the waterways. Saddened to realise we are so far behind with asset replacement funding reserves.</p> <p>Businesses will struggle to afford the extra cost but if not attended to now the damage will be worse later.</p>	view
32.	Just get on with it!	view
33.	This amount of rate increase is criminal. Council should look at selling off some industrial land it owns.	view
34.	As per 7 above. Focus on the work of council not political items and scare mongering	view
35.	<p>I think that residents are being asked to acquiesce to Special Rate variations for too many things. For the pools renewal it is worthwhile. Regular infrastructure should be covered in rates and also in developer contributions.</p> <p>I also know that despite this consultation and what I am sure will be an overwhelming "no" from residents, that Council will press on with the variation regardless.</p>	view
36.	Yes, the council should start living within our means.	view
37.	It seems no-one is held accountable for mistakes with the ratepayers monies. Until right decisions are made, projects completed on time and within budget, I will not support any rate increase.	view
38.	<p>the council is reaping lots of money from a lot of 'new' sources, like charging for its treated water, levying interest charges on rates and slugging developers for unnecessary requirements to meet DAs.</p> <p>this proposal is asking for an increase that is three times the CPI. how do you justify that? is this increase on top of the increase you charged for the 'once-off' pool contribution? And why did you then borrow more money than necessary?</p> <p>Council has adequate funding, it just uses its assets poorly. significant council workers drive council vehicles home - Why? projects are often well and truly overstaffed. Bigger projects are overly-expensive, waste significant resources and are invariably delayed and over budget. Hire equipment and heavy machinery is left on-site for days and weeks on end, unused - no doubt we are paying for that.</p> <p>if you cant handle the funding you are given now, then you are not 'fit for the future'.</p>	view
39.	This will send locals broke	view

40.	<p>We feel that the proposed SRV is unfair on ratepayers who have seen a significant increase in their rates over the last few years. This sort of increase, on a permanent basis, is far above the CPI rate. We have certainly not seen our incomes increase in any way for a number of years (evidenced by Australia's very low rate of wages growth). The rates we already pay are significant, and we feel that it is unfair for Council's income to rise annually at such an extreme rate when our incomes are not rising in any significant manner.</p> <p>However, as has been shown in recent years, ratepayer feedback is generally ignored if it does not align with Council's wishes (eg swimming pool "renovations" which amount to far more than renovations, are vastly over budget and will run over time; the last SRV application etc etc). If private enterprise operated in the same way as Council appears to, it would not operate for very long at all. It is only because Council has a seemingly unstoppable right to raise rates that such blow outs are financed. We have to live within our budgets and as our finances allow, however it seems that this does not apply to Ballina Shire Council. Instead of 'tightening their belt' as we are expected to do over and over again, it appears that Ballina Shire Council feels entitled to push their financial management issues onto the ratepayers, on an annual basis.</p>	view
41.	What other housing developments does Ballina council have on the go. How many new houses and how much rates will council collect? Yet again you still want everyone to pay more rates on top.	view
42.	Yes as once this increased rate is put in place it will be at that rate until the next increase just like the last one where there was a 92% of ratepayers against that increase and Council still went ahead with no respect for the residents.	view
43.	I am struggling to find a reason why you would think this is OK. Rate rises I understand. 17.6% over 3 years is totally out of the question.	view
44.	i am on a disability support pension and i am already paying \$500 a quarter for my tiny flat in ballina. over the years ballina council rates have gone up at an unsustainable rate for the community, with special rate variation proposals frequently put on the table. enough is enough. we are paying enough!council should be able to manage the rates they are receiving.	view
45.	This appears to be a very sound plan. I totally trust the Mayor, David Wright, and accept this proposal based upon his recommendations.	view
46.	See above	view
47.	Finish what is started already. We all have to live within our means.	view
48.	The battler's in this town are struggling, any rate increase gets passed on (shortage of rental accommodation). We are in the middle of a world GFC.	view
49.	It is NOT ON. Although I think the council does NOT care what the constituents think you WILL do it anyway.	view
50.	This will be a big sell when the proposed increase is way above the rate of inflation and so far ahead of increases in wages and pensions. I am an age pensioner and rate payer and will find it hard to meet any increase in rates above the pegged rate.	view
51.	After last year's 'one off' special rate variation to build a new swimming pool (even though we still had a perfectly functioning pool), it would appear that the council's understanding of how financially secure their constituents are would reflect their poor management of money over the past 10 years. With massive increases in the general cost of living during the past decade, the council must not add to the burden by continuing to bleed the ratepayer dry.	view
52.	see above	view
53.	Remove any variation relating to the health of the Richmond river.	view
54.	Thank you for keeping a stable approach to development and the future.	view
55.	An efficient Council works within its funding limits. It does not keep pushing rates higher and higher and above inflation. Council's inefficiency controlling the SRV for the Ballina and Alstonville swimming pools is just ANOTHER example of its incompetence. Council should/must consider the significant impact on households by ripping more money off residents.	view

56.	I remind the council that many older residents live in Ballina and we are subject to small finite money supplies and are already dealing with unexpected rises in utility expenses.	view
57.	With energy, fuel and other costs rising against the background of depressed wages & income growth, SRV is never going to be acceptable now, and is never popular in good times with higher inflation either. So please don't go down this path.	view
58.	Whilst our shires roads are in better condition than our neighbors, they are going backwards. I strongly support this rate rise to prevent burdening future generations with the repair costs of the roads that we have used.	view
59.	Please give me the opportunity to use my engineering experience free of charge to study, report, and advise on changes that could increase revenue without cutting jobs, Ioff the top of my head I could save council \$450,000 pa just on street lighting costs alone. I have plans that could bring multi million dollar federal and overseas government work to our region in the marine engineering boat and ship building sector. 60%of our population is retired and gets rate subsidies meaning the other 40% will be paying a majority of the cost to upkeep a town which has poor public infrastructure, nothing much for young families or teenagers and few job opportunities.	view
60.	Yes, I strongly object to it. I would write much more about this, but I am assuming this consultation is tokenistic and don't really want to waste my time commenting to be ignored once again. I am disgusted in the performance of this council and seeing my rates wasted. I do not agree to any form of increase. If council could demonstrate efficient and effective management across the board I would have a different view. Again, time to get your snouts out of the trough!	view
61.	I vehemently object to it. Stop wasting our money.	view
62.	Yes it is completely ridiculous to annually be requesting these rates increases. Ipart set these standard as part of ensuring councils weren't burdening the rate payers with these increases. Ballina having a large portion of elderly and myself as disabled have fixed income and this constant financial pressure is overwhelming as it is without further stress repeatedly being place on us. The council would be best served at looking where they could run leaner how they can afford these expenditures then putting it off on the community. Having 2 properties doubles this effect and should give me 2 says. I would love to see the results of these surveys if possible	view
63.	Yes it is frustrating having to deal with annual rate hikes, you should be investing funds not in these surveys but utilising the funds you already receive	view
64.	No happy about it. It is unreasonable to continually ask ratepayers to pay more and more each year. I suppose that is why IPART did not grant the original application. Already a lot of money is going to fund the pools and it looks like the civil contract was poorly managed. This mismanagement does not inspire much confidence that our rates will be properly spent, so to ask for more money at this point seems to be inappropriate.	view
65.	I think BSC needs to be more transparent in relation to existing costs, and to propose how it could improve effectiveness of current budget without an additional rate rise	view
66.	Rate payers cannot afford it. Reduce services if necessary.	view
67.	all those new residential areas being built in and around Ballina are adding strain on our infrastructure, why cant they cover the costs of these major improvements that are needed?	view
68.	Pull your heads in on this one.	view
69.	Totally not in agreement to this proposed special rate variation in any way what so ever	view
70.	Council's proposed special increase takes no account of ratepayers' capacity to pay. The rest of the community must live generally within CPI increases. Council should do the same. Rate increases should not exceed the CPI. Any special rates approved by the State Govt should be strictly "one time only". Such increases should not be built into the future base rate.	view

71.	<p>There is no indication that after the two financial years with the special rate variation that it will then be returned to previous levels or dropped away. To continue at the increased levels would be a slap in the face to ratepayers. Council needs to be more transparent in what is their intention after the two years at increased levels. Ratepayers income is certainly not rising at the rates council are asking for which means a greater burden and percentage of the 'through the door' household income is needed to meet their demands. Wrong, wrong, wrong!!!!</p>	view
72.	<p>This time perhaps Council might take notice of the views of ratepayers rather than total dismissal of opinions of the majority of ratepayers sought on the subject of refurbishment of swimming pools. What a debacle this has turned out to be. Those in charge of this disaster should immediately be brought to account.</p>	view
73.	<p>Work within funds available. This submission is further wasting valuable ratepayers funds. Take note of survey and submission results. 70% and 90% respectively were against prior SRV application but Council still applied !!!</p>	view
74.	<p>Keep within your budget!</p>	view
75.	<p>Ratepayers and community weren't in favour of last excessive proposal. IPART also rejected additional SRV. Why are we doing this again? Please listen and manage the funds you have better. With all the new developments being approved, especially in and around Lennox. How much additional income is this generating? Lastly, the average Residential rate levy of \$985 is very surprising. Many people i know are already paying twice, three and four times more than this annually. The actual cumulative dollar figure increase is hence alot more than \$120 for many, many, many households.</p>	view
76.	<p>Listen to the people!</p>	view
77.	<p>I reiterate, I do not get a payrise to offset higher council costs. I cannot afford to live in Lennox Head, the town I grew up in, and in which my family has resided for over 50 years, due to property prices. I moved to East Ballina, as a single mother, to a smaller unit I can afford - under the current rates pricing. Further increase to this puts enormous financial strain on people like myself.</p>	view
78.	<p>Council has shown no evidence of even attempting to live within its means. Before asking for more money Council should ensure that it is using its current funds as efficiently as possible. There is no evidence of this.</p>	view
79.	<p>Do not apply for this. Work WITHIN your present budget restraints.</p>	view
80.	<p>The Rate Peg Limit (estimate) is 2.5%. The Australian Bureau of Statistics (ABS) released a statement on 26.10.17 stating that annual inflation is running at 1.8%. This rate is also confirmed by the Reserve Bsnk of Australia (RBA) on there website today 26.10.17. This to me looks like an additional hidden rate rise of almost 1%. Where is this going to lead? And I do understand that the 2.5% are only an estimate.</p>	view
81.	<p>If council wishes to expend my rates on these programs, it should do so out of existing revenue</p>	view
82.	<p>Do not put them up, there is more to do in Ballina before you begin asking landowners for more money. Perhaps you could start with owners in Lennox Head and the Northern end of Ballina(where the money has gone) before you expect the rest of us to cop it sweet with little to nothing done down the other end of the island!</p>	view
83.	<p>How do you expect age pensioners to cope with such rises,</p>	view

84.	<p>The State Government sets an annual maximum 'normal rate peg'% of increase, which I believe would be assessed as being an adequate increase for Council's to work within. Your literature states the estimated rate peg for 2018/19 will be 2.5%.</p> <p>I question the percentage of increase the council intends to apply for & submit the following comment & my concerns of the consequences of such increases.</p> <p>The long term result of any, let alone a PERMANENT increase, is one of compounding interest. Ratepayers on LOW /FIXED INCOME, DO NOT HAVE ACCESS TO ANY AVENUE to increase their income to cope with such EXTREME, unrealistic, perpetual annual increases.</p>	view
85.	<p>We agree that providing additional funds to help address river pollution and degradation problems is reasonable but NOT for the asset renewal as proposed.</p>	view
86.	<p>We do not have the proverbial money tree growing in our backyards to keep paying for rate increases year after year. Council needs to start tightening the purse strings in their own backyard first ie staffing levels, hefty wages, cars, etc, etc, etc. Start there first, then we may be agreeable once we see something happening there. I have read that council intends to make this rate variation a permanent increase from 20/21. I hope not and this needs to be clarified.</p>	view
87.	<p>Council has failed to provide the community rate payers with a very clear and concise overview of the what the priority needs are and what the benefits will be to the ratepayers.</p> <p>The Mayor says the considerable rate increase is required to increase the level of funding we provide for key infrastructure renewal in areas such as roads, stormwater, playgrounds, sporting fields and community buildings, as well as implementing a new healthy waterways program. I see this as core business areas of Council. If Council had managed its finances in past years, it wouldn't have to go cap in hand to the community now! What about its accountability?</p>	view
88.	<p>It is way to much to expect ratepayers to cover the cost of the infrastructure. Paying for the pools was a burden that some who would not use the pool have to dip into their pocket for.</p>	view
89.	<p>Stop expecting ratepayers and business ratepayers to pay your bills rates are for that purpose you are a successful developer council and your assets should support your needs if not wait till it can</p>	view

Attachment 6: Online Survey Responses - Extension Question 11

Question 11. Do you have any other feedback in respect to this consultation process? For example, you may have ideas as to how the consultation process could be improved, or additional information that could be made available to assist in understanding the proposal.

11. Do you have any other feedback in respect to this consultation process? For example, you may have ideas as to how the consultation process could be improved, or additional information that could be made available to assist in understanding the proposal.		Full Response
1.	No	view
2.	No	view
3.	I think the council is doing a great job, in keeping the area updated and refreshed. It would be good to see this continue, and consultation with the community is important to ensure the overall views of ratepayers are understood.	view
4.	It is obvious that most people are never aware of or never respond to your consultation process, people get letters in the post and just resign themselves to the fact that this is what will happen, only way to get real answers is to go door knocking and ask real people what they think.	view
5.	Consultation processes have always been hideous in this Shire... it was only that I came searching for something else on Councils site that I accidentally came across this survey. The Ratepayers of this Shire should be notified personally about things that affect them. You can send out rate notices..... you can post or email out personalised surveys!	view
6.	A meeting in the Wollongbar Community Hall. Council staff and Councillors visiting the shops and schools after hours to chat with people.	view
7.	Council knows that the majority of folk do not even read these mailouts, therefore winning their argument by default	view
8.	YES, LISTEN TO WHAT PEOPLE ARE SAYING. DON'T OVER-RIDE RATEPAYERS' CONCERNS AND WISHES. ENOUGH IS ENOUGH!!	view
9.	There is a lot of graphs and charts can be confusing at times to follow,should have simple note form information.	view
10.	No, other than to say the letter from the Mayor today is appalling. It was gibberish and double speak. I have a background in Law and I found his letter to be nothing more that an attempt to confuse and placate his requirement to consult the community.	view
11.	I FIND IT VERY STRANGE THAT THE MAIN WAY A RATE PAYER OR RESIDENT CAN MAKE FEEDBACK IS LISTED AS ITEM 4 ON YOURE INFORMATION SHEET. IT SHOULD HAVE BEEN NUMBER ONE, AS ON LINE IS THE MAIN WAY PERSONS GO THESE DAYS . I FEEL THAT A CONSERTED EFFORT SHOULD BE MADE BY COUNCIL TO ADVERTISE THE FACT THAT A ON LINE SURVEY IS AVAILABLE .	view
12.	I know this is pointless, BUT "YOU" do not listen to Local Residents in their area. ie: Lennox Head	view
13.	Dont bring in this increase. I have had only a minimal increase in wages over the last 4 years and my husband has had no increase. This increase in rates will put our family into financial hardship. Does the council realise how difficult it is to find work in this area, and permanent full-time work is nearly impossible. Do you not care about people living in this shire? This increase in rates is a bad decision. Cancel the new basketball court and dont increase the rates.	view
14.	The process to me seems clear and open	view
15.	The consultation process- as before money spent on finding out what people want and the council going ahead anyway. Don't think you call that listening to the masses. See the Pools - now we have two shire pools which won't be ready for the summer months ahead.	view
16.	The consultation process is good. We are well informed, but shocked at the same time. With families on a low income like myself, this rate rise will be putting me into financial stress. Not happy.	view
17.	Possibly outlining what previous rate variations have been spent on with actual figures around income and expenditure. This would give greater confidence to ratepayers around how council would spend our money.	view

18.	Where are we supposed to get the extra money from this rate increase is not fair to the locals hard working people , the town is full of that mush trashy people these days too low life's , so much shit happening every day in this town , maybe get Centrelink out of town and the trash leaves , it all came here when Centrelink did and it's getting worse, not safe , not a nice town now , and nothing ever came of the eat street along the waterfront , towns dead , restaurants not enough , down town should be a mall with lots of little food outlets , this council is so narrow minded , take some notes out of manly with a mall, Cronulla with a mall, utilise the beautiful water front with restaurants, fish and chip shops , we are a fishing town and not one decent seafood restaurant , we are very very behind as far as a tourist town, no great food spots, no shark nets, no pools to use , it's a joke	view
19.	Nothing further.	view
20.	Please listen more closely to the wishes of the people. Thank you for a genuine consultation process unlike the pretend consult for the River Street "beautification" where underground infrastructure access has been compromised and precious parking has been lost.	view
21.	The process and the material provided have been clear and comprehensive.	view
22.	Average given amount of ways to communicate.	view
23.	Yes, if you are going to spend our money on these surveys, then listen to the message that we are sending you.	view
24.	The consultation process is poor and lacks transparency. It lacks authenticity by not publishing the Council's financial track record, it does not adequately justify why such a large increase is necessary, and it glibly throws number around expecting ratepayers to swallow them. Council rarely listens to its constituents and this time is likely to be no different.	view
25.	Please take the communities ideas into account in regard to finding funds. Im a single working parent and will; find it really difficult to find the funds to pay council. The rate increase is too large.	view
26.	We are tired of Council's 'consultation process' which appears to operate as follows: 1. Council tells us what it wants to do 2. Council asks for our input in an attempt to make us feel like we have any input at all into the outcome 3. Council does what it told us it wanted to do 4. Ratepayers pay the price. We feel very disheartened with the 'process' used by Ballina Shire Council, as it appears that taking part is a waste of our time. We may as well be working to pay for the inevitable rate increase.	view
27.	I do not know how council can justify these rate increases. we are an average working family with no income increases for over 5 years. People are talking very negatively of this increase for the very same reason WE CAN'T Afford THESE INCREASES	view
28.	How about when you do a survey the people have a chance to totally disagree. For example your Ballina marina survey which option do you like. I had absolutely no way to not choose an option other than a or b. Your surveys are pathetic and biased to get you the answers you want.	view
29.	Some rate increase is inevitable &, within reason, required. The loading on 2018 FY is too much. One minor suggested saving is to make a compulsory push toward electronic notifications & communication with ALL council stakeholders to cut postage costs. Another is to ensure the use of VOIP systems to reduce phone costs. Perhaps this is already in play?	view
30.	This proposal is far too excessive considering the rate of inflation and the considerable commitments council and therefore residents already have. Not impressed!	view
31.	I hope you are listening unlike last time. I'm quite sure most people in this shire think the proposal is unreasonable.	view
32.	You would not need a consultation process if the council worked within their budget	view
33.	why spend rate monies on expensive letters and brochures when by your own admission (see below) local newspapers do the job quite well	view

34.	It's ridiculous- do you honestly think ratepayers will not be severely impacted by such a hefty rate rise coming at a time when wage rises are minimal or in my case zero. Why don't you invest some of the millions you have invested elsewhere from land developments into your own community instead of slugging ratepayers or borrowing?	view
35.	Questions 2 and 5 are a con. They require a preference to be given although the surveyed person give a big NO to ALL OF the options.	view
36.	Ensure residents are given the detailed outcome of this process not just a sweeping statement - all in favour.	view
37.	Please inform me on how To refer my ideas to the councils planning team on ways that could provide additional revenue to council which includes commercial renewable energy production as well as taking advantage of Byrons tourism overflow- their problem can be our solution.	view
38.	As noted above, I consider this another tokenistic gesture by council, and no doubt done to suck up to IPART. It would be nice to feel that Council actually listened to all members of the community, not just the noisy and aggressive segments of the community.	view
39.	Will Council actually listen to our views, or does it all just get ignored, just an administrative exercise to tick the boxes to get the rate rise so Council officers and elected officials can use it to fund junkets and other unnecessary expenditure?	view
40.	This should be done in social media how people can really have their say, how can we trust the council is following he results of these surveys	view
41.	In lieu of using funds for consultation use these funds to fix the issues you need.	view
42.	If council was to adopt a similar approach to Lismore shire and other councils and be more pro-Land redevelopment by allowing more subdivisions to take plac then the revenue generated from contribution fees etc would enable a much stronger financial position for the overall management of infrastructure; therefore limiting the rate increases such as the current proposal.	view
43.	More information from BSC as part of the information process about where current funds come from and what funds are currently spent on	view
44.	Consultation survey is flawed and results are misleading. Respondents are forced to answer questions they do not agree with.	view
45.	I would like to see secondary dwelling policy to be modernised to allow RU1 land to have a small dwelling/granny flat. Ballina has lagged behind Byron council on this. I have a small acreage which has no hope of ever being a profitable agricultural enterprise. Allowing a secondary dwelling will mean additional income for my family to cover council costs like this. It can also mean providing low cost rental options and also airbnb tourist accommodation stimulating the local economy.	view
46.	Why does Council have to hit the Ratepayers all the time for extra finance, do they not take into consideration the burden retired etc ratepayers have in costs for electricity etc and the Federal Government reducing the pension all the time.	view
47.	Along with numerous other jobs I was an academic in the higher education area for 12 years, teaching among other things, the principles and practices of research. I believe that this particular survey lacks both the internal and external validity necessary for an informed and sound decision to be made based on its results.	view
48.	Please respect our views and respond in some manner.	view
49.	Take note of the objections.	view
50.	You have already had negative feedback, why this second survey!	view
51.	no	view
52.	Really, it will be a foregone conclusion that it will increase. I feel the community consultation process is simply ticking a box that council did it and so they can say we were consulted. The rate increase will go ahead regardless of community input.	view
53.	What consultation? This is simply a grab for more money based on Councils perceptions of what should be funded.	view

54.	Take note of the feedback.	view
55.	There should be no need for this consultation. Council should live within state government allowance	view
56.	charge those that have had an increase in property value because of the council upgrade in their area. those who can afford it. I am a single mother. I neither live in an upgraded area, nor do I get a pay rise, to compensate for rate rises, or electricity rises.	view
57.	Unnecessary wastage of expenses involved in setting this second attempt for a myriad of exorbitant rate increases as well as sending out second letters to residence in Ballina Shire when you have already been strongly advised by residents and business owners by way of a huge negative response.	view
58.	No. I guess I am pretty frustrated with the way it has been handled.	view
59.	This is the second time opinion has been asked ..last time the public voted unanimously to not support this yet you went ahead anyway when will you start listening to public opinion Not ignoring it	view
60.	Filled the last survey saying NO to extra rate rises. Council chose to take no notice of that survey outcome even though the overwhelming response was NO to a rate rise Business does not need any more load with rate rises Stating it again in this survey won't be listened to as it wasn't before Not sure why I even filled the survey in!	view

Ballina Shire Council

Community Survey – Special Rate Variation

Prepared by: Micromex Research
Date: February 2017

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The information contained herein is believed to be reliable and accurate, however, no guarantee is given as to its accuracy and reliability, and no responsibility or liability for any information, opinions or commentary contained herein, or for any consequences of its use, will be accepted by Micromex Research, or by any person involved in the preparation of this report



Background and Methodology

Background and Context

Background

Ballina Shire Council has identified that they need to be spending, at least, approximately \$2 million extra per annum on the renewal of their infrastructure assets. Council is also interested in taking a more proactive approach in respect to improving the health of its waterways.

As such, Council is considering an option to raise approximately \$2.3m extra per annum to undertake projects to improve their waterways and infrastructure by increasing rates and charges.

Prior to undertaking this decision, Council is seeking to obtain a robust and representative measure of the broader community's sentiment towards a Special Rate Variation (SRV).

Council has prepared a number of funding options and contracted Micromex Research, an independent research agency, to administer a representative community telephone survey.

Objectives

- Measure community satisfaction with the performance of Council and the current quality of infrastructure and facilities
- Measure awareness levels and sources of information about a Special Rate Variation
- Measure levels of support for different SRV options
- Obtain a hierarchy of preferences for the different options



Methodology & Sample

Data collection

Micromex Research, together with Ballina Shire Council, developed the questionnaire.

Interviewing

Respondents were selected by means of a computer based random selection process using the electronic White Pages. Telephone interviewing was conducted between the 28th January – 1st February 2017, in accordance with the AMSRS Code of Professional Behaviour.

Confidence Limits

N=403 interviews were conducted. A sample size of 403 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=403 residents, that 19 times out of 20 we would expect to see the same results, i.e. +/- 4.9%.

Percentages

All percentages are calculated to the nearest whole number and therefore the total may not exactly equal 100%.

Word Frequency Tagging

Verbatim responses for open questions were collated and entered into analytical software. This analysis 'counts' the number of times a particular word or phrase appears and, based on the frequency of that word or phrase, a font size is generated. The larger the font, the more frequently the word or sentiment is mentioned.



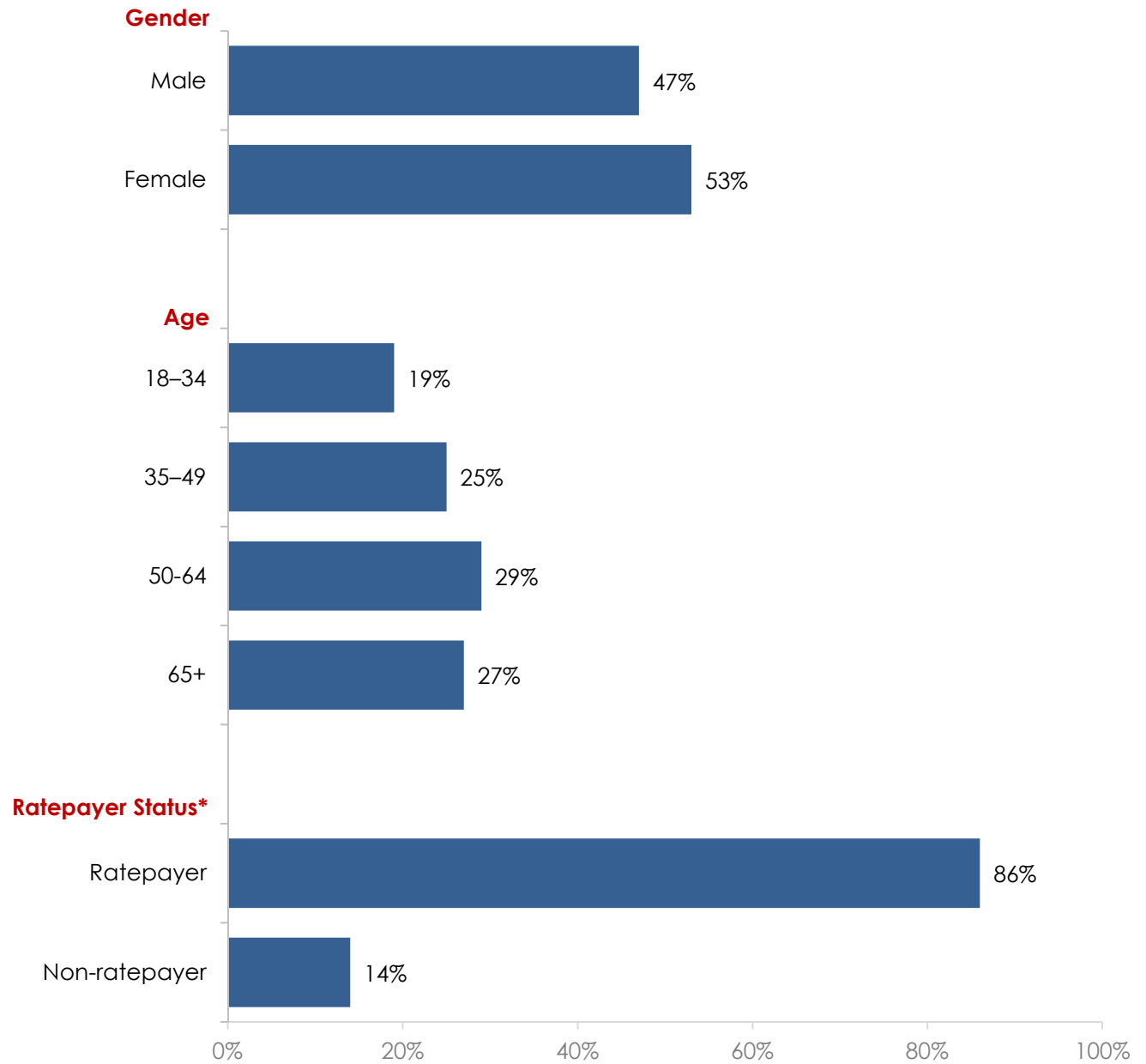


Sample Profile



The sample was weighted by age and gender, to reflect the 2011 ABS community profile of Ballina Shire Council

Sample Profile



Base: N = 403 *1 respondent refused to answer ratepayer status



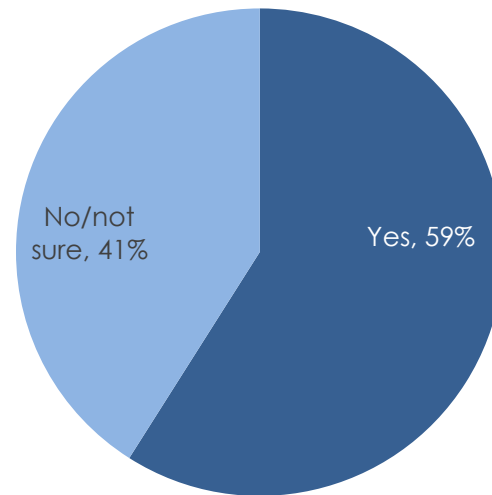
Awareness of a Special Rate Variation

Awareness of Council Exploring a Special Rate Variation

Q6a. Prior to taking this call, were you aware that Council was exploring community sentiment towards a Special Rate Variation?

	Overall	Male	Female	18-34	35-49	50-64	65+
Yes	59%	60%	58%	29%▼	51%	69%▲	77%▲
No/not sure	41%	40%	42%	71%	49%	31%	23%

	Ratepayer	Non-ratepayer	Alstonville	Ballina	Lennox Head	Skennars Head	Wardell	Wollongbar	Rural/other
Yes	65%▲	25%▼	60%	63%	60%	41%	42%	55%	48%
No/not sure	35%	75%	40%	37%	40%	59%	58%	45%	52%



Base: N = 403

Note: not sure = 1%

▲ ▼ = A significantly higher/lower level of awareness

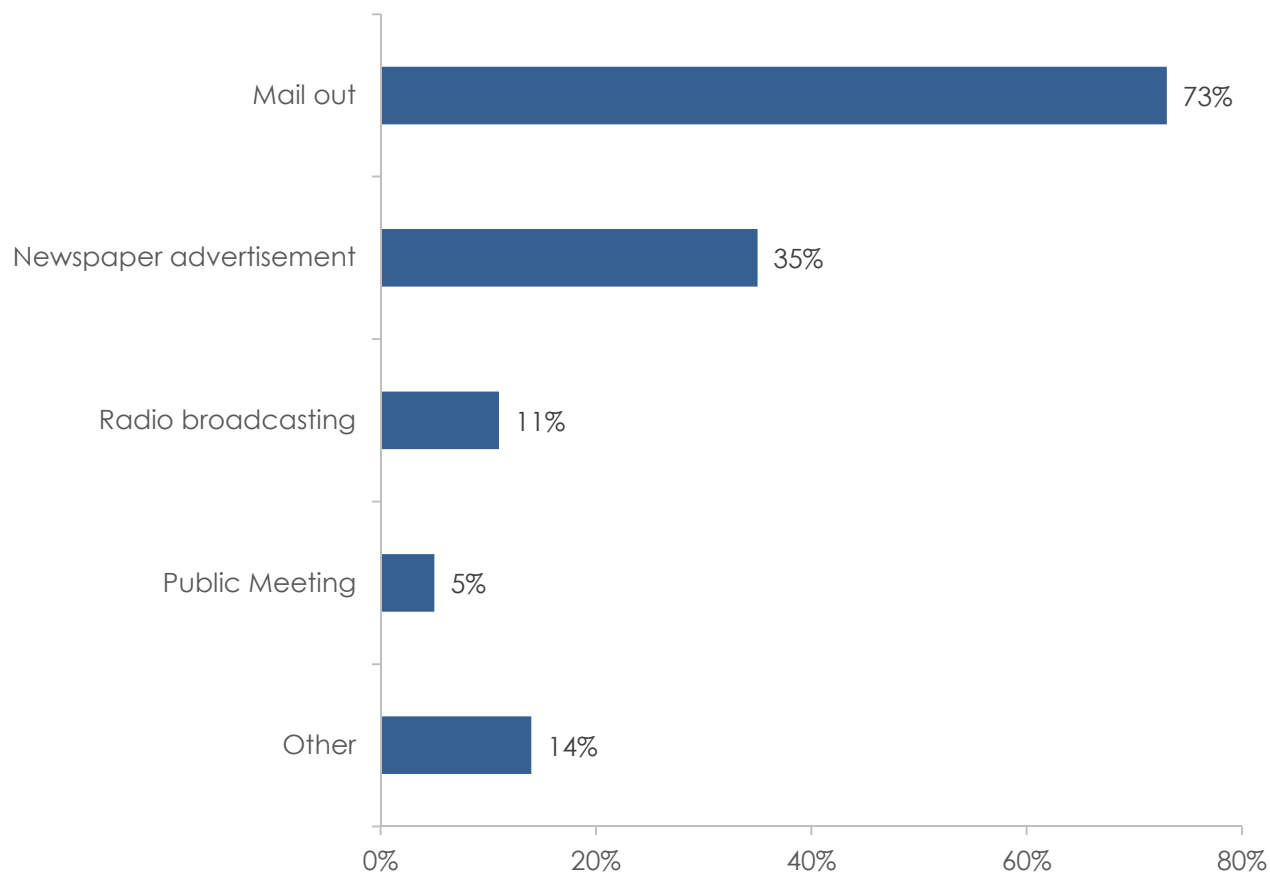


A large proportion of respondents (59%) were already aware that Council was exploring sentiment towards a Special Rate Variation, suggesting that Council had conducted effective methods of communication to the community regarding a SRV

Sources of Information on Special Rate Variation

Q6a. Prior to taking this call, were you aware that Council was exploring community sentiment towards a Special Rate Variation?

Q6b. (If yes in Q6a), how were you informed about the Special Rate Variation?



Base: N = 275

Other specified	Count
Word of mouth	25
Council website	8
Council staff	2
Email from Council	2
Television	2
Notice board at council facility	1
Don't know	1

Note: see Appendix 1 for data cross analysed by demographics

The majority of respondents (73%) who were already aware of Council exploring community sentiment towards an SRV became informed via a 'mail out'. Ratepayers were significantly more likely to be informed via a 'mail out', whilst residents of Lennox Head and those over the age of 65 were significantly more likely to be aware via a 'newspaper advertisement'



Support for a Special Rate Variation

Concept Statement

Residents were read the following concept statement prior to being asked to rate their support:

The State Government introduced its Fit for the Future Reform in 2014, which required all NSW councils to assess their current position and demonstrate how the council will be financially sustainable into the future. In our submission, we identified that we need to be spending approximately \$2 million extra per annum on the renewal of our infrastructure assets such as:

- Roads
- Stormwater drainage
- Community buildings
- Open spaces
- Sports fields

In addition to this, during the recent council elections, the newly elected Councillors received feedback supporting Council taking a more proactive approach in respect to managing our waterways, particularly the Richmond River and its tributaries, along with Shaws Bay and Lake Ainsworth.

As such we are considering an option to raise approximately \$300,000 extra per annum to undertake projects to improve the health of OUR waterways. This extra spending on infrastructure and waterways will require an increase in rates and charges, which is known as a Special Rates Variation. To minimise the financial burden of the rate increase the allowable increases in waste collection, water and wastewater charges will be limited to approximately CPI for the next three years. In addition to this the Council will remove Council's waste operations charge of \$73 per annum.

There are four options which I would like you to consider. Each option will have varying impacts on local assets and service quality. In summary, the four options are:

- Option 1:** Rate peg only
- Option 2:** Improve the health of our waterways
- Option 3:** Maintain and improve our core infrastructure assets
- Option 4:** Maintain and improve our core infrastructure assets and improve the health of our waterways

Before we discuss these options in more detail, it is worth noting that all across NSW, residential rates increase each year by an amount that is set by the NSW Government – this is known as the Rate Peg. For the 2017-18 financial year, this increase is estimated to be 1.5%. In the two following years, this increase is estimated to be 2.5% each year.



Support for Option 1 – Rate Peg Only

OPTION 1 – Rate peg only

No special rate variation and the removal of the waste operations charge.

Rates would increase only by the usual annual rate peg amount of 1.5% for 2017/18 and an estimate of 2.5% for 2018/19 and 2019/20.

Over the three-year period, this is a cumulative increase of 6.6%.

Residential ratepayers who are paying around \$943 per year would pay around \$21 more each year. After three years, this would amount to an annual residential charge of \$1,006 by 2019/2020, an increase of \$63.

Even though the rate peg increase would apply each year, by removing the separate waste operations charge of \$73 in 2017/18, the average residential ratepayer will be paying \$11 less in 2019/20 than they are paying now for this combination of rates and charges.

Under this option there is the potential for long term deterioration of core infrastructure assets, including:

- Roads
- Buildings
- Footpaths
- Stormwater drainage
- Parks and open spaces, including playgrounds
- Sports field facilities

Council may also not be able to reach its goal of being financially sustainable and being confirmed as a Fit for the Future Council.

And there would also be limited proactive works undertaken to improve the health of our waterways.

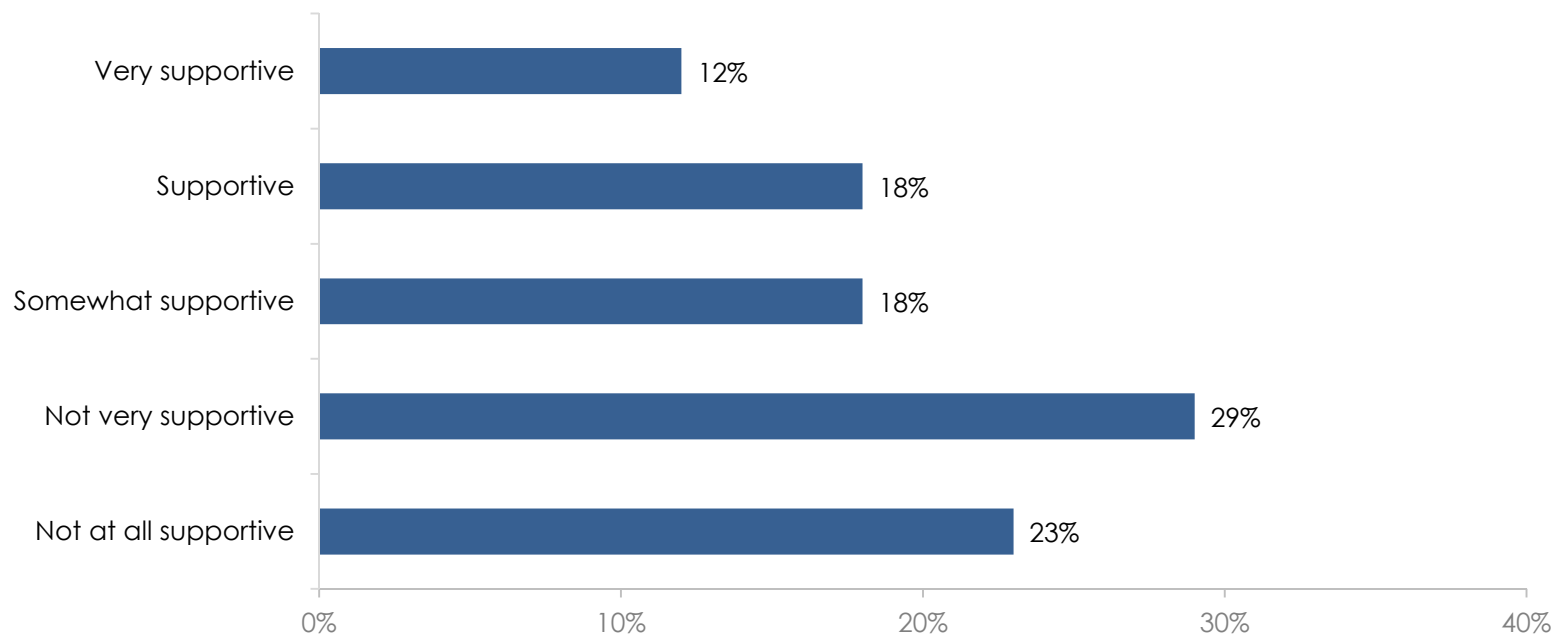


Support for Option 1 – Rate Peg Only

Q4a. How supportive are you of Council proceeding with Option 1?

	Overall	Male	Female	18-34	35-49	50-64	65+
Mean ratings	2.68	2.81	2.56	2.37	2.59	2.81	2.83

	Ratepayer	Non-ratepayer	Alstonville	Ballina	Lennox Head	Skennars Head	Wardell	Wollongbar	Rural/other
Mean ratings	2.71	2.48	2.81	2.72	2.67	2.39	3.10	2.23	2.36



Base: N = 403

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



Support for Option 1 was low, with over half of respondents (52%) being 'not very supportive' of 'not at all supportive' of a rate peg only

Support for Option 2 – Improve the Health of Our Waterways

OPTION 2 – Improve the health of our waterways

The long-term objective of the Healthy Waterways Program, especially for the Richmond River, is to bring back the fish and oysters to our estuary. Plans for Shaws Bay and Lake Ainsworth focus on their highly prized recreational values.

In addition to the usual rate pegging increase of 1.5% for 2017/18, this option would include an extra 1.5% Special Rate Variation, so a total increase of 3% for 2017/18.

This Special Rate Variation increase of 1.5% would only occur in the 2017-18 financial year, but it would be built into the rate base, meaning in future years rate peg increases would be applied to a larger base, thereby generating slightly more revenue to be allocated to the waterways.

Under this option, residential ratepayers who are paying around \$943 per year would pay, on average, \$971 next year, which is an increase of \$28. However, they would not pay the separate \$73 for the waste operations charge, resulting in an overall saving of approximately \$45 for 2017/18.

This option would generate approximately \$3.6 million over 10 years to undertake projects to improve the health of our waterways.

However, under this option there is the potential for long term deterioration of Council's core infrastructure assets due to a lack of funding.

Council may also not be able to reach its goal of being financially sustainable and being confirmed as a Fit for the Future Council.

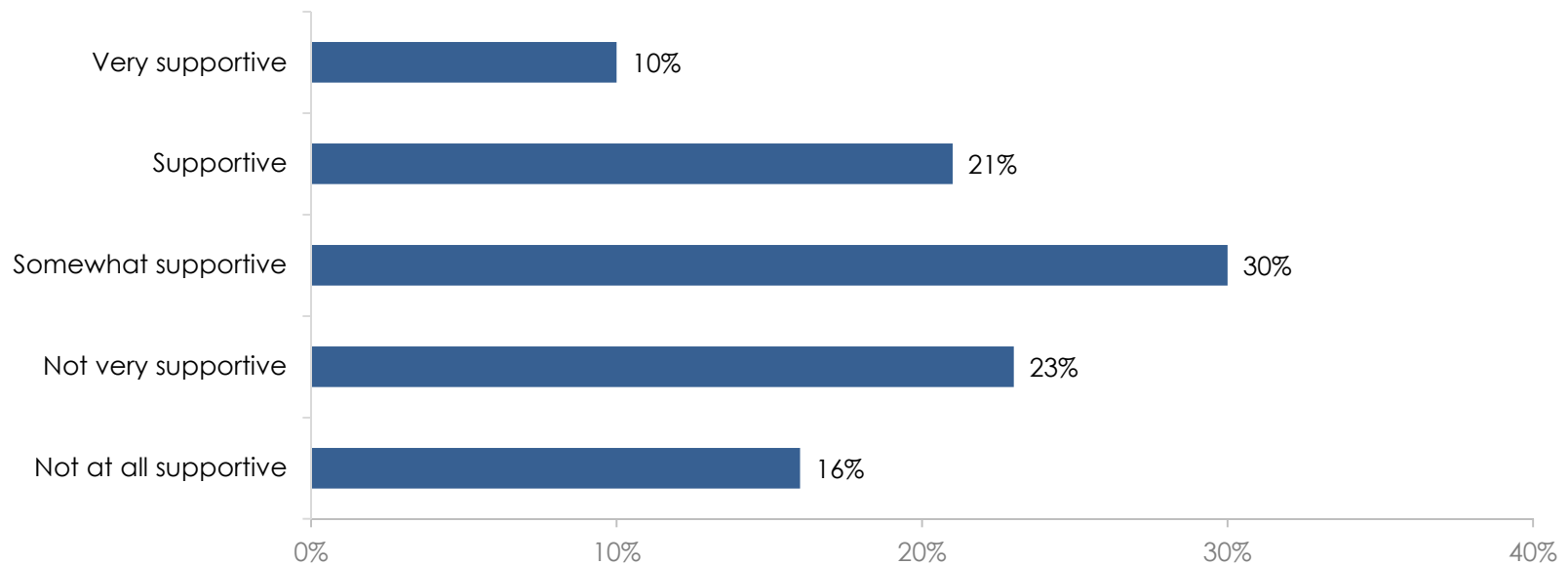


Support for Option 2 – Improve the Health of Our Waterways

Q4b. How supportive are you of Council proceeding with Option 2?

	Overall	Male	Female	18-34	35-49	50-64	65+
Mean ratings	2.86	2.84	2.89	2.82	2.95	2.74	2.95

	Ratepayer	Non-ratepayer	Alstonville	Ballina	Lennox Head	Skennars Head	Wardell	Wollongbar	Rural/other
Mean ratings	2.84	3.02	3.08	2.78	2.87	2.78	2.87	2.37▼	2.98



Base: N = 403

▲▼ = A significantly higher/lower level of support

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

61% of respondents were at least 'somewhat supportive' of Option 2 to improve the health of the waterways. Residents of Wollongbar were significantly less likely to be supportive of this option, possibly a reflection of its western location within the LGA making it one of the furthest points from Shaws Bay and Lake Ainsworth

Support for Option 3 – Maintain and Improve Our Core Infrastructure Assets

OPTION 3 – Maintain and improve our core infrastructure assets

This option is based on Council only implementing its Fit for the Future submission to focus on infrastructure but not waterways, which was based on a 2.9% increase above the estimated rate pegging limit for 2017/18 to 2019/20. Council would be able to deliver improvements to assets sooner and ensure that our existing assets do not deteriorate over time and we meet the State Government's Fit for the Future benchmarks.

In addition to the standard rate pegging increase of 1.5% for 2017/18 and 2.5% for 2018/19 and 2019/20, this option represents a total increase of 4.4% for 2017/18 and then 5.4% for both 2018/19 and 2019/20. Over the three-year period this is a cumulative increase of almost 16%.

Residential ratepayers who are paying around \$943 per year would pay, on average, around \$50 more each year. After three years, this would amount to an annual charge of \$1,094 by 2019/2020.

However, over the next 3 years some of this increase will be offset by the removal of the separate waste operations charge of \$73. The total actual increase over the period would be \$78 more than is currently being paid, which represents an increase of approximately \$26 each year.

At the end of the three-year period the Special Rate Variation increase would be built into the rate base, meaning in future years' rate peg increases would be applied to a larger base, thereby generating slightly more revenue to be allocated to community assets.

This option would generate approximately \$18 million over 10 years and Council would spend this on the renewal of the following infrastructure:

- \$11 million on roads and stormwater drainage
- \$2.5 million on buildings; and
- \$4.5 million on parks, open spaces and sports fields

Allocations within these infrastructure types may change over time depending on the highest priority works, but importantly the funds will always be spent on infrastructure renewal. However, there would be limited proactive works undertaken to improve the health of our waterways.

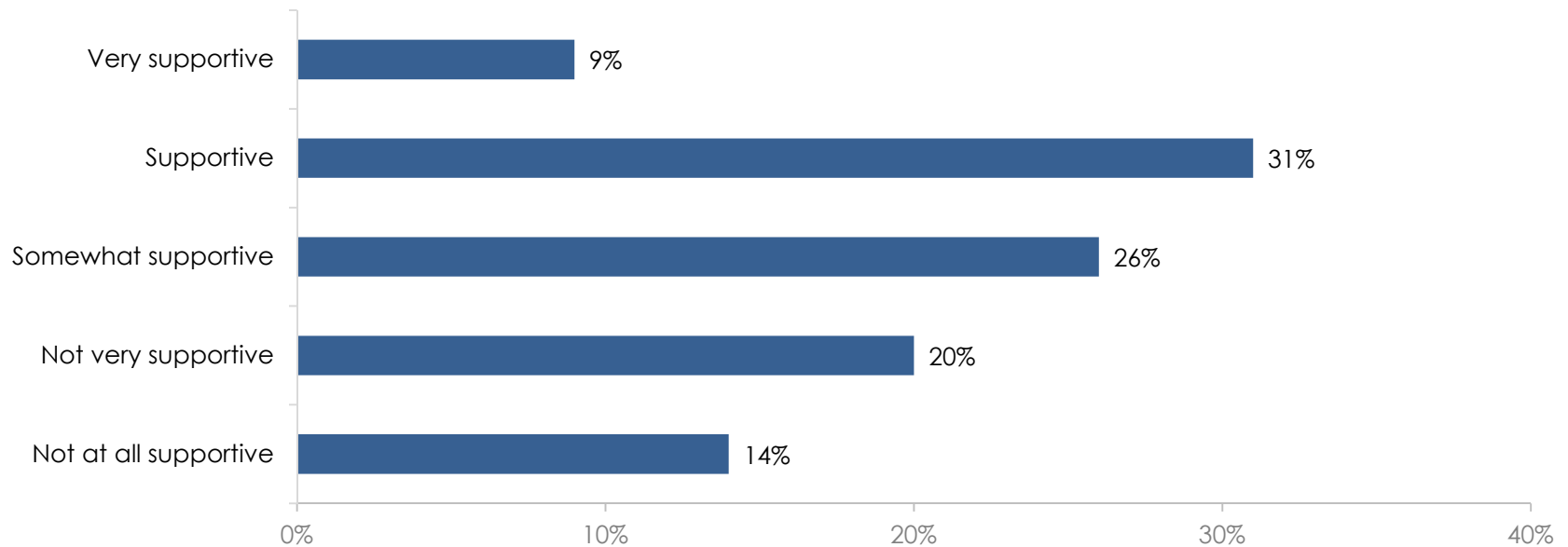


Support for Option 3 – Maintain and Improve Our Core Infrastructure Assets

Q4c. How supportive are you of Council proceeding with Option 3?

	Overall	Male	Female	18-34	35-49	50-64	65+
Mean ratings	3.01	3.09	2.95	2.92	3.00	2.98	3.11

	Ratepayer	Non-ratepayer	Alstonville	Ballina	Lennox Head	Skennars Head	Wardell	Wollongbar	Rural/other
Mean ratings	2.97	3.31	3.27	3.02	2.84	3.04	2.71	3.19	2.63



Base: N = 403

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



Two thirds of respondents (66%) were at least 'somewhat supportive' of Option 3 to maintain and improve core infrastructure assets

Support for Option 4 – Maintain and Improve Our Core Infrastructure and Improve the Health of Our Waterways

OPTION 4 – Maintain and improve our core infrastructure assets and improve the health of our waterways

This option represents a Special Rate Variation of 4.9% for 2017/18 and 5.9% for 2018/19 and 2019/20, to address both our assets and our waterways.

Residential ratepayers who are paying around \$943 per year would pay, on average, around \$55 more each year. After three years, this would amount to an annual charge of \$1,109 by 2019/2020. Over the three-year period this is a cumulative increase of 17.6%.

However, over the next 3 years some of this increase will be offset by the removal the separate waste operations charge of \$73. The total actual increase over the period would be \$93 more than is currently being paid, which represents an increase of approximately \$31 each year.

Therefore, the actual cumulative increase is 9.2% for the three-year period.

As per option three this option would generate approximately \$18 million over 10 years for asset renewal and Council would spend this on the renewal of the following infrastructure:

- \$11 million on roads and stormwater drainage
- \$2.5 million on buildings; and
- \$4.5 million on parks, open spaces and sports fields

Allocations within these infrastructure types may change over time depending on the highest priority works, but importantly the funds will always be spent on infrastructure renewal.

Council would be able to deliver improvements to assets sooner and ensure that our existing asset base did not deteriorate over time.

In addition, this option would generate approximately \$3.6 million over 10 years to undertake projects to improve the health of our waterways.

At the end of the three-year period the Special Rate Variation increase would be built into the rate base, meaning in future years' rate peg increases would be applied to a larger base, thereby generating slightly more revenue to be allocated to community assets and waterways. We should also be in a position to meet the State Government's Fit for the Future benchmarks.

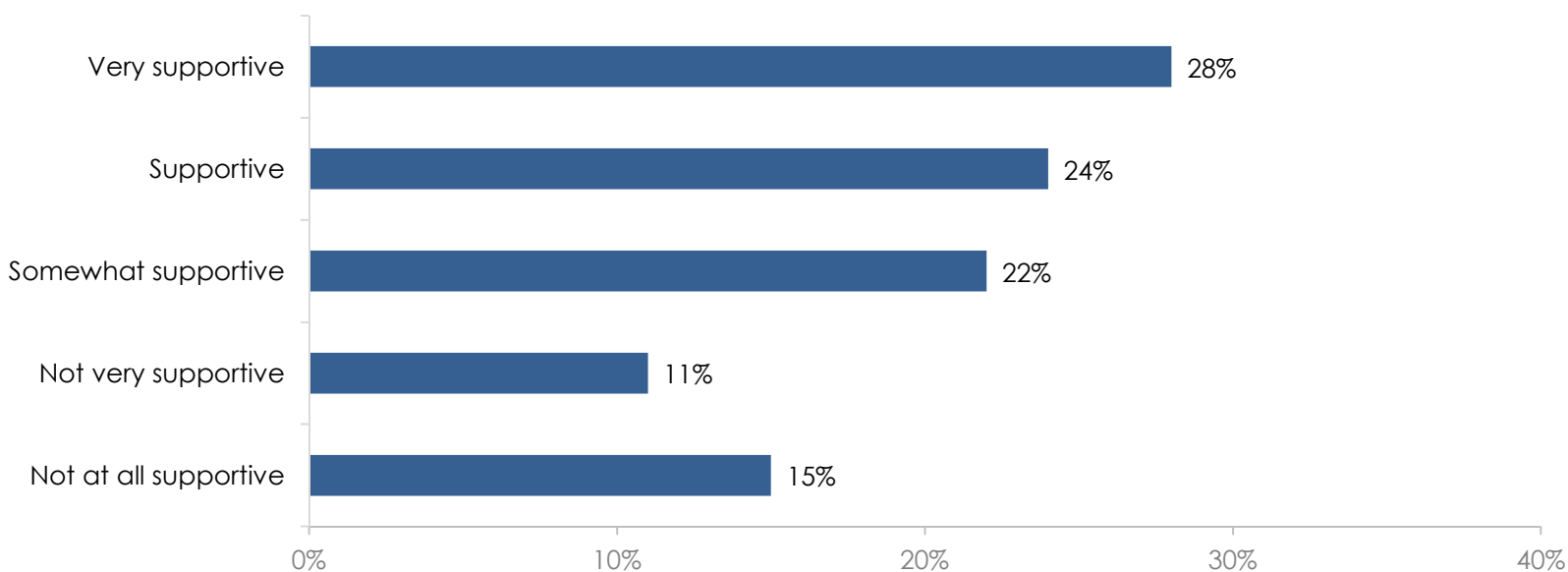


Support for Option 4 – Maintain and Improve Our Core Infrastructure and Improve the Health of Our Waterways

Q4d. How supportive are you of Council proceeding with Option 4?

	Overall	Male	Female	18-34	35-49	50-64	65+
Mean ratings	3.40	3.38	3.43	3.83▲	3.57	3.23	3.14▼

	Ratepayer	Non-ratepayer	Alstonville	Ballina	Lennox Head	Skennars Head	Wardell	Wollongbar	Rural/other
Mean ratings	3.31	3.98▲	3.58	3.37	3.23	4.05	2.67	3.34	3.51



Base: N = 403

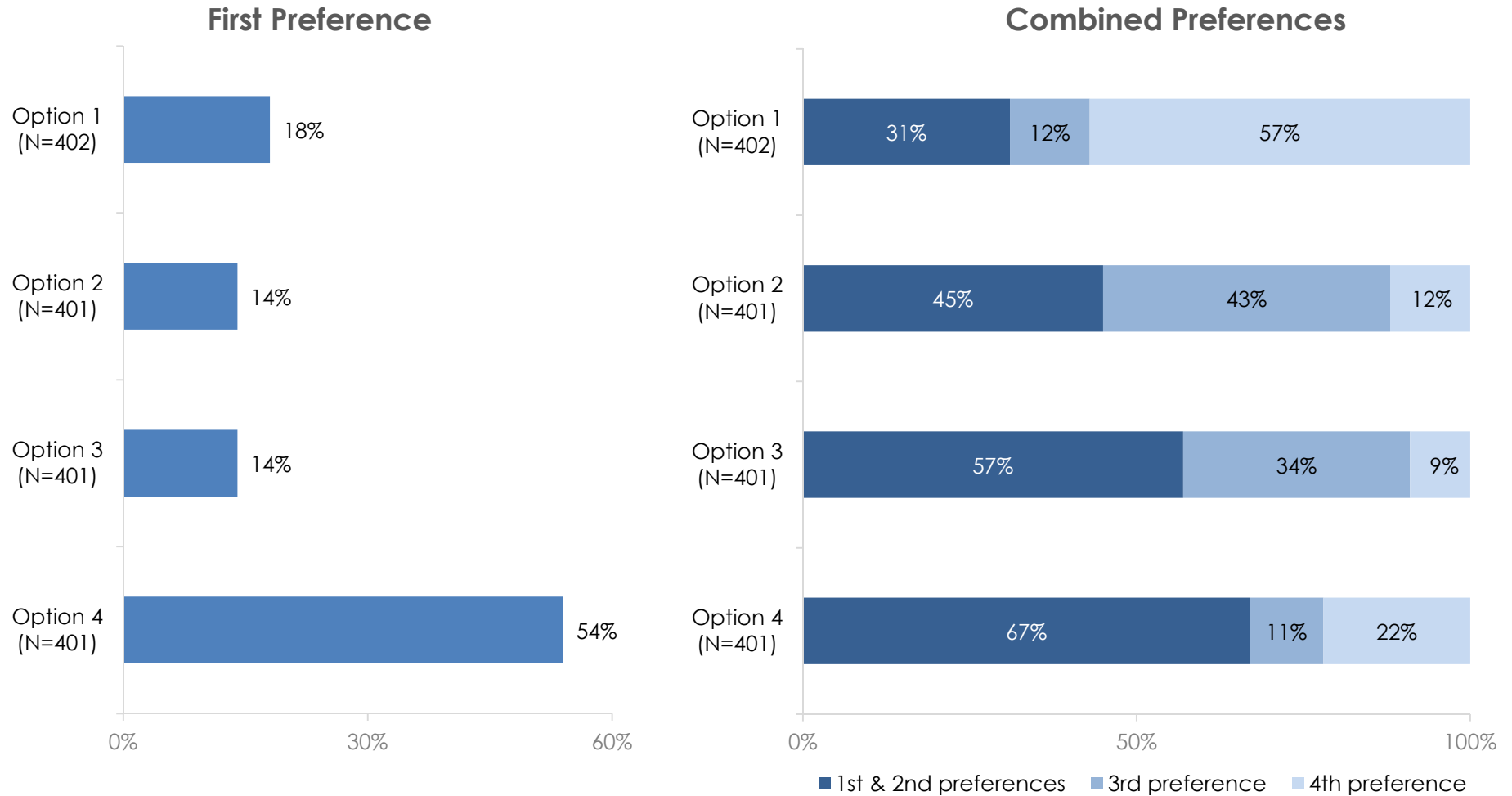
Note: see Appendix A for support for option 4 for ratepayers

▲▼ = A significantly higher/lower level of support
Scale: 1 = not at all supportive, 5 = very supportive

Support was the highest for Option 4, with 74% of respondents (71% of ratepayers) being at least 'somewhat supportive'. 18-34 year olds and non-ratepayers were significantly more likely to be supportive of Option 4, whilst those over the age of 65 were significantly less likely

Preferences of Special Rate Variation Options

Q5a. Please rank the 4 options in order of preference:



Note: 1. One respondent refused to provide any preferences and one respondent refused to provide a 2nd, 3rd and 4th preference
 2. For data cross analysed by demographics, please see Appendix 1

Option 4 was the most popular choice by residents as their first preference. The variation in preference between Options 4 and 3 was reduced when examining combined 1st and 2nd preferences, however Option 4 remained the dominant choice. Residents who selected Option 4 as their first preference were significantly more likely to be satisfied with the performance of Council in the past 12 months, whilst those who selected Option 1 as their first preference were significantly less likely

Reasons for Preferring Option 4 (54%)

Q5a. Please rank the 4 options in order of preference:

Q5b. What is your reason for choosing that option as your highest preference?

'Best option to look after the community'

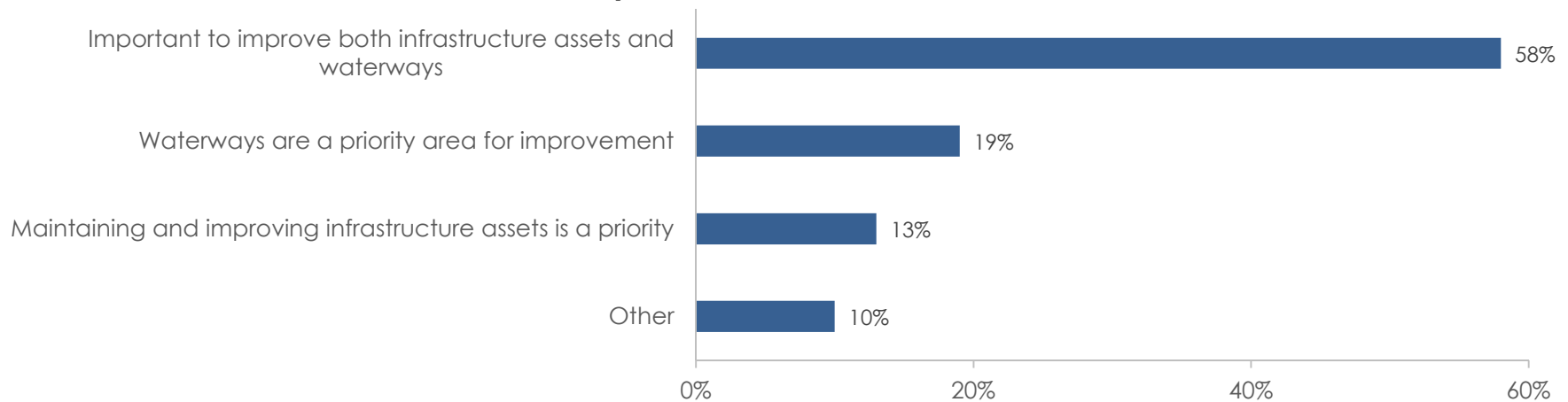
'Happy to pay more to maintain our community and waterways'



'Both are important and need attention'

'Important for everything to be improved equally'

Option 4 – 54% First Preference



Base: N = 190

Note: 'other' responses are listed in Appendix A



Respondents who selected 4 option as their first preference did so because they largely believe it is important to maintain both infrastructure and waterways equally

Reasons for Preferring Option 3 (14%)

Q5a. Please rank the 4 options in order of preference:

Q5b. What is your reason for choosing that option as your highest preference?

'It is important for infrastructure to be improved'

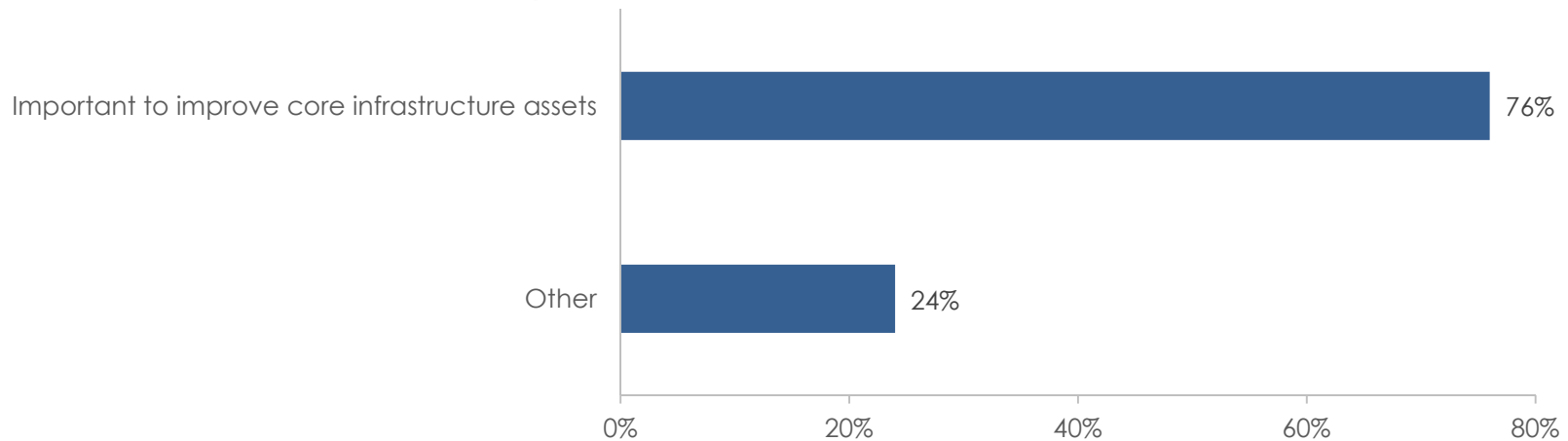
'Infrastructure is an important priority and caters to the whole community'



'It is the best value for money option'

'I do not want money spent on waterways'

Option 3 – 14% First Preference



Base: N = 66

Note: 'other' responses are listed in Appendix A



Believing that it is important to improve core infrastructure assets was the driver of 76% of respondents who selected option 3 as their first preference

Reasons for Preferring Option 2 (14%)

Q5a. Please rank the 4 options in order of preference:

Q5b. What is your reason for choosing that option as your highest preference?

'Improving waterways is a priority'

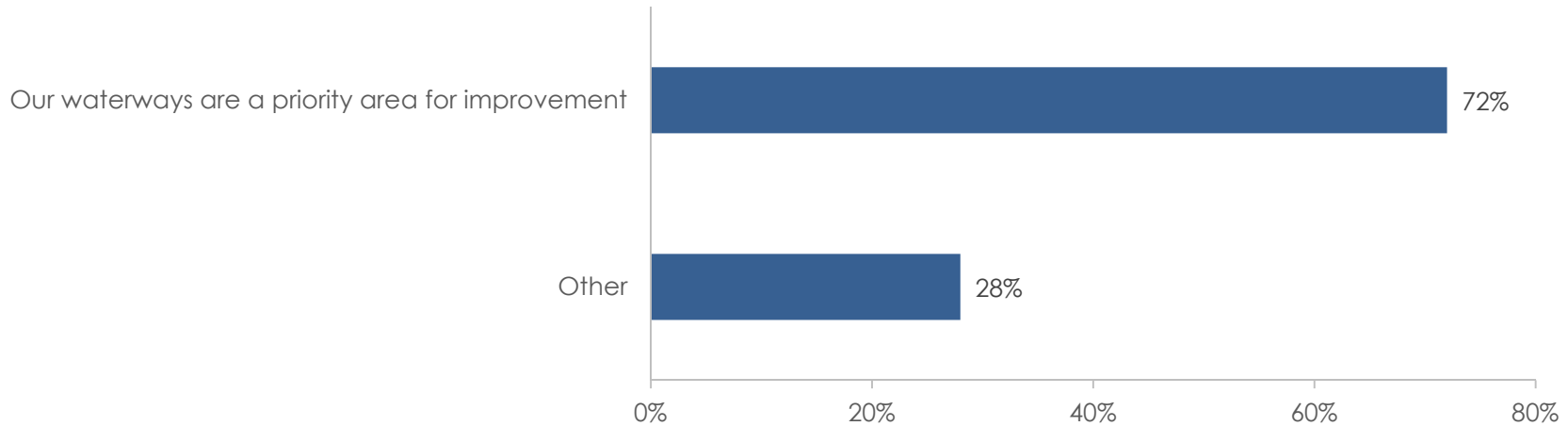
"Waterways are the most important feature of the area"



'This option is financially manageable for most ratepayers'

'Waterways need constant attention'

Option 2 – 14% First Preference



Base: N = 64

Note: 'other' responses are listed in Appendix A



Acknowledging that waterways should be a priority issue for Council to improve was the explanation given by 72% of respondents who selected Option 2 as their first preference

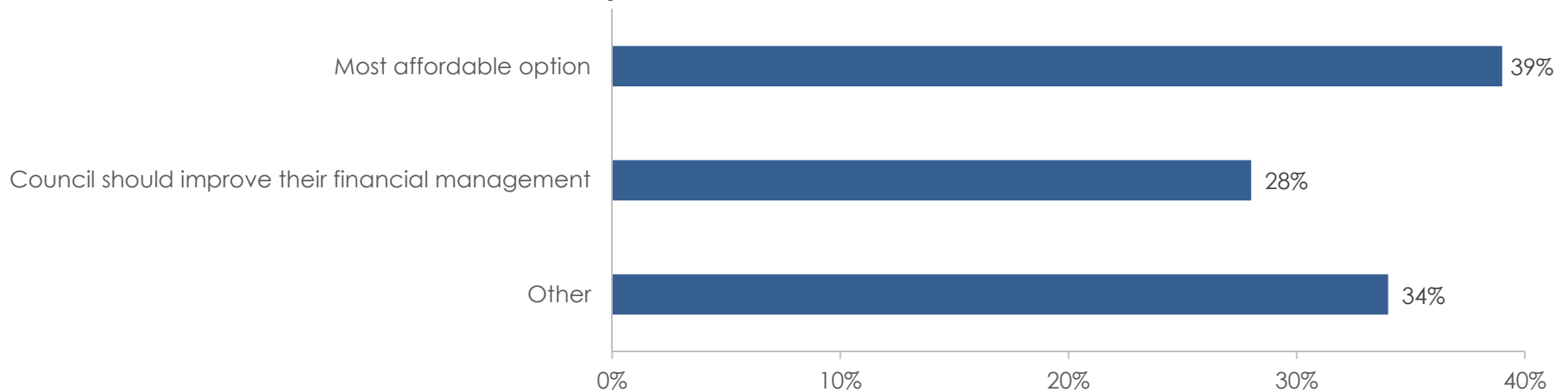
Reasons for Preferring Option 1 (18%)

Q5a. Please rank the 4 options in order of preference:

Q5b. What is your reason for choosing that option as your highest preference?



Option 1 – 18% First Preference



Base: N = 83

Note: 'other' responses are listed in Appendix A



Statements on why respondents choose option 1 as their first preference were dominated by references to it being the most affordable option, and that Council should be improving their financial management before asking to increase rates

Summary of Key Results



Summary of Key Results

The majority of residents were aware (59%) that Council was exploring community sentiment towards a potential special rate variation, the majority of whom were informed by the Council's mailout

Residents were most supportive of **Option 4** (Maintain and improve our core infrastructure assets and improve the health of our waterways)

- ⇒ *54% of residents selected **Option 4** as their most preferred option*
- ⇒ *Cumulatively 67% of residents selected **Option 4** as either their first or second preference*

57% of the community had **Option 1** (Rate peg only) as their least preferred option



The Ballina community are supportive of Council seeking an SRV that addresses the needs of both local infrastructure and waterways



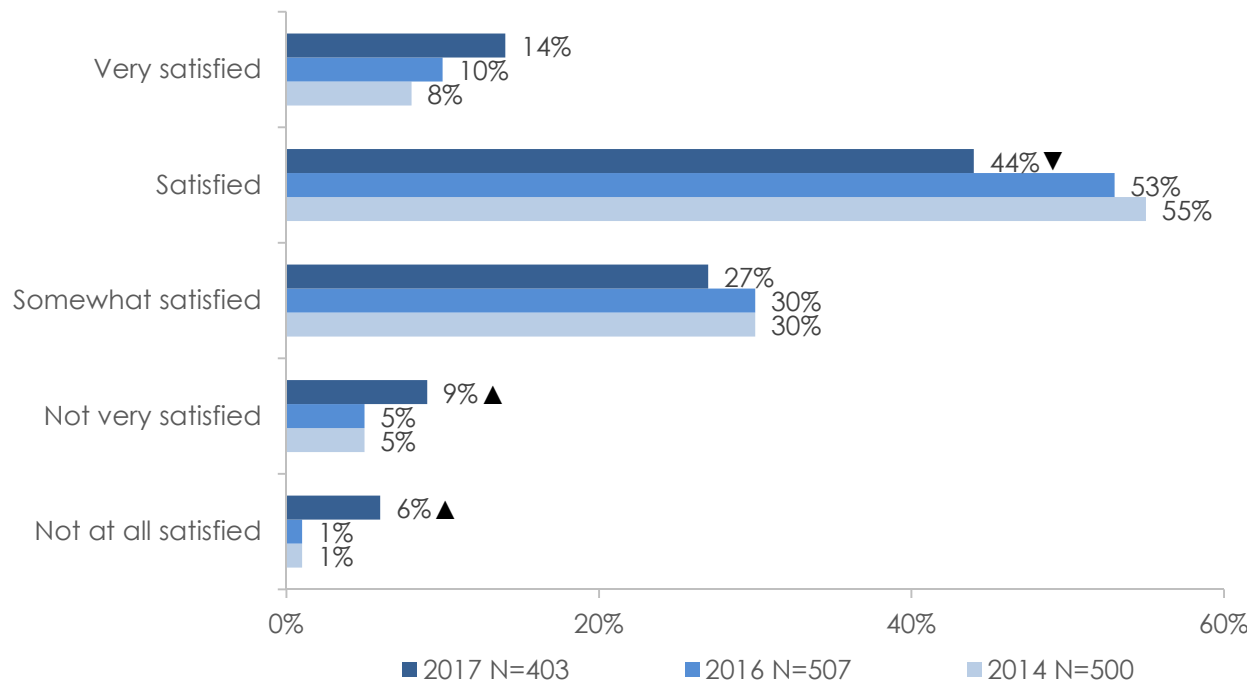
Community Diagnostics

Overall Satisfaction With the Performance of Council

Q2. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas?

	Overall 2017	Overall 2016	Overall 2014	Male	Female	18-34	35-49	50-64	65+
Mean ratings	3.50▼	3.66	3.65	3.41	3.58	3.64	3.31	3.42	3.66▲

	Ratepayer	Non-ratepayer	Alstonville	Ballina	Lennox Head	Skennars Head	Wardell	Wollongbar	Rural/other
Mean ratings	3.47	3.66	3.79▲	3.58	3.10▼	3.80	3.02	3.41	3.25



NSW LGA BRAND SCORES	Means
Regional	3.22
All of NSW	3.31
Ballina Shire Council	3.50▲

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

▲ ▼ = A significantly higher/lower level of satisfaction

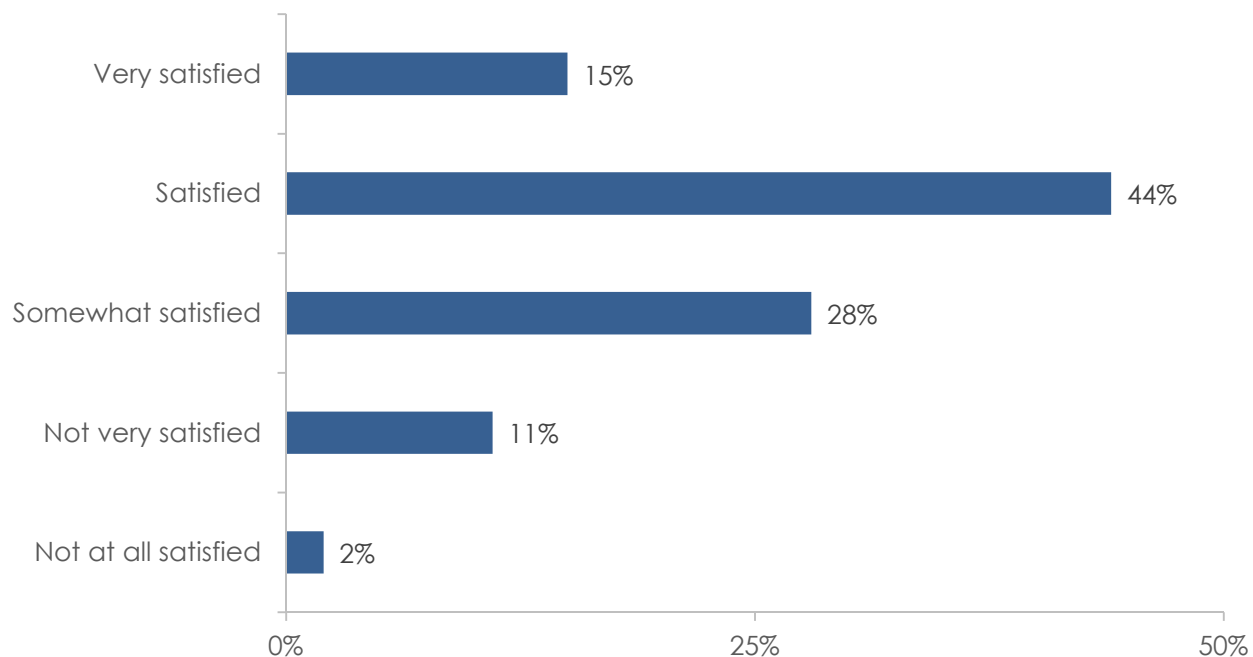
Overall satisfaction with the performance of Council has significantly decreased since 2016. This is likely due to awareness of Council seeking an SRV, with residents who are driving the downward shift in satisfaction being significantly more likely to have a preference for option 1 - no rate rise (as shown in questions later in the report). Satisfaction however is still significantly higher than our LGA brand scores for NSW

Satisfaction With the Quality of Infrastructure and Facilities

Q3a. How satisfied are you with the quality of infrastructure and facilities provided by Council in the local area?

	Overall	Male	Female	18-34	35-49	50-64	65+
Mean ratings	3.57	3.59	3.56	3.53	3.30▼	3.59	3.83▲

	Ratepayer	Non-ratepayer	Alstonville	Ballina	Lennox Head	Skennars Head	Wardell	Wollongbar	Rural/other
Mean ratings	3.56	3.66	3.63	3.58	3.49	3.89	3.12	3.91	3.41



Base: N = 403

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

▲ ▼ = A significantly higher/lower level of satisfaction



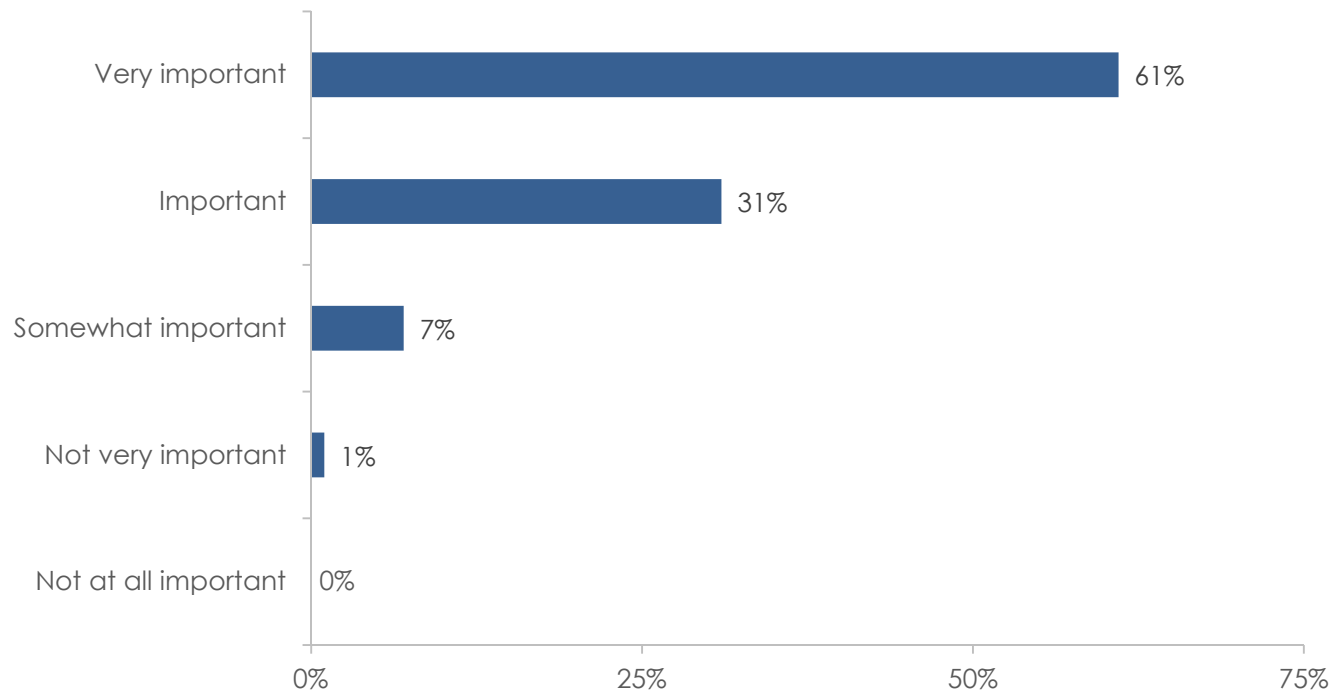
87% of residents were at least 'somewhat satisfied' with the quality of infrastructure and facilities. Respondents over the age of 65 were significantly more satisfied, whilst those aged 35-49 were significantly less satisfied

Importance of Providing Better Infrastructure and Facilities

Q3b. How important is it for Council to provide better infrastructure and facilities?

	Overall	Male	Female	18-34	35-49	50-64	65+
Mean ratings	4.51	4.47	4.54	4.29	4.63	4.61	4.43

	Ratepayer	Non-ratepayer	Alstonville	Ballina	Lennox Head	Skennars Head	Wardell	Wollongbar	Rural/other
Mean ratings	4.49	4.64	4.61	4.42	4.55	4.68	4.78	4.33	4.53



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

Base: N = 403

▲ ▼ = A significantly higher/lower level of importance



Residents strongly believe that it is important for Council to provide better infrastructure and facilities, with 61% stating that it is 'very important'



Demographics

Demographics

Q7. Please stop me when I read out your age bracket:

	%
18-34	19%
35-49	25%
50-64	29%
65+	27%
Base	403

Q8. Which of the following best describes the house where you are currently living?:

	%
Ratepayer	86%
Non-ratepayer	14%
Base	402

Q1a. In which area do you live?

Q10. Gender.

	%
Male	47%
Female	53%
Base	403

	%
Alstonville	23%
Ballina	42%
Lennox Head	17%
Skennars Head	1%
Wardell	2%
Wollongbar	5%
Rural/other	10%
Base	403



Demographics

Q1b. How long have you lived in the local area?

	%
Less than 6 months	2%
6 months – 2 years	4%
3 – 5 years	6%
6 – 10 years	14%
11 – 20 years	30%
More than 20 years	44%
Base	403

Q9. Which of the following best describes your current employment status?:

	%
Work full time in the LGA	28%
Work full time outside the LGA	8%
Work part time in the LGA	18%
Work part time outside the LGA	6%
Home duties	3%
Student	4%
Retired	25%
Unemployed/Pensioner	7%
Not applicable	1%
Base	403





Appendix A

Source of Information on Special Rate Variation

Q6a. Prior to taking this call, were you aware that Council was exploring community sentiment towards a Special Rate Variation?

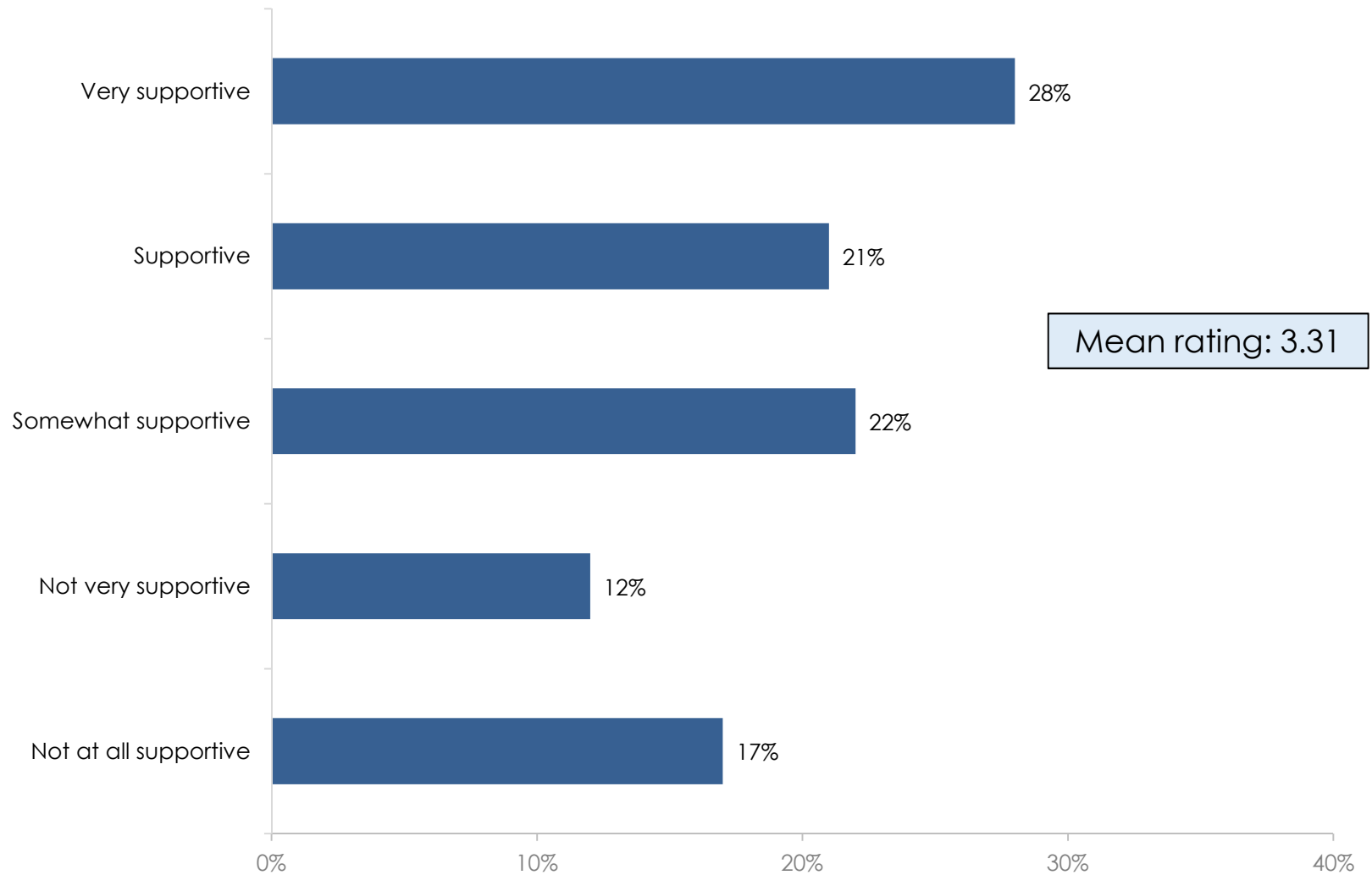
Q6b. (If yes in Q6a), how were you informed about the Special Rate Variation?

	Overall	Male	Female	18-34	35-49	50-64	65+
Mail out	73%	71%	75%	48%	77%	75%	75%
Newspaper advertisement	35%	36%	34%	0%▼	23%	42%	44%▲
Radio broadcasting	11%	12%	11%	0%	14%	15%	9%
Public meeting	5%	7%	3%	13%	4%	0%▼	7%
Other	14%	15%	14%	38%	3%	18%	12%

	Ratepayer	Non-ratepayer	Alstonville	Ballina	Lennox Head	Skennars Head	Wardell	Wollongbar	Rural/other
Mail out	76%▲	32%▼	77%	75%	58%	100%	38%	90%	75%
Newspaper advertisement	35%	28%	24%▼	36%	53%▲	74%	25%	47%	13%▼
Radio broadcasting	10%	25%	11%	10%	17%	0%	0%	5%	14%
Public meeting	5%	0%	4%	5%	9%	0%	0%	0%	0%
Other	13%	45%	15%	17%	8%	0%	62%	14%	3%

Support for Option 4 – Ratepayers

Q4d. How supportive are you of Council proceeding with Option 4?



Preferences of Special Rate Variation Options

Q5a. Please rank the 4 options in order of preference:

1st and 2nd preferences	Overall	Male	Female	18-34	35-49	50-64	65+
Option 1	31%	32%	31%	19%	28%	36%	39%▲
Option 2	45%	43%	47%	32%	54%	49%	43%
Option 3	56%	57%	56%	57%	53%	52%	64%▲
Option 4	67%	68%	66%	92%▲	66%	64%	54%▼

1st and 2nd preferences	Ratepayer	Non-ratepayer	Alstonville	Ballina	Lennox Head	Skennars Head	Wardell	Wollongbar	Rural/other
Option 1	35%▲	10%	30%	33%	35%	0%	57%	26%	23%
Option 2	47%	37%	45%	46%	51%	28%	43%	28%	44%
Option 3	55%	68%	59%	53%	49%	82%	69%	72%	62%
Option 4	64%	85%▲	66%	68%	64%	89%	32%▼	74%	72%

3rd preference	Overall	Male	Female	18-34	35-49	50-64	65+
Option 1	12%	15%	9%	14%	9%	14%	11%
Option 2	43%	44%	42%	54%	36%	40%	45%
Option 3	34%	32%	37%	32%	36%	39%	29%
Option 4	11%	10%	12%	0%▼	19%▲	7%	15%

Preferences of Special Rate Variation Options

Q5a. Please rank the 4 options in order of preference:

3rd preference	Ratepayer	Non-ratepayer	Alstonville	Ballina	Lennox Head	Skennars Head	Wardell	Wollongbar	Rural/other
Option 1	10%	26%▲	15%	12%	13%	20%	15%	5%	5%
Option 2	42%	47%	45%	38%	39%	62%	47%	68%▲	48%
Option 3	37%	21%	33%	37%	33%	18%	31%	28%	34%
Option 4	12%	6%	7%	12%	15%	0%	6%	0%	13%

4th preference	Overall	Male	Female	18-34	35-49	50-64	65+
Option 1	57%	53%	60%	67%	64%	51%	50%
Option 2	12%	13%	11%	14%	10%	11%	12%
Option 3	9%	11%	7%	11%	11%	9%	7%
Option 4	22%	22%	22%	8%▼	15%	29%	31%▲

4th preference	Ratepayer	Non-ratepayer	Alstonville	Ballina	Lennox Head	Skennars Head	Wardell	Wollongbar	Rural/other
Option 1	56%	64%	55%	56%	51%	80%	28%	69%	72%
Option 2	11%	16%	10%	16%	10%	9%	11%	5%	8%
Option 3	9%	11%	8%	9%	18%▲	0%	0%	0%	5%
Option 4	24%▲	8%	27%	19%	21%	11%	62%	26%	15%

Reasons for Preferring Options 1 and 2

Q5b. What is your reason for choosing that option as your highest preference?

Option 1 – 1 st preference	Count
Rates are already high, don't want to see an increase	5
Council do not undertake the tasks they promise	4
Do not believe these are the areas that require funding	2
It is the best option for me	2
Refused to respond	2
Wages are not increasing to match further rates increases	2
Council is subdividing so a rate increase will give them too much money	1
Council should look to make extra money in other areas, e.g. Levy, better management of waterways	1
Do not think Council has considered the demographics of the ratepayers	1
Do not trust council to do the best for the community	1
Not the right time to increase rates	1
Rate increases for the purpose of waterways and infrastructure would not impact my future	1
Rates are higher than quoted in options, don't want to see an increase	1
Retired people are not using the facilities which have been flagged for improvement so should not have to pay extra rates	1
There has already been significant rate increases over the years	1
There is more infrastructure work to be undertaken	1
Waterways/infrastructure should be state responsibility	1

Option 2 – 1 st preference	Count
Best sounding option	3
Refused to respond	2
Cost is all I can afford	2
Financially manageable for most rate payers	2
Infrastructure can be funded by other options rather than a rate increase	1
Do not believe that it is Ballina Shire Council's responsibility to raise revenue for infrastructure and waterways	1
Economic climate	1
I think council should take a cut to their wages	1
It covers what I feel should be covered by the councils in their work.	1
Money gets spent on wrong things already why give them more	1
Rates are high enough already	1
Shire is well maintained and doesn't need to raise the rates	1
Wasting enough tax payer dollars so may as well fix the Richmond river	1

Reasons for Preferring Options 3 and 4

Q5b. What is your reason for choosing that option as your highest preference?

Option 3 – 1 st preference	Count
Most reasonable rate increase	3
Best value for money	2
Better option for the environment	1
Better to do it now than later	1
Happy medium between all options	1
Supportive, however would like to know what money will be spent on	1
Improving health of waterways should involve financial input from Councils upstream	1
Need sufficient funds to manage everyday life	1
Rates are too high	1
Refused to respond	1
Waterways need to be kept clean	1
Against council spending money on Richmond river if the other councils wont input money as well	1

Option 4 – 1 st preference	Count
This is the best option	6
Most feasible way for Council to raise money to make improvements in the community	2
Refused to respond/no reason	2
Willing to pay for improvements	2
Council should manage the money that they already have more efficiently	1
Possibility of a financially sustainable council	1
Support Council in an increase as they are doing a good job	1
They need to cut down undergrowth for views	1
This is the best use of my money for a rates increase	1
This will improve the area, as well as meeting Fit for the Future benchmarks	1
We need to raise the money	1



Appendix B - Questionnaire

Ballina Shire Council
Community Survey – Special Rate Variation
January 2017

Good morning/afternoon/evening, my name is from Micromex Research and we are conducting a survey on behalf of Ballina Shire Council. The survey will take about 10-15 minutes. Thank you for agreeing to assist us with this survey, which is being conducted for Council and asks local residents their opinions of local facilities and Council services.

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

- Yes (If yes, terminate survey)
 No

Q1a. In which of the following areas do you live? Prompt

- Alstonville
 Ballina
 Lennox Head
 Skennars Head
 Wardell
 Wallongbar
 Rural/Other

Q1b. How long have you lived in the local area? Prompt

- Less than 6 months
 6 months – 2 years
 3 – 5 years
 6 – 10 years
 11 – 20 years
 More than 20 years

Q2. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas? Prompt

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

Q3a. How satisfied are you with the quality of infrastructure and facilities provided by Council in the local area? Prompt

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

Q3b. How important is it for Council to provide better infrastructure and facilities? Prompt

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

Read Concept statement:

The State Government introduced its Fit for the Future Reform in 2014, which required all NSW councils to assess their current position and demonstrate how the council will be financially sustainable into the future.

In our submission, we identified that we need to be spending approximately \$2 million extra per annum on the renewal of our infrastructure assets such as:

- Roads
- Stormwater drainage
- Community buildings
- Open spaces
- Sports fields

In addition to this, during the recent council elections, the newly elected Councillors received feedback supporting Council taking a more proactive approach in respect to managing our waterways, particularly the Richmond River and its tributaries, along with Shaws Bay and Lake Ainsworth.

As such we are considering an option to raise approximately \$300,000 extra per annum to undertake projects to improve the health of OUR waterways.

This extra spending on infrastructure and waterways will require an increase in rates and charges, which is known as a Special Rates Variation. To minimise the financial burden of the rate increase the allowable increases in waste collection, water and wastewater charges will be limited to approximately CPI for the next three years. In addition to this the Council will remove Council's waste operations charge of \$73 per annum.

There are four options which I would like you to consider. Each option will have varying impacts on local assets and service quality. In summary, the four options are:

- Option 1** Rate peg only
Option 2 Improve the health of our waterways
Option 3 Maintain and improve our core infrastructure assets
Option 4 Maintain and improve our core infrastructure assets and improve the health of our waterways

Before we discuss these options in more detail, it is worth noting that all across NSW, residential rates increase each year by an amount that is set by the NSW Government – this is known as the Rate Peg. For the 2017-18 financial year, this increase is estimated to be 1.5%. In the two following years, this increase is estimated to be 2.5% each year.

Let's look at the options in more detail:

Programming instruction: Flip options to read 1 – 4 and 4 – 1 evenly across respondents

Option 1: Rate peg only

No special rate variation and the removal of the waste operations charge.

Rates would increase only by the usual annual rate peg amount of 1.5% for 2017/18 and an estimate of 2.5% for 2018/19 and 2019/20.

Over the three-year period, this is a cumulative increase of 6.6%.

Residential ratepayers who are paying around \$943 per year would pay around \$21 more each year. After three years, this would amount to an annual residential charge of \$1,006 by 2019/2020, an increase of \$63.

Even though the rate peg increase would apply each year, by removing the separate waste operations charge of \$73 in 2017/18, the average residential ratepayer will be paying \$11 less in 2019/20 than they are paying now for this combination of rates and charges.

Under this option there is the potential for long term deterioration of core infrastructure assets, including:

- Roads
- Buildings
- Footpaths
- Stormwater drainage
- Parks and open spaces, including playgrounds
- Sports field facilities

Council may also not be able to reach its goal of being financially sustainable and being confirmed as a Fit for the Future Council.

And there would also be limited proactive works undertaken to improve the health of our waterways.

Q4a. How supportive are you of Council proceeding with Option1? Prompt

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

Option 2: Improve the health of our waterways

The long-term objective of the Healthy Waterways Program, especially for the Richmond River, is to bring back the fish and oysters to our estuary. Plans for Shaws Bay and Lake Ainsworth focus on their highly prized recreational values.

In addition to the usual rate pegging increase of 1.5% for 2017/18, this option would include an extra 1.5% Special Rate Variation, so a total increase of 3% for 2017/18.

This Special Rate Variation increase of 1.5% would only occur in the 2017-18 financial year, but it would be built into the rate base, meaning in future years rate peg increases would be applied to a larger base, thereby generating slightly more revenue to be allocated to the waterways.

Under this option, residential ratepayers who are paying around \$943 per year would pay, on average, \$971 next year, which is an increase of \$28. However, they would not pay the separate \$73 for the waste operations charge, resulting in an overall saving of approximately \$45 for 2017/18.

This option would generate approximately \$3.6 million over 10 years to undertake projects to improve the health of our waterways.

However, under this option there is the potential for long term deterioration of Council's core infrastructure assets due to a lack of funding.

Council may also not be able to reach its goal of being financially sustainable and being confirmed as a Fit for the Future Council.

Q4b. How supportive are you of Council proceeding with Option 2? Prompt

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

Option 3: Maintain and improve our core infrastructure assets

This option is based on Council only implementing its Fit for the Future submission to focus on infrastructure but not waterways, which was based on a 2.9% increase above the estimated rate pegging limit for 2017/18 to 2019/20. Council would be able to deliver improvements to assets sooner and ensure that our existing assets do not deteriorate over time and we meet the State Government's Fit for the Future benchmarks.

In addition to the standard rate pegging increase of 1.5% for 2017/18 and 2.5% for 2018/19 and 2019/20, this option represents a total increase of 4.4% for 2017/18 and then 5.4% for both 2018/19 and 2019/20.

Over the three-year period this is a cumulative increase of almost 16%.

Residential ratepayers who are paying around \$943 per year would pay, on average, around \$50 more each year. After three years, this would amount to an annual charge of \$1,094 by 2019/2020.

However, over the next 3 years some of this increase will be offset by the removal of the separate waste operations charge of \$73. The total actual increase over the period would be \$78 more than is currently being paid, which represents an increase of approximately \$26 each year.

At the end of the three-year period the Special Rate Variation increase would be built into the rate base, meaning in future years' rate peg increases would be applied to a larger base, thereby generating slightly more revenue to be allocated to community assets.

This option would generate approximately \$18 million over 10 years and Council would spend this on the renewal of the following infrastructure:

- \$11 million on roads and stormwater drainage
- \$2.5 million on buildings; and
- \$4.5 million on parks, open spaces and sports fields

Allocations within these infrastructure types may change over time depending on the highest priority works, but importantly the funds will always be spent on infrastructure renewal.

However, there would be limited proactive works undertaken to improve the health of our waterways.

Q4c. How supportive are you of Council proceeding with this Option 3? Prompt

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

Option 4: Maintain and Improve our core infrastructure assets and improve the health of our waterways

This option represents a Special Rate Variation of 4.9% for 2017/18 and 5.9% for 2018/19 and 2019/20, to address both our assets and our waterways.

Residential ratepayers who are paying around \$943 per year would pay, on average, around \$55 more each year. After three years, this would amount to an annual charge of \$1,109 by 2019/2020.

Over the three-year period this is a cumulative increase of 17.6%.

However, over the next 3 years some of this increase will be offset by the removal of the separate waste operations charge of \$73. The total actual increase over the period would be \$93 more than is currently being paid, which represents an increase of approximately \$31 each year.

Therefore, the actual cumulative increase is 9.2% for the three-year period.

As per option three this option would generate approximately \$18 million over 10 years for asset renewal and Council would spend this on the renewal of the following infrastructure:

- \$11 million on roads and stormwater drainage
- \$2.5 million on buildings; and
- \$4.5 million on parks, open spaces and sports fields

Allocations within these infrastructure types may change over time depending on the highest priority works, but importantly the funds will always be spent on infrastructure renewal.

Council would be able to deliver improvements to assets sooner and ensure that our existing asset base did not deteriorate over time.

In addition, this option would generate approximately \$3.6 million over 10 years to undertake projects to improve the health of our waterways.

At the end of the three-year period the Special Rate Variation increase would be built into the rate base, meaning in future years' rate peg increases would be applied to a larger base, thereby generating slightly more revenue to be allocated to community assets and waterways.

We should also be in a position to meet the State Government's Fit for the Future benchmarks.

Q4d. How supportive are you of Council proceeding with Option 4? Prompt

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

Q5a. Please rank the 4 options in order of preference:

- Option 1 – Rate peg only our assets may steadily decline over the longer term with Council not being in a position to renew our assets in a timely manner. There is also the risk that Council would not be financially sustainable and not meet the State Government's Fit for the Future program. Amalgamation remains a possibility for councils that do not meet the Fit for the Future benchmarks.
- Option 2 – Improve the health of our waterways Council would improve the quality of our waterways including the Richmond River and its tributaries, along with Shaws Bay and Lake Ainsworth. We would be proactive in undertaking projects and leverage our funding with State and Federal Government grants. However, as per option one, our assets may not be renewed in a timely manner and Council may not meet the State Government's Fit for the Future benchmarks.
- Option 3 – Maintain and improve our core infrastructure assets. We would minimise the deterioration of our existing infrastructures assets and fund most of the required renewal works to ensure our assets are renewed in a timely manner. We should also meet the State Government's Fit for the Future benchmarks.
- Option 4 – Maintain and improve our core infrastructure assets and improve the health of our waterways. We would fund most of the required renewal works to ensure our assets are renewed in a timely manner and improve the quality of our waterways. We should also meet the State Government's Fit for the Future benchmarks.

Q5b. What is your reason for choosing that option as your highest preference?

.....

Q6a. Prior to this call, were you aware that Council was exploring community sentiment towards a Special Rate Variation?

- Yes
- No (If no, go to Q7)
- Not sure (If not sure, go to Q7)

Q6b. How were you informed of the Special Rate Variation? Prompt

- Mail out
- Newspaper advertisement
- Radio broadcasting
- Public meeting
- Other (specify).....

Demographics

The following information is used for demographic purposes only.

Q7. Please stop me when I read out your age bracket: Prompt

- 18-34
- 35-49
- 50-64
- 65+

Q8. Which of the following best describes the house where you are currently living? Prompt

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

Q9. Which of the following best describes your current employment status? Prompt

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

Q10. Gender by voice:

- Male
- Female

Q11a. Council is developing a community consultation register – would you be willing to register your interest with Council for future consultation activities?

- Yes
- No (Go to end)

Q11b. Could I please have some contact details? Note that while these will be supplied to Council, they will be kept entirely separate from your responses to this survey.

First name:

Surname:

Email:

Preferred telephone:

To find out more information about Ballina Shire Council and the Special Rate Variation proposal, please access www.ballina.nsw.gov.au



micromex
research

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

Paul Hickey

To: Sandra Bailey
Subject: FW: Response

About Micromex Research

Micromex Research was established in NSW in 1986 and is 100% Australian owned. We are a mid-sized full service vertically integrated market research company – we have our own call centre, field interviewers, and online survey capabilities, plus extensive qualitative research experience. We have 10 FT employees and circa 100 casual employees.

In 2011 Micromex Research gained contractor accreditation to the Local Government Procurement Community Services Panel LGP 12.08. We are also on the 2014 NSW Performance and Management Supplier Panel and the current NSW Transport Surveys & Fieldwork Services Supplier Panel. And we were accepted onto the NSW Office of Local Government's Fit for Future Technical Advisory Panel to provide community engagement/research advice to government.

We have worked with the following LGAs and organisations since March 2010:

- | | |
|---------------------------------|-------------------------------------|
| 1. Albury City Council | 37. Liverpool City Council |
| 2. Ashfield Council | 38. Liverpool Plains Council |
| 3. Armidale Regional Council | 39. Maitland Council |
| 4. Auburn City Council | 40. Marrickville City Council |
| 5. Bankstown City Council | 41. Mid-Western Regional Council |
| 6. Ballina Shire Council | 42. Moorabool Shire Council (VIC) |
| 7. Bayside City Council(VIC) | 43. Mosman Council |
| 8. Bega Valley Shire Council | 44. Moree Shire Council |
| 9. Blacktown City Council | 45. Murray Shire Council |
| 10. Bland Shire Council | 46. Murrumbidgee Shire Council |
| 11. Broken Hill Shire Council | 47. Narrandera Shire Council |
| 12. Burwood Council | 48. Newcastle City Council |
| 13. Byron Shire Council | 49. Parramatta City Council |
| 14. Camden Council | 50. Penrith City Council |
| 15. Campbelltown City Council | 51. Playford Council (SA) |
| 16. Cessnock Council | 52. Pittwater Council |
| 17. City of Melbourne | 53. Port Macquarie-Hastings Council |
| 18. City of Ryde | 54. Queanbeyan City Council |
| 19. City of Sydney | 55. Richmond Valley Council |
| 20. Devonport Council (TAS) | 56. Randwick City Council |
| 21. Dubbo City Council | 57. Rockdale City Council |
| 22. Eurobodalla Shire Council | 58. Singleton City Council |
| 23. Fairfield City Council | 59. Strathfield Council |
| 24. Forbes Shire Council | 60. Sutherland Shire Council |
| 25. Gosford City Council | 61. Tamworth Regional Council |
| 26. Gloucester Shire Council | 62. Tenterfield Shire Council |
| 27. Great Lakes Shire Council | 63. The Hills Shire Council |
| 28. Hawkesbury Council | 64. Upper Hunter Shire Council |
| 29. Holroyd City Council | 65. Wagga Wagga City Council |
| 30. Hunter's Hill Council | 66. Warringah Council |
| 31. Kempsey Shire Council | 67. Waverley Municipal Council |
| 32. Kingston City Council (VIC) | 68. Wollondilly Council |
| 33. Ku-ring-gai Council | 69. Wingecaribee Council |
| 34. Lake Macquarie City Council | 70. Woollahra Municipal Council |
| 35. Lane Cove Council | 71. Wyong Shire Council |
| 36. Lithgow City Council | 72. Yass Valley Council |

Micromex Research has a flat organisation structure – senior executives including Stuart Reeve and Mark Mitchell work seamlessly with the rest of the project team on large projects and key clients.

Between them, Stuart and Mark have over 55 years' research experience!

- Mark, our General Manager, has previously been NSW General Manager of Roy Morgan Research and Managing Director of C&R Research. He is a member of the Australian Market & Social Research Society (AMSRS) and is a Qualified Practising Market Researcher (QPMR). This accreditation indicates a member is a professional market and social researcher recognised for extensive experience and formal qualifications. It also reflects that the member has made a commitment to ongoing professional development to maintain their expertise in the industry.

- Stuart, our Managing Director, has worked in senior roles at companies such as Research International and Roy Morgan Research, and has conducted countless qualitative and quantitative community engagement surveys in his past seven years with Micromex. Stu is a member of the International Association for Public Participation (IAP2) and has been a long standing member of the Australian Market & Social Research Society

Our Special Rate Variation experience

Since 2010 we have provided technical survey services for over 30+ SRV consultations – and in all our submissions IPART has never expressed concern with our survey approach or scale. The community support and preference for Option 4 has the strongest support score and preference score we have seen for the highest option in an SRV.

The Support Scale

Why do we use a unipolar support scale? Quite simply because a **unipolar** scale prompts a respondent to think of the presence or absence of a quality or attribute. A perfect example of this is a response to a concept like an SRV option.

Our unipolar scale includes the following choices:

- not at all supportive
- not very supportive
- somewhat supportive
- supportive
- very supportive

A **bipolar** scale prompts a respondent to balance two opposite attributes, determining the relative proportion of these opposite attributes. Where a unipolar scale has one “pole,” a bipolar scale has two polar opposites.

For example,:

- Much too hot
- A little too hot
- Just right
- A little too cold
- Much too cold

In the case of our support rating, trying to use a bipolar scale would be 'messy' – for instance, it would run from 'very supportive' to 'very unsupportive'. In reality, you either don't support an issue at all, or you support it to some extent – hence our use of the unipolar scale.

It is also worth noting that we used a semantic scale, where a series of answer codes were read out to residents. The code descriptions help to add context/meaning and minimise respondent confusion.

Top 2 or Top 3 Box?

Following on from the above, residents who did not support an option could select 'not at all supportive' or even 'not very supportive'. So if they chose to select 'somewhat supportive', we can assume they were registering some level of support. Interestingly, had we only considered the Top 2 Box results for the four options rather than Top 3 Box, support for Option 4 was even more favourable relative to the others.

Other Design Features

We also rotated the order 1-4 and 4-1 to obtain a sequential monadic support score so that we can see the relative support level for each of the options.

After which as per IPART's **Guidelines for the preparation of an application for a special variation to general income in 2012/2013 (see 5.2.3 below)** we obtained a head-to-head preference score, which showed a clear preference for Option 4.

5.2.3 Capturing community feedback

There are a number of options for capturing community feedback. Generally the best way of capturing representative and quantifiable community feedback is by undertaking a statistically significant, random survey. IPART anticipates that councils applying for a special variation will need to conduct such a survey.

When undertaking the survey respondents need to be provided with clear and transparent information on the special variation being sought and the services and/or works programs it is to fund (as outlined above).

The information and the questions should be presented to participants in an objective way and not be leading or misleading.

The survey should capture what the community wants

The survey should determine the community's willingness to pay the proposed rate increases to fund the program of expenditure which the council is proposing – not just the community's support for the expenditure program.

Preferably, consultation material and surveys should also measure the level of community support for different programs of expenditure by allowing respondents to rank these services and/or proposed works in order of priority.

Respondents should be offered more than a choice between 'all or nothing'. There should be different levels of services and/or proposed works which may be able to be funded with a lower rate increase.

Stuart Reeve
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research
& consulting

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Healthy Environment

Summary

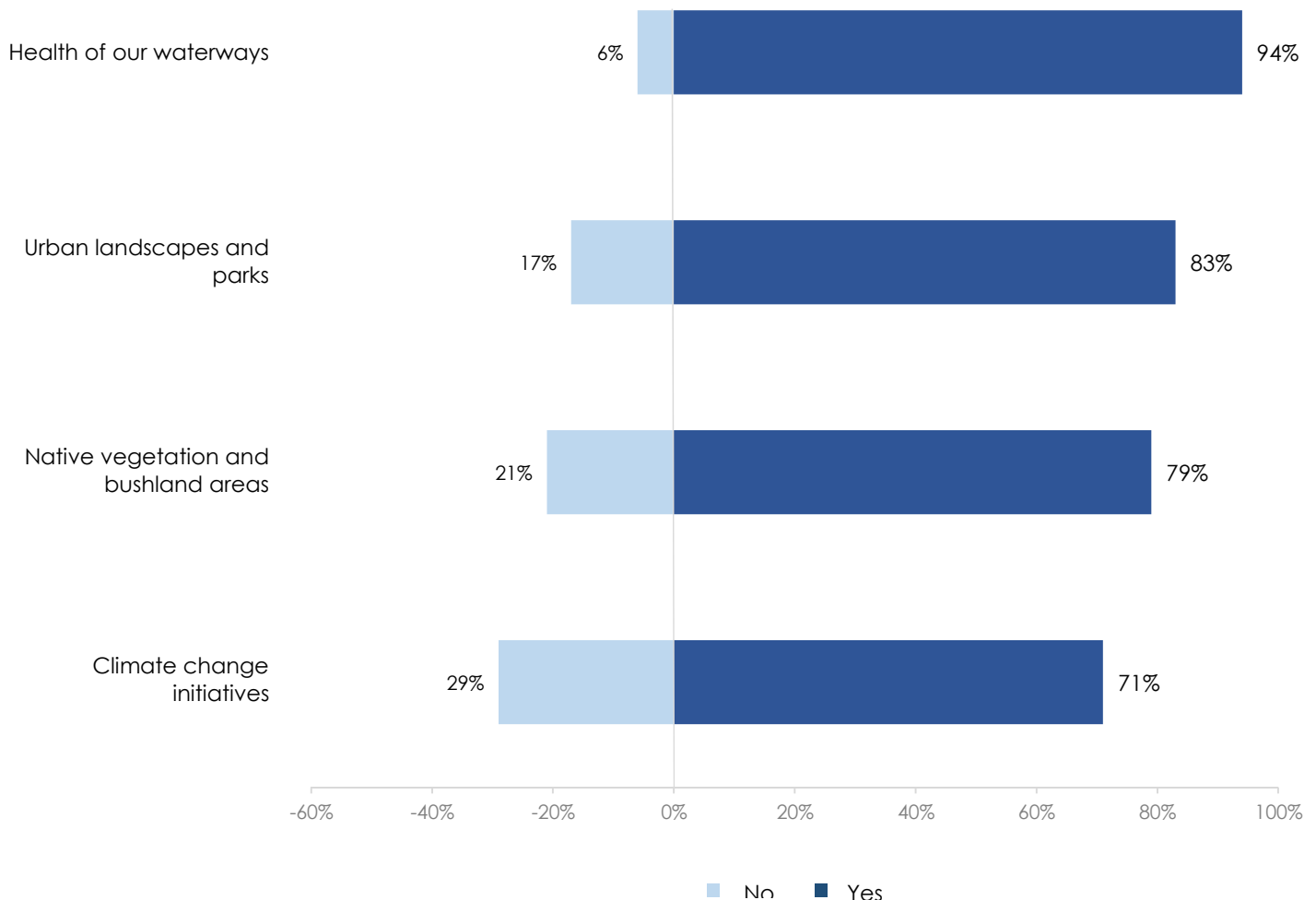
94% of residents stated that 'health of our waterways' is a priority for them/their household.

Females were significantly more likely to prioritise 'native vegetation and bushland areas'.

Residents aged 65 and over were significantly less likely to believe that 'climate change initiatives', 'urban landscapes and parks' and 'native vegetation and bushland areas' are priority issues.

Lennox Head residents were significantly more likely to state that 'urban landscapes and parks' is a priority issue, whilst Alstonville and Rural/Other residents were significantly less likely to. Lennox Head residents additionally were significantly more likely to state that 'climate change initiatives' were a priority issue and Alstonville residents were significantly less likely to prioritise 'health of our waterways'.

Q10c. Thinking about the third key direction 'Healthy Environment', for each of the following could you please indicate which are priorities for you/your household?



Base: N = 507



Healthy Environment

Summary

71% of residents stated that investment in 'health of our waters' should be increased.

Females were significantly more likely to believe that investment for 'native vegetation and bushland areas' and 'climate change initiatives' should be increased.

Residents of Lennox Head were significantly more likely to feel that investment should be increased for 'urban landscapes and parks', whilst residents of Wardell were significantly less likely to.

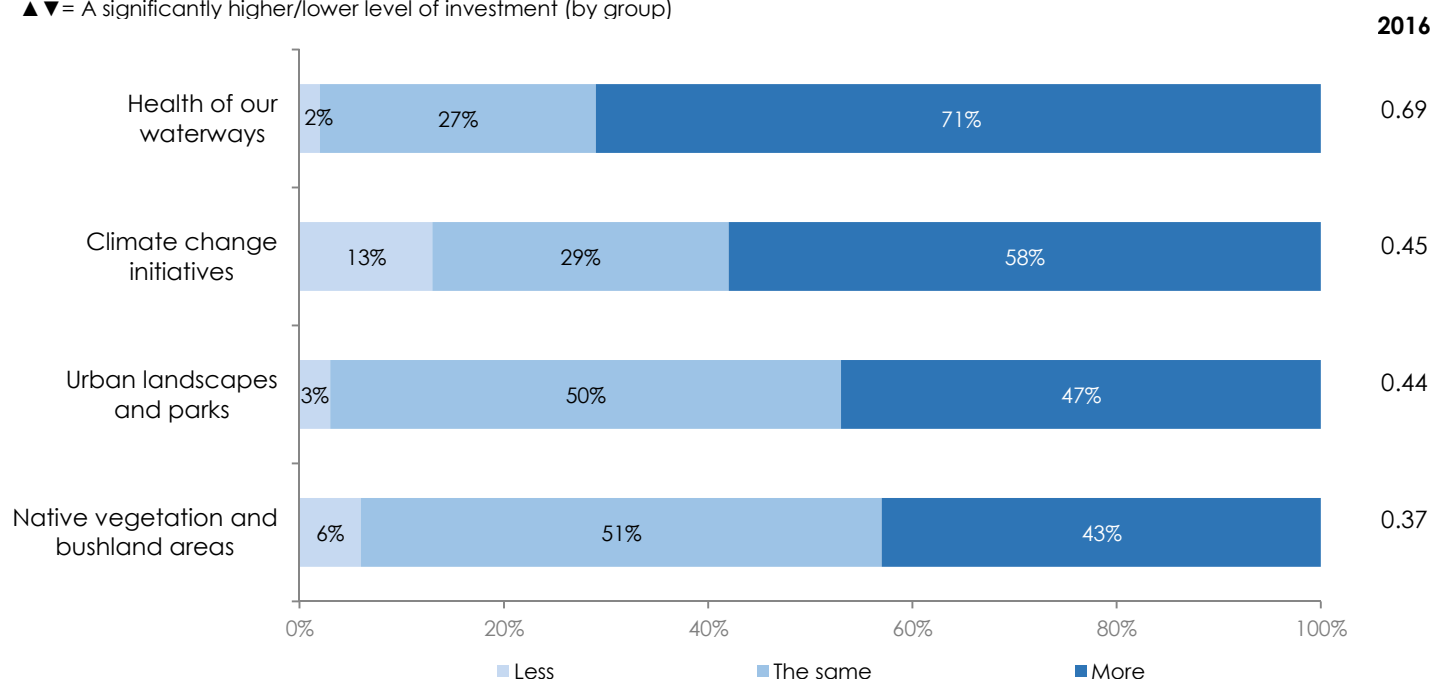
Q10c. Thinking about the third key direction 'Healthy Environment', for each of the following could you please indicate whether there should be less, the same, or more focus in terms of Council investment, resourcing or advocacy on that area?

	Overall 2016	Male	Female	18-34	35-49	50-64	65+
Health of our waterways	0.69	0.63	0.74	0.69	0.67	0.69	0.69
Climate change initiatives	0.45	0.36	0.53▲	0.53	0.41	0.48	0.39
Urban landscapes and parks	0.44	0.40	0.46	0.47	0.44	0.46	0.39
Native vegetation and bushland areas	0.37	0.28	0.45▲	0.32	0.34	0.45	0.35

	Alstonville	Ballina	Lennox Head	Skennars Head	Wardell	Wollongbar	Rural/Other
Health of our waterways	0.61	0.70	0.72	0.68	0.68	0.62	0.77
Climate change initiatives	0.44	0.43	0.58	0.31	0.50	0.26	0.41
Urban landscapes and parks	0.39	0.39	0.67▲	0.58	-0.08▼	0.52	0.24
Native vegetation and bushland areas	0.29	0.38	0.44	0.45	0.18	0.43	0.36

Scale: -1 = less, 0 = the same, 1 = more

▲▼ = A significantly higher/lower level of investment (by group)



Key Findings

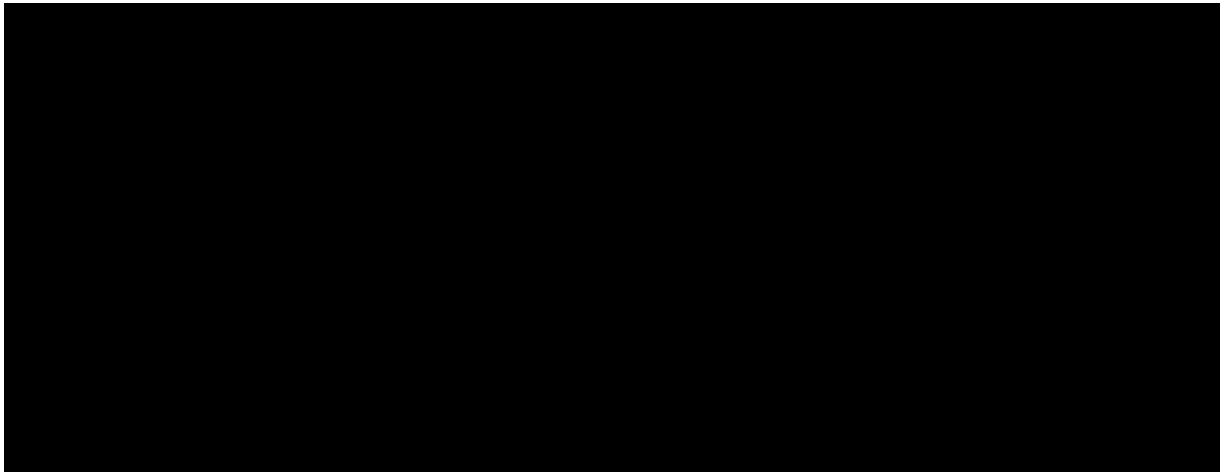
When we examine and review the 8 largest performance gaps, we can identify that all of the services or facilities have been rated as 'high' to 'extremely high' in importance. Resident satisfaction for all of these areas with the exception of 'Affordable housing', exceed 3.0 which indicates that resident satisfaction for these measures is 'moderate'.

Ranking	Service/ Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	Overall health of the Richmond River	4.65	3.23	1.42
2	Roads	4.73	3.42	1.31
3	Long term planning	4.53	3.27	1.26
4	Affordable housing	4.00	2.80	1.20
5	Management of development	4.19	3.16	1.03
6	Crime prevention and law and order initiatives	4.52	3.56	0.96
7	Parking	4.37	3.41	0.96
8	Opportunities to participate in Council decision making	4.01	3.07	0.94

The key outcomes of this analysis would suggest that, while there are opportunities to improve satisfaction across a range of services/facilities, that for the most part Council is achieving a good balance in delivery. The 'overall health of the Richmond River' is has the greatest largest gap between stated importance and satisfaction, though not the lowest satisfaction score.

Note: Performance gap is the first step in the process, we now need to identify comparative ratings across all services and facilities to get an understanding of relative importance and satisfaction at an LGA level. This is when we undertake step 2 of the analysis.





Dear Councillors,

I write with reference to the special rate variation (SRV).

I would like to know how council expects its rate payers to continue paying rates when the council continually applies for rate rises well above and beyond the annual wage increases that the people paying their rates can actually receive themselves.

If the rate increase 2018/19 is 9.3%, and for 2019/20 5.9% but the average annual wage increase is around 2% where does council expect the rate payers to find this extra money.

The inflation rate is set to be around 2-3% so how does council justify a huge 9.3% and 5.9% it is simply ridiculous to expect people who are already stretched to their budget limits to pay that sum of money.

It makes me wonder if council has lost touch with reality, or whether they can actually budget at all.

If they were to run a budget properly they would understand that they have x amount to spend and that is it, if there is not enough money in the budget for it you can't do it or you have to save for it.

How far do they think the rate payers would get if they all went to their employers and asked for a 9.3% pay increase, I know what most would say and why does the council think it should be any different.

I for one will be objecting to IPART (Independent Pricing and Regulatory Tribunal) about this SRV and would hope that many others would do the same.

Look after the money you have and spend it wisely, stop constantly putting your hand out for more when everyone else has to make do with the budget they have.

Yours sincerely

Sent from Mail for Windows 10

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14 September 2017

I believe Council is getting more than enough money through the enormous amount of construction happening on the North Coast.

The Land development has been happening for several years and provides Council with a huge amount of financial support in order to provide the services which Council is employed to provide.

The development is not likely to stop anytime soon. There are to be close to 700 new dwellings in the Cumbalum area alone.

The rates on my house block are \$2,500.00 on a 400m2 block. Land Values have increased significantly the amount of housing has gained considerable momentum.

If the average block of land is say 600m2 and their rates are on average \$3,000.00 per annum Council has another modest amount of \$2million just from that one development.

When I moved here 13 years ago my rates were around \$500.00 per financial year. I have seen some improvement provided by Council such as the upgrade of River Street but I also note that the businesses have high rates with a considerable amount of contributions/fees which go towards these upgrades.

In large housing developments Council receives substantial contribution fees from developers in order to provide roads, and support infrastructure such as community buildings, sports fields and the like. With the growing number of dual occupancies and multi residential properties Council requires large contribution fees in the tens of thousand dollars.

I have seen time after time the opportunity to build Ballina into a sustainable area with progress knocked back such as building a Marina.

With all this building going on – what is going to sustain it if there are no jobs. Creating opportunities for employment is a priority.

10.10 Special Rate Variation - Consultation.DOC

There are a few schools, couple of hospitals, police stations and mediocre shopping centres spread out over different areas of town.

Most people seem to head to Lismore to work judging by the traffic jams into Lismore at peak times.

What happens if Lismore can no longer support Ballina Residents in jobs because it goes under water too many times and work dries up because their businesses close.

I see a lot of waste by Council such as what is proposed at Lake Ainsworth. 1.7million dollars of ratepayers' money to put in something that is not wanted, not needed and has the casting vote of 1 mayor who lives closer to Lismore than Lennox Head. When was the last time he wanted to put a kayak into the Lake. How easy it is to rock up lakeside and offload. He wants us to park 2 miles away and walk our kayak on our heads down to the lake. Why make an easy enjoyable experience for so many people and families a "I can't be bothered" moment. Not to mention pulling out all those beautiful trees which provide shade and shelter from the heat for families and taking away all the parking spots.

I can see the grassed edges covered in dog faeces as dog walkers have to walk along that area to get their dogs onto the beach with dogs fighting in amongst the walkers.

What is proposed takes away the natural aesthetics of what makes the lake so enjoyable.

If we wanted to visit a kerb and gutter pool we would go to Dreamworld. It is all wrong in so many ways. It is a natural experience we are after not a processed cookie cut pathway.

Council is employed by its Community and if the Community do not want something why is it wasting our money.

Council puts in roundabouts with plants which are not suitable such as at the new entrance to Ballina Heights. This filled with weeds then had to be maintained with poisons then the plants died or were pulled out and now it is grass.

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The roundabout at Aldi which is extremely busy but has tall plants in it so you cannot see what is already on the roundabout.

Council built unisex toilets in Pop Denison Park which now is probably going to mean pulling out stainless toilets and putting ceramic to accommodate for the female population.

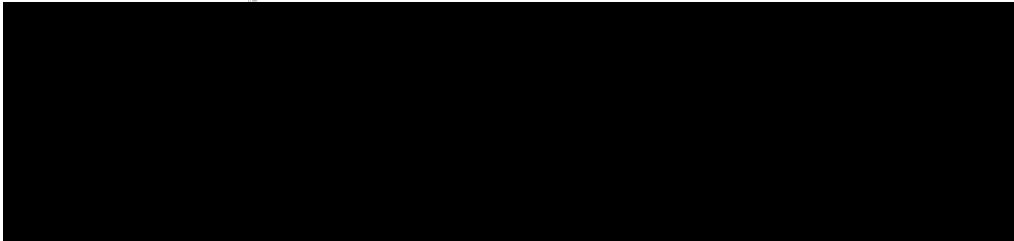
Council built a surf club which is rendered concrete - I know from building/owning houses that this will need maintenance and painting every few years which is very costly. Why does Council not build buildings which do not require so much ongoing maintenance.

I believe Council has a duty to provide good roads, waterways, maintain our beaches including keeping them clean, manage stormwater and community buildings but it also has a duty to manage its financials so as not to be impose elevated unsubstantiated rates on the landowners who are already paying more than our share.

Council got what it wanted, a temporary rate rise in order to carry out the works necessary. Now Council has become greedy and wants more. When will it stop. Start looking at what you are wasting our money on and fix it.

Here's another example.

I have no objection to Council employing people with disabilities, differences, inequalities.



Fair enough the Council supports people of all walks of life but don't do it at our expense and then ask for more money from the ratepayers to pay for things our rates are for.

Take the money out of your own pocket. No offence to anyone intended. I need to make a point.

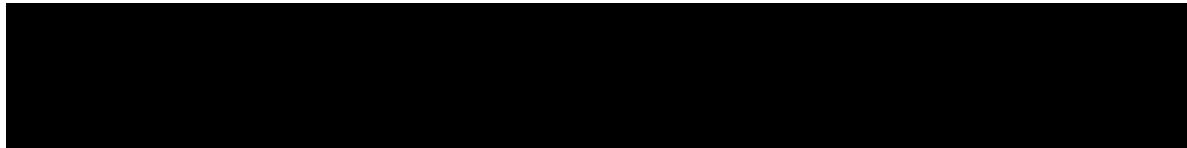
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c.c. Jeff Johnson

Sharon Caldwell

Keith Williams

10.10 Special Rate Variation - Consultation.DOC



Sent: Monday, 25 September 2017 2:05 PM
To: srvproposal
Subject: re Rate by 9.3% hike to fund asset renewals

Dear Sir, Madam

Being a ratepayer I would like to kindly enquire about one aspect of the rate increase proposal. When in the planning stage, ratepayers and the community were contacted to lodge their feedback on this matter with council. My question is if the findings of this enquiry were ever published or openly discussed. I might have missed this and would like to know how the ratepaying public responded to the proposal. Was the majority for or against it? Please advise.

Best Regards



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10.10 Special Rate Variation - Consultation.DOC

[REDACTED]

Sent: Monday, 25 September 2017 7:45 PM
To: Ballina Shire Council
Subject: proposed increase in rates..please forward to all councillors of Ballina Council

Good evening to all councillors of the Ballina Council.

[REDACTED]

However, we are currently unable to afford this because we are actually haemorrhaging money, endeavouring to pay the mortgage, pay the rates and taxes associated with this property. The thousands that we pay in land tax every year on top of everything else has almost necessitated that we sell the property. We have hung on hoping that things will get become easier. Now we are facing the proposed increase above and beyond the normal rates because of your proposal. This would be the final nail in the coffin.

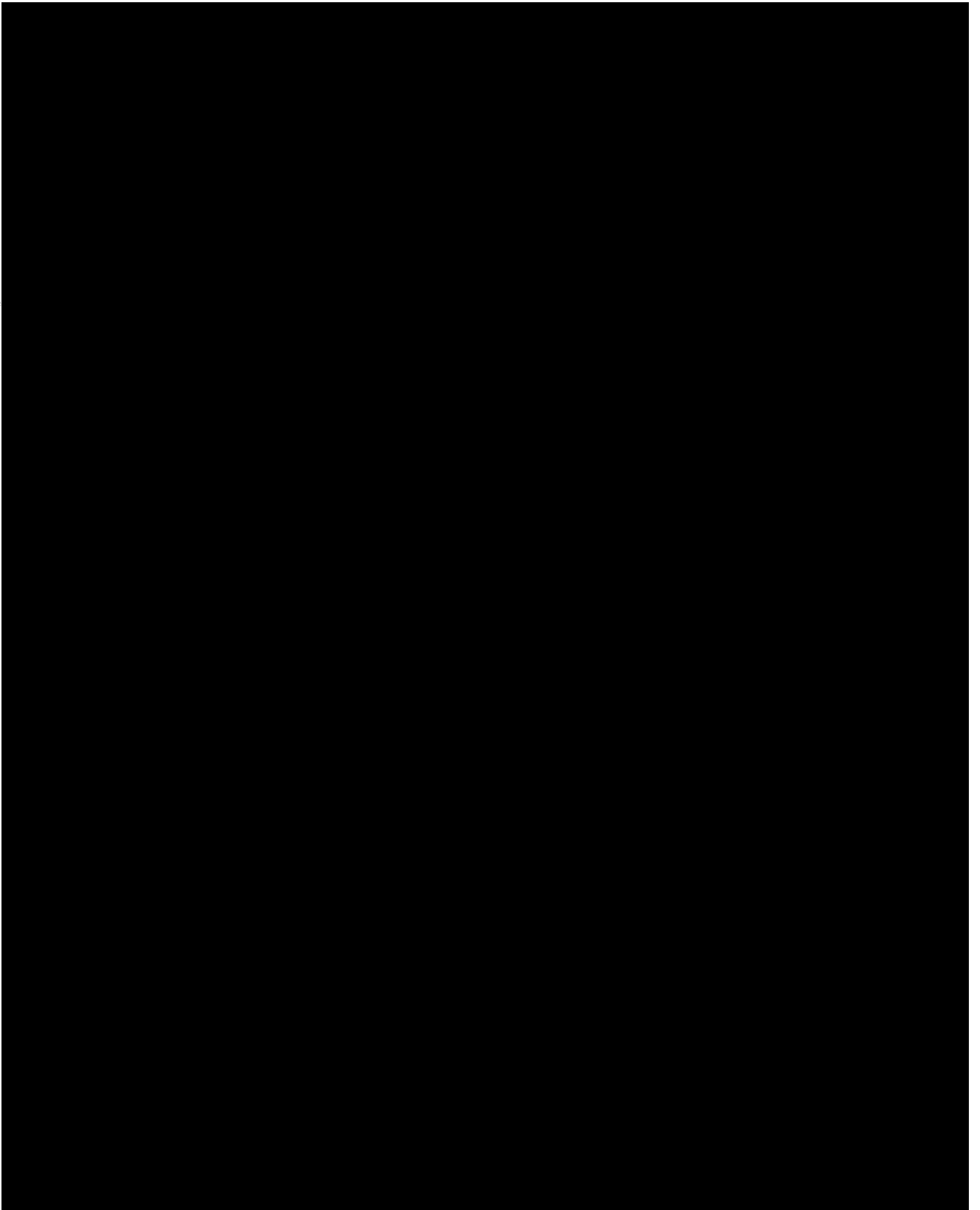
We would agree to pay either the land tax or the hike in rates but we are not in a position to pay both. This is an untenable impost on an already overstretched family. As a council you need to realise the position this impost will put on families.

We are environmentally aware family which is one of the reasons this area is so dear to us. We could not pay the extra costs this would mean for us. When making your decision you need to keep this at the forefront of your minds.

Kind regards

[REDACTED]

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10.10 Special Rate Variation - Consultation.DOC

[REDACTED]

Sent: Tuesday, 26 September 2017 11:57 AM
To: Ballina Shire Council
Subject: Special rate variations 139443

To whom it my concern,

I suggest that you run the council more efficiently. It is plain to me and most other people I know there is a vast amount of room for improvement. I also suggest that like all normal people, families and businesses you should work within you budget.

Are you not aware that most people are struggling in the very hard financial environment at present and cannot afford to pay extra rates. Let alone rate increases 3% above the current CPI.

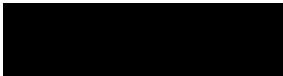
I know there is a state government facility for me to contact to voice my objections. Can you please supply me with that information?

Regards,
[REDACTED]

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10.10 Special Rate Variation - Consultation.DOC



Sent: Wednesday, 27 September 2017 4:38 PM
To: Ballina Shire Council
Subject: SRV 2018 – Submission 

Mayor
David Wright
Dear Sir,

In regard to proposed Rate Variation for 2018/19 and 2019/20

I think the circular explained what council proposed and what IPART granted council.

What I think what should also have been included is how council is achieving its goals/mission statement and efficiency as an organisation. I would have liked council to address in the circular some of the following aspects of it function.

What has council done to avoid rate rises?

What has council done to reduce operating costs? (Work out to contract)

What has council done to improve transparency?

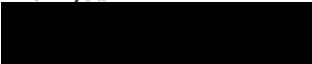
Has management expertise met set criteria? (I think councils are rated on this ability/ Where does Ballina council sit and has improvement been evident?

Has the Government Finance Corporation made any recommendation to council in the last few years?


What criteria has council developed to improve efficiency?

If council had addressed some of these issues in your letter, I am sure it would have presented a better understanding and acceptance of what council is seeking.

Thank you



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26th September, 2017.

The Mayor,
Mr. David Wright,
Ballina Shire Council,
40 Cherry Street,
Ballina NSW 2478.

Dear Mr. Wright,

I refer you to your rather complicated letter dated 18th September, 2017 regarding Proposed Special Rate Variation for 2018/19 and 2019/2020 and make the following comments.

Firstly, I note that IPART made a **temporary** increase to Ballina Shire Council's total rate income of 4.9% for 2017/18. **What were IPART's reasons for this decision?** (A 1.5% actual rate peg plus 3.4% special rate variation). This is critical for all ratepayers to be fully informed, not only those able to attend special meetings or to make submissions.

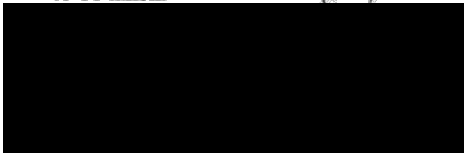
I gather the increase from the 3.4% special variation is being expended now by Council on improving the health of our waterways and increased road reconstruction works. I wondered where the spending on the health of our waterways is being directed when I wrote to Council on 1st July, 2017 and followed this up on 16th August, 2017 to express concern that Council has not removed from beaches and river sites the rubbish accumulated from the floods of months ago. I understand, from an article in the Advocate that Council members considered the matter at their meeting on the 27th July, 2017 and resolved, by a close margin, to **maintain their present position and NOT to take any positive action**. I also received a letter from  dated 12th July, 2017 to explain Council's approach. But I have not received any reply to the letter I wrote to Council on 16th August, 2017.

As I said before, Ballina is reliant upon the appeal of the beaches and river in attracting tourists and competing on a business level with other towns in this area. The sight of Lighthouse Beach as you walk along the North Wall is disgusting. Also is the appeal of the "Off Leash Area" along the Richmond River as you walk into town from Missingham Bridge. Council has done a great job with the walks along the North Wall, and River Street from Missingham Bridge. It is such a shame that this situation reduces total effectiveness of these improvements.

Secondly, and somewhat dependant upon the answer of IPART as referred to above, surely this is one cost that has to be absorbed by Council (as other Councils do already) for the good of the community. Other adjustments may need to be made by Council to its spending.

It is also a cost of the floods, and Council needs to spell out this situation to State or Federal Government for flood subsidy as a cost of the flood damage, just as damage to roads or structures.

I hope Councillors consider a revision of their poor decision of 27th July, 2017. I would also appreciate your and Council's consideration of this complaint and a reply to me of action planned or to be taken.




12th October, 2017.

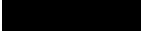
Ms. Linda Coulter,
Manager Financial Services,
Ballina Shire Council,
40 Cherry Street,
Ballina NSW 2478.

Dear Ms. Coulter,

Thank you for your reply dated 3 October, 2017 to my letter dated 26th September to the Mayor. I have accessed the Ballina Shire website but have not been able to access Appendix B (referred to in your letter) and which was to provide a program of works for both scenarios.

May I please request you advise me how this is to be done or provide me with the information.

As said in my previous letter, I noted that IPART made a **temporary** increase to Ballina Shire Council's total rate income of 4.9% for 2017/18 including a 1.5% actual rate peg plus 3.4% special rate variation). Yet I understand that Council is working on a 2.5% peg. Am I correct?

As I voiced before, I gather the increase from the 3.4% special variation is being expended now by Council on improving the health of our waterways and increased road reconstruction works. I wondered where the spending on the health of our waterways is being directed when I wrote to Council on 1st July, 2017 and followed this up on 16th August, 2017 to express concern that Council has not removed from beaches and river sites the rubbish accumulated from the floods of months ago. I understand, from an article in the Advocate on 11.10.17, that Council members considered the matter at their meeting recently and, with Councillor Cadwallader's firm support and a grant from the NSW Government of \$25000, resolved to take some action with a cleanup. I also received a further letter from  dated 22nd July, 2017 to explain Council's approach.

As I said before, Ballina is reliant upon the appeal of the beaches and river in attracting tourists and competing on a business level with other towns in this area. The sight of Lighthouse Beach as you walk along the North Wall is disgusting. Also is the appeal of the "Off Leash Area" along the Richmond River as you walk into town from Missingham Bridge. Council has done a great job with the walks along the North Wall, and River Street from Missingham Bridge. It is such a shame that this situation reduces total effectiveness of these improvements.

Surely this is one cost that has to be absorbed by Council (as other Councils do already) for the good of the community. Other adjustments may need to be made by Council to its spending.

It is also a cost of the floods, and I am pleased that Council is willing to spell out this situation to State or Federal Government for flood subsidy as a cost of the flood damage, just as damage to roads or structures.

I would appreciate your and Council's consideration of this comment and a reply to me of action planned or to be taken.



10.10 Special Rate Variation - Consultation.DOC

Sent: Friday, 29 September 2017 4:30 PM
To: Ballina Shire Council
Subject: PROPOSED SPECIAL RATE VARIATIONS FOR 2018 / 2019 & 2019 / 2020

Greetings

The increase proposed will have detrimental economic effect to all the business in the tough economic situation prevailing.

Most business are finding it tough thus the salaries have remain stagnant.

The interest are low and most economist are predicting that for the next 12- months it will remain low.

There is a downturn in residential construction , tighter house hold budget, static real wages is all having a drag on the economy.

The special variation rates for 2018 /2019 & 2019 / 2020 proposed are unrealistic and far too excessive

Salaries and overtime should be controlled in these tough economic climate and more focus should be implemented in these fields.

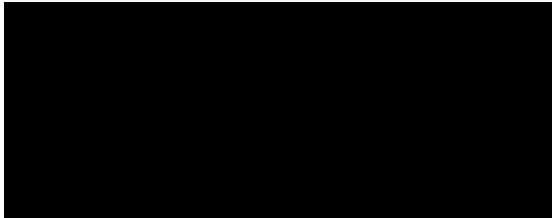
It is not time to put more strain on businesses , house holders, industries and farmers.

I will only support a 2% increase for the next two years.

Regards

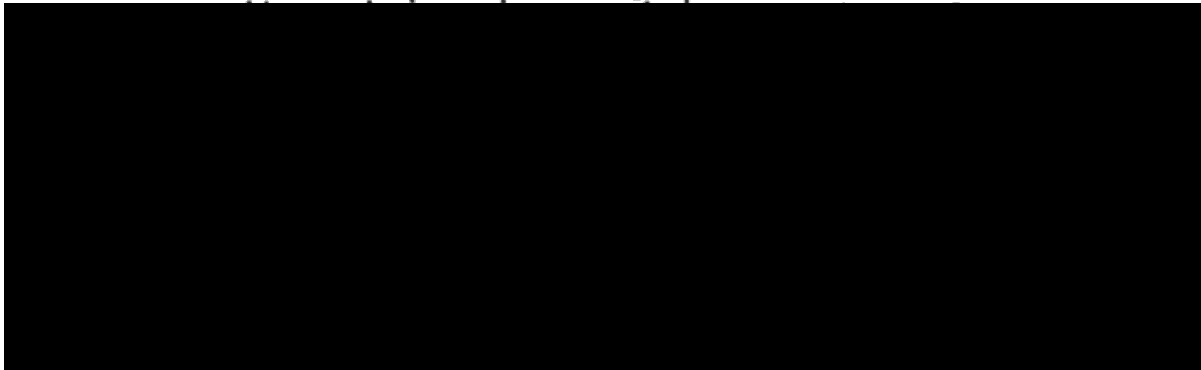
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Find these Increases a Joke.

We Pay 4500 a year now Dearest In Australia
and find it hard to survive. ←
The Worst Roads In the World
And What do we get? What do you do with all the money
out the front Tree Foliage OVERPAID
Leaves Every where The Brush person (TRUCK)
Has been up here Twice In Seven years.
We spend an hour a day out front to keep it tidy
Council LAND!!



Concerned

Rate Payers





The Mayor
Ballina Shire Council

Dear Mr. Wright

Re: Special Rate Variation
Don't you ever give up! Last year you applied to IPART to increase our rates for the next three years. This was kicked back for a very good reason - we can't afford the ever increasing rates and it was unreasonable.

I just looked up my land valuation and it has gone up from \$233,000 to \$309,000 in the last two years (2014 to 2016) an increase of over 30%. I thought these were conducted every three years. Why?

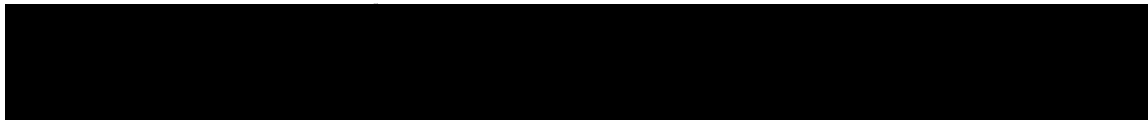
I am a self-funded retiree and my income has actually gone down 10% with dividends & bank interest being my sole income and no personal credits. I have to live within my means & so should you. There is no money tree at the bottom of my garden in the form of Charles Sturt papers.

Previously you applied for a variation to pay for the pools so when these are completed (I hear now over-budget & over-time) will the rates go down. Maybe as a goodwill gesture the Council could give all ratepayers two free tickets to enter the facility as we have all paid for the upgrade they would also welcome a couple of free tip days per year. Each time you get a rate variation it compounds on the previous one. Having a more valuable block of land under all houses doesn't pay the telephone, electricity, insurance or food bills. I submit you become better money managers not money grabbers.

Yours truly



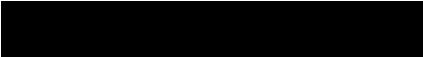
10.10 Special Rate Variation - Consultation.DOC



Sent: Tuesday, 3 October 2017 6:08 PM
To: srvproposal
Subject: srv proposal

dear ballina shire council,

i am emailing in regards to the special rate variation proposal;



and i am *against* the SPV proposal.



over the recent years ballina council have increased their council rates at an unsustainable rate for the community.

as well as this, special rate variations seem frequently proposed by ballina shire council when the landowners are really paying enough already.

it is up to ballina council to use the council rates income in a sustainable and manageable way.

additionally, the ballina council SPV is above the rate peg set by the NSW government.

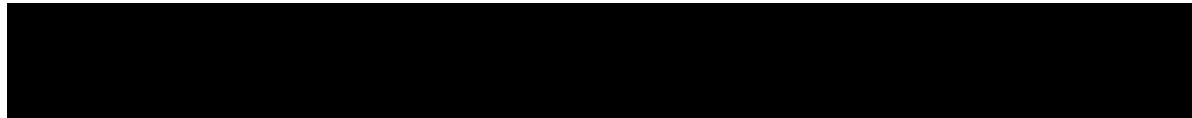
it places people on a lower income in a more vulnerable and insecure position.

yours sincerely,



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10.10 Special Rate Variation - Consultation.DOC



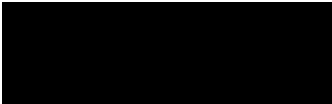
Sent: Wednesday, 4 October 2017 12:09 PM
To: srvproposal
Subject: Re Proposed Ballina Rates increase...

Dear Councillor Wright

We voted for you in the previous election - this will not happen next time!

You show no understanding of the financial plight of Pensioners regarding your proposed rate increase. None whatsoever - you are out of touch with the real world of Pensioners...

Respectfully



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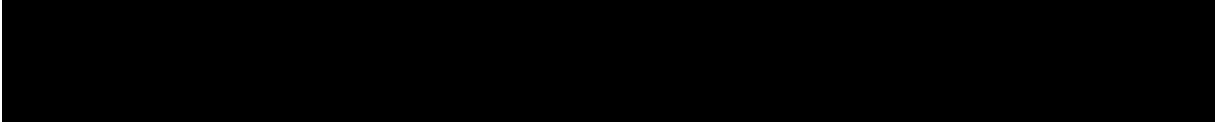
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10.10 Special Rate Variation - Consultation.DOC

||



Sent: Friday, 6 October 2017 4:01 PM
To: srvproposal
Subject: Proposed Special Rate Variation

Attention Councillor David Wright

We have recently settled permanently in Ballina and generally enjoy the amenities provided by Council;

We have examined closely the reasons Council is seeking additional rate income.

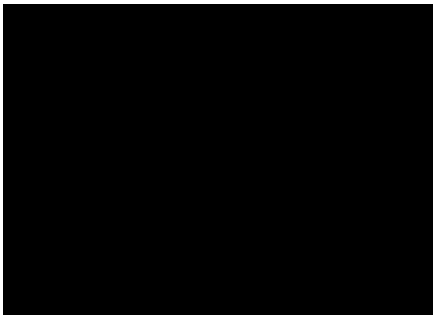
We strongly feel the health of the Richmond River particularly that section from Wardell to the Mouth needs to be dramatically improved.

There is a strong body of opinion that indicates dredging of the river should be a priority. Monies available should not be wasted on drawing up so called "management" plans.

Should the Council commit to a dredging program we would be happy to support corresponding rate variation.

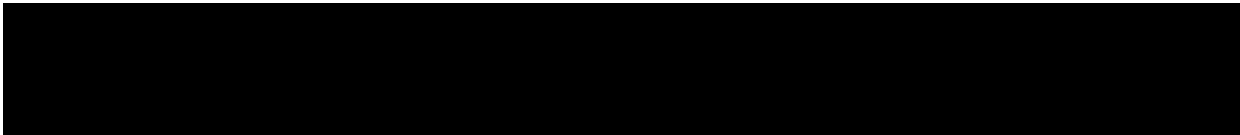
Otherwise - we oppose the proposal.

Your Faithfully,



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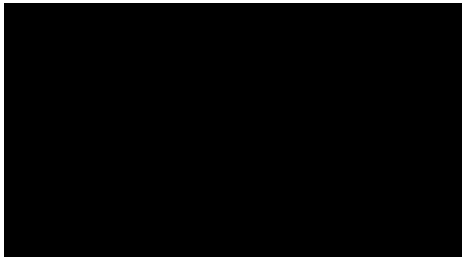
Sent: Tuesday, 10 October 2017 6:16 AM
To: Ballina Shire Council
Subject: Feedback Received Tuesday, October 10 2017 at 6:15:47 AM

My Feedback Is:
=====

The increase in shire rates is appalling. We all have to live within our means yet Ballina Shire apparently fails to do so. There is a natural increase in rate revenue via property revaluations.

This increase is permanent and the rationale provided was absolute fluff. There are apparently no special projects that require resourcing Essentially you are arguing for an increase because ... you need an increase and you didn't get approval for a special increase last year.

As rate payers we are captive to the Shire – as clearly we cant remove our properties, yet your approach is a great advert for removing one level of government



Compliment:
Suggestion:
Request:
Complaint: on
Feedback Relates To the Council Service(s)

- =====
- Building Services:
 - Cemeteries:
 - Companion Animals:
 - Council Staff:
 - Customer Service Centre:
 - Development Applications:
 - Health Services:
 - Parks and Reserves:
 - Rates and Charges: on
 - Roads or Traffic:
 - Sewerage Services:
 - Sporting Facilities:
 - Stormwater Services:
 - Town Planning:
 - Visitor Information:
 - Water Supply Services:
 - Web Site Content:
 - Other:

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Mr. Paul Hickey
General Manager
Ballina Shire Council
Ballina. NSW

Dear Mr. Hickey

RE: Proposed Special Rate Variation for 2018/19 & 2019/20
Comments by Ballina Heights Residences Action Group (BHRAG)

The BHRAG thinks that Ballina Shire Council has not sufficiently developed its case for a rate increase well in excess of the CPI. Council's forecast of income and expenditure from its published accounts for the various divisions seems to indicate that there should be no inability by Council to complete its program of works.

Ratepayers need much more detailed justification for a rate increase. What has Council done to cut costs and improve efficiency during the last five years to meet work back logs? What (in detail) are the itemised additional work programs, their timeframes and costings?

One would hope The Independent Pricing and Regulatory Tribunal (IPART) will require Council to provide this information in their submission. No doubt IPART will require Council to demonstrate in detail how the current level of income is unable to support the proposed/budget expenditure. This information should be made available to ratepayers for their information and feedback.

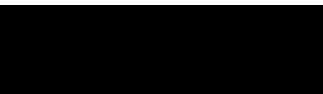
If a rate rise occurs there is likely to be a social impact. Landlords will most likely try and recoup such an increase from commercial and residential tenants. This issue must be researched and results presented to IPART and the ratepayers.

Some members want to know why Local Government is taking on work which in the past were a State Government issue.

The views expressed in this letter are those of the BHRAG committee and members. Some members run businesses whilst others are accountants/business analysts.

If you have any questions regarding the contents of this letter please do not hesitate to contact the undersigned.

Yours faithfully



To the General Manager
Ballina Shire Council

Reference: Submission Special Rate Variation, Oct 2017

I am again against these proposed rate increases as:

1. I am a self funded retiree typical of the demography of Ballina Shire and my income has decreased considerably over the last few years while the costs of other utilities have increased. Council is suggesting a permanent rate rise of 15.7% over the next 2 years on top of last year's increase which is unsustainable for many retirees and pensioners. It also affects many struggling small business owners. BSC is already one of the most financially viable councils in the region/state and any rate rise should be in line with the general community's capacity to pay.

2. As admitted previously by the mayor 90% of written submissions and over 80% of the online survey received after a similar proposed increase last year were against this increase. Why would this be any different the second time around?

3. Council has been remiss in not approaching this remediation of assets problem in a more measured way over the longer term in the past and now suddenly wants current ratepayers to fund any catch up.

4. This council has sufficient assets to capitalise which could help alleviate some of the necessary upgrade issues. Council persists in investing in commercial venues for which it has no expertise. I realise that income is generated from these assets and selling them would decrease this income but it would spread the task of funding infrastructure remediation more evenly on both present and future ratepayers.

5. With regards to healthy waterways there needs to be better consultation with, and contribution from, other councils along the upper river catchment area. What is the point of expending our funds if they do not come on board and/or contribute and yet cause much of the current river quality problems?

6. There is yet unresolved issues with regards to the proposed costly Lake Ainsworth upgrade under Healthy Waterways with many Lennox residents against the expenditure proposed. This is to be subject to DA proposal shortly, maybe there may be changes to required expenditure after this DA process.

7. Not all Ballina ratepayers enjoy the benefits of some of the proposed upgrades which hint at cross subsidization. Infrastructure and the scenic coastal vista which are used by tourist/visitors and select ratepayers on the coastal fringe are subsidized by all shire ratepayers as are those select local businesses that benefit from this trade, a bit like the current situation experienced by Byron ratepayers. Perhaps instead thought could be given as to how visitors can also contribute to infrastructure improvement and upkeep in light of rapidly increasing numbers.

Yours sincerely

11/10/2017

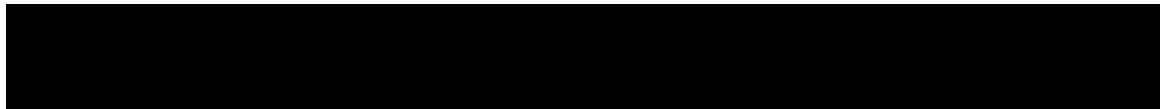
10.10 Special Rate Variation - Consultation.DOC

Sent: Tuesday, 10 October 2017 12:29 PM
To: srvproposal
Subject: Private submission regarding proposed Special Rate Variation

I agree that there is always a need for a special rate variation under current funding arrangements. Has there been any consideration to imposing a room levy on Hotel and motel accommodation in the Shire. This would properly need some legislative changes to allow for such a levy on each rental room /unit. This levy would compensate the Council for additional expenses incurred as a direct result of tourism in the Region. Forwarded for your consideration. Please note that this is a submission in my private capacity as a ratepayer.

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Sent: Thursday, 12 October 2017 9:49 AM
To: srvproposal
Subject: Special Rate Variation 2017 Submission

Dear Councillors,

I would like to lodge this submission concerning the SRV; however, as our declaration by the state government that BSC is Fit for the Future was based on Council's submission which assumed the SRV, I understand that concerns will probably receive only cursory attention.

I attended one of the public forums and remain unconvinced that a SRV to the extent proposed is a wise or necessary move. The guiding philosophy seemed to be that a works expenditure budget should be determined first and then to source the necessary funds. An alternative could be to reverse this by calculating the available funds and determining which works expenditure fits. Many in government and private enterprise have had to work within budgets without recourse to raising funds from our customers or without additional funds being provided by our government departments.

I accept that there are works that must be done and that there are works that by being done sooner rather than later, save money in the long term. I also appreciate the Council's efforts to cut costs and to generate its own income. There are however, among the expenditure items in Council's documents, items that could be deemed discretionary. While the cutting of proposed works will upset some ratepayers, this may be the more prudent path. I am also not convinced about the need for a future surplus.

The argument put forward that Ballina ratepayers are in a more advantageous position is also unconvincing. There seemed to be an expressed need to bridge the gap with our neighbouring councils with no other rationale than Ballina ratepayers are in a more advantageous position.

The financial position of many in the Ballina Shire must be stressed if the data is correct. The last quarter saw the biggest drop in retail sales since 2009, wage growth is at its lowest since the late 1990s, power costs are at their highest levels, household debt is at a record level and retiree conservative based incomes are stagnant. This is not the time to undertake such an ambitious program of works.

Cheers



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10.10 Special Rate Variation - Consultation.DOC

ALSTONVILLE. 2477

1st October, 2017

The General Manager,
Ballina Shire Council,
P.O.Box 450,
BALLINA. NSW 2478.

Dear Sir,

Ref. 253572. Attention Mayor Wright. **Proposed Special Rate Variation 2018/19-2019/2020**

I acknowledge Mayor Wright's letter of 18th September, setting forth a proposal for a S.R.V. for the next two years, on a permanent basis.....9.3% in 2018/19 and 5.9% for 2019/20 = 15.7%.

In response to last year's request for a S.R.V, it is noted that IPART granted Council an additional 3.4% increase for one year only, and on a **temporary** basis. It now appears from the Mayor's letter that IPART may change this to a **permanent** increase, provided Council includes this in key corporate documents.

Now Council is applying for 9.34% in 2018/19 and 5.9% for 2019/20. The 9.3% is made up of 5.9% as originally planned, plus an additional (proposed permanent) 3.4% carried on from 2016/17. So in effect Council is attempting to **resubmit its original plans for that three year period, and make all increases permanent**. Within that proposal is an **assumption** that the permitted rate rise will be 2.5% (not the 1.5%, as now). This alone could be a 1% extra x 3 if the assumption does not materialise (and a 1% bonus from last year, when the base was 1.5% only). In any event that is still an extra 1% Council would be receiving with just the normal increase permitted, each year....a helpful sum.

Council as usual sets out its case, bringing forth yet another contrived reason for asking for more money. No doubt new reasons will be manufactured every three years until Ballina Shire Council is the highest rating Council in Australia! Would Council be satisfied even then?!!

I submit that Council's reasons for the increases are not legitimate, on at least three grounds:
Firstly, Council is no longer in danger of having to amalgamate, since the State Government has cancelled amalgamation for regional Councils such as Ballina;
Secondly, Council is already sustainable and 'Fit for the Future' without it;
Thirdly, Council was given a 1.5% increase in 2016/17 for the river. Also Council does not need to undertake further major Richmond River works because the Group mentioned in my last submission has now been formed, and it proposes to undertake restoration of the Richmond River. Any additional Council work could be covered perhaps by direct Grants from other sources?
The other waterways mentioned, are Council's responsibility and should never been allowed to descend to their present state in the first place. This is where the 1.5% received, should be applied.

As for the **infrastructure renewal**, Council seems to have forgotten that it received a S.R.V. of **\$8m** on a **permanent** basis (initially for the swimming pools at Alstonville and Ballina). **Once the pools are completed, the \$8m will then be available for other infrastructure renewal works such as road and drainage reconstruction, the replacement of playground equipment and sports ground facilities, and building maintenance.** Perhaps Council should reconsider its policy of **vehicle purchase** for indoor staff, and this fleet's rate of **turnover**, creating great savings?

In my last submission I made reference to many areas of expenditure and **wastage** that needed to be reconsidered. I have not noted any improvement in these in the intervening period....namely:

- . The erection of a **sculpture** on each of two roundabouts, at \$15,000 each.
- . Huge **Poinciana trees** planted shops-side in River Street, guaranteed to cause problems for shop owners and Council in the near future. Already the gutters would be blocked by leaves and seed pods from the trees. Miniature **Poinciana shrubs in pots** would be far more practical..
- . \$50,000 for a Tree Register? Why? For bureaucracy only?
- . **Postage co-ordination** generally. And the publication of '**Community Connect**' + distribution.
- . **Two students** receiving **grants** from Council for their studies. Council responsibility? Who makes the choice of which students are to receive the grants? Bias?
- . **Signage**. Too many occasions of signage being incorrect, erected incorrectly, or in wrong places.
- . Are workers now placing low growth **vegetation on roundabouts**, saving repeat trimming?
- . Is Council continuing to hire expensive **Consultants** for projects when qualified internal staff could provide the advice required? Consultancy costs to Council are far too high.
- . Are there not **too many internal staff** members in Council?
- . Are outdoor workmen **gangs being utilised better** – ie When practical, split so as to do 2 smaller jobs at the same time, rather than a full gang doing both, and having half number stand around idle?
- . **The costs involved** in making these S.R.V. submissions each time.....staff time, meetings, postage, advertising, reviewing submissions, IPART submissions etc. and so on and on.....

In all Council's S.R.V. submissions, I note that **no mention is ever made** of the ever increasing number of **new houses and allotments** that are being made in the Ballina Shire area. **Secondly**, that quite a number of the allotments were **developed on land owned by Council** itself. So Council would have **received \$millions from the sale** of those allotments. **Thirdly**, The State Government gave over **\$4m+** to create cheaper housing for low income folk. **Council took that money** and used it to **provide services to its own blocks for sale**. So Council was able to 'pocket' that State Grant as well as the money it received from the sale of the land. This means that **Council's base income is increasing each year**, with each new sale of land and rate-paying resident. Thus an ever growing source of income for Council. These are further major reason **against** any S.R.V. necessity.

Whilst Council downplays the yearly increase in the basic rate each time, one must remember that **Council has been making increases for 16-20 years**. Over this period the **base rate has increased by \$hundreds**. There was an additional major increase when Council's rating system moved from land values only to the ½ land value+ ½ fixed base rate. Not only so, but Council yearly increases its **Domestic Waste Collection**, and its **Septic Waste inspection fees plus other services fees**. For the 4 year period under consideration alone Waste collection fee proposals go from \$367-\$393 = \$27. Originally Septic inspection fees were \$20, now they are over \$50. **Council has no grounds whatsoever to justify its current proposed rate rise**.

In IPARTS criteria for assessing S.R.V states that: '**The impact on affected ratepayers must be reasonable, having regard to both the current rate levels, existing ratepayer base and the proposed purpose of the variation**'. One sub-criteria is '**the council's consideration of the community's capacity and willingness to pay the proposed special variation**'....and '**establish that the proposed rate increases are affordable, having regard to the local community's capacity to pay**'.

10.10 Special Rate Variation - Consultation.DOC

Council may remember that over **90%** of respondents for last year's S.R.V. **objected to the increase**, which was proposed for the three year period ending 2020. And their objections were sincere cases of **personal hardship, and inability to absorb the (ever increasing) extra rate...** Deputations were made to some Councillors by very distressed residents..... Even **Councillors** spoke and wrote against them. Yet their **cries went unheeded**. Now Council wants ratepayers to pay a **permanent additional amount of 15.7%, cumulative!**

Has Council any real understanding of what impact its proposals have on its rate-paying residents?...especially the elderly, pensioners, and self-funded retirees, etc? It's a recorded fact that B.S.C. has a **higher-than-average number of elderly and pensioner** rate-payers. It also has many **self-funded retirees** who are financially disadvantaged because interest rates are at record lows, which appear to be continuing for some time.

In addition to the persons who respond to Council, there would be 4 or 5 who have lost confidence in Council's willingness to listen to residents, or are unable to write an appropriate letter/ submission, but privately complain bitterly about it to one other.

We are aware from written statements made throughout the year, Councillor Wright's letter and past experience that **Council has already made up its mind, and has no intention of listening to its community and will apply to IPART anyway**, so we are wasting our valuable time with a submission.

Nevertheless **we want it registered that we are submitting our strongest possible objection and protest against such proposals**, and trust IPART refuses every one.

Sincerely,



BALLINA SHIRE COUNCIL
 P.O. Box 450
 BALLINA 2478 NSW

SPECIAL RATE VARIATION
 215053

Dear Councilor,

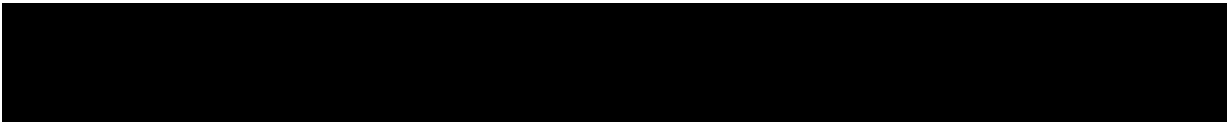
I strongly object to any rate increase above the normal rate peg. Firstly any improvements to the Richmond River other than dredging are beyond the control of Ballina Shire Council as most of any problems are caused well upstream of our shire. To live on an estuary as we do - most of the time a beautiful estuary - we must expect that flooding upstream will always create problems down stream.

A fact of life that no amount of money and the vilification of upstream farmers will ever solve - We live in a rural environment the farmers were here first and are an essential part of our economy.

As for the "beautification" of Lake Ainsworth at latest count there are 33 letters of approval to close the road and 4000 residents - yes - ratepayers of Ballina Council - who want the road left as it is. If you listen to the residents - RATEPAYERS - then the cost of any improvements to Lake Ainsworth will be minimal.

As a self-employed small business owner (ex retailer) when things got tough I would do my best to minimise overheads, tighten the belt. Possibly a serious look at over administration in councils office would be a good place to start.

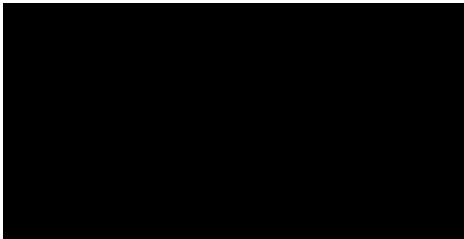
Yours faithfully
 [Signature]



Sent: Monday, 16 October 2017 11:39 AM
To: Ballina Shire Council
Subject: Feedback Received Monday, October 16 2017 at 11:39:23 AM

My Feedback Is:

I would like to state for the record the stress I feel when reading the councils recent letter about proposed rate increases. My husband and I both work, have children in local schools and make contributions to local businesses, organisations and shop locally. Despite us both working in reasonably well paid professions we struggle to make rate payments now and the idea of having rates increased makes me feel sick to my stomach. We are the working poor. We pay for everything ourselves because we have jobs. We Receive no support from the government and already pay high rates. Our income does not increase to meet these sorts of demands from local council. While I feel clean water ways etc are important I don't feel that tax payers should be further disadvantaged to meet that financial cost. I am not financially responsible for waterways in my local community and the last time I looked river systems don't start and begin within shire limits. I am exhausted by the constant drainage of funds from our accounts and I feel we should really be able to enjoy some of the fruits of our hard work. The government already takes a large portion of our incomes and I do not support the council taking even more. Surely there are government funds available without having to take more out of our pockets?



Compliment:
Suggestion:
Request:
Complaint: on
Feedback Relates To the Council Service(s)

- Building Services:
- Cemeteries:
- Companion Animals:
- Council Staff:
- Customer Service Centre:
- Development Applications:
- Health Services:
- Parks and Reserves:
- Rates and Charges:
- Roads or Traffic:
- Sewerage Services:
- Sporting Facilities:
- Stormwater Services:
- Town Planning:
- Visitor Information:
- Water Supply Services:
- Web Site Content:
- Other: on

18 October 2017

The General Manager
Ballina Shire Council
BALLINA NSW 2478

Re: Application for Special Rate Variation 2017

Dear Sir,

As a resident & ratepayer of the Ballina Shire I wish to make it known that there is an opposing view to that which the Council appears likely to adopt, ie. the lodging of an application to IPART for a Special Rate Variation.

There are a large number of ratepayers that fall within at least one of the following groups:

- Self employed
- Business Owners
- Self Funded Retirees
- Pensioners

Many in the latter 2 groups have incomes which are below what is considered the poverty line.

These people exist on a largely fixed income for the following reasons:

- Receive no indexation to income or CPI increase
- Near record low interest rates are reducing incomes
- Escalating electricity & gas costs.
- Increasing water & sewerage rates & charges.
- Increasing medical costs & health insurance
- General increase in the cost of living across the spectrum

The above groups are powerless to amend their situation. There is only so much blood that can be squeezed from a stone. They cannot put their hand out & demand more money under the threat of Statutory penalties.

I can appreciate that Council is being pressured to do more by both the State and Federal Governments, as they each attempt to improve their respective budgetary bottom lines and future re-election prospects. However Council/s should be resolute and strong and refuse these imposts en-masse without the above arms of government supplying the necessary funds.

10.10 Special Rate Variation - Consultation.DOC

Council's activity with the use of ratepayers funds should be limited mainly to:

- Roads
- Garbage
- Water
- Sewerage.

Ballina Council should not be:

- responsible for the clean up of the Richmond River System.
- Pushing ahead with non-essential infrastructure.
- Building a new indoor sports stadium.

These are but a few examples. I am very aware that there is still much scope for improving the efficiency of Council's operations. Further refinement is required and brought to their absolute peak before demanding an ever increasing contribution from the ratepayers.

In summary, the point I make is that a large number of ratepayers in this Shire can not afford the proposed variation in rates. The money would be better left in their pockets for them to purchase their daily needs in Ballina Shire businesses and thus help the local economy to prosper. It is a proven fact that if people are left with sufficient individual financial resources it is much more cost effective than stripping it away and then replacing it with welfare.

I hope that you will seriously re-evaluate the proposed application for the Special Rate Variation and not proceed with it.

Yours faithfully,



10.10 Special Rate Variation - Consultation.DOC

Sent: Thursday, 19 October 2017 4:10 PM
To: Ballina Shire Council
Subject: rates

Dear sir or madam ,

The old story of rate increases again , dam its a repedative thing that will destroy local economy .

I have a question , that's ; did council approach NSW FISHERIES and REC TRUST BOARD as to getting finance from this entity to improve water habitat of Richmond River in the Ballina area .

There are also , commercial , aquaculture , and charter boat trusts .You should be aware of .

If you have I would like to read council submission and Trust Fund and NSW FISHERIES reply to your request for money.

There is from last years annual report for trust account \$14.,000,000 there

They put artificial reefs in ocean off Sydney , stuff me man i dont have a problem with hooking existing reef if you follow .

Regards

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<BR

10.10 Special Rate Variation - Consultation.DOC

Sent: Sunday, 22 October 2017 1:00 PM
To: srvproposal
Subject: SRV Proposal

Dear David

I am appalled at your proposal to increase rate a cumulative 15.7% up to 2019/20.

This rate increase is far in excess of inflation. Rather than impose these charges on the rate payer, you should be looking at cutting costs. Equivalent Rates in your shire are twice that of Brisbane City Council.

Whilst I understand your need to upgrade infrastructure and maintain healthy waterways, this is always an on-going imperative for any council, and should be accounted for by sound financial management, not by continual rate increases in a zero inflation/low interest rate environment. You may argue that maintenance of services demands abnormal increases to cater for population growth, but incoming settlers should be cost neutral, and indeed should not be subsidized by existing residents.

I disagree with your proposal and urge you to re-visit your cost structure, expenditure priorities and the efficiency with which the Council is run. For example whilst re-cambering the Ross Lane bend may have been desirable, I question just how important it was to effect that modest improvement. If you maintain that it was a safety issue...you will never have a perfectly safe world. The risk has to be balanced in a practical and cost-effective way.

Yours Sincerely

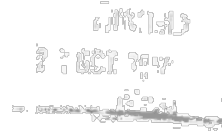


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29 Lakeview Circuit
EAST BALLINA NSW 2478

General Manager
Ballina Shire Council
PO Box 450
BALLINA NSW 2478



Dear Sir

We are writing about the proposed Special Rate Variation for the coming two years. We are completely opposed to this proposal.

A Council, like its constituent members, should devise a budget, set its priorities, and then stick to that budget. No one ever has enough money to satisfy all their wish list; it is a matter of deciding what is most important that can be achieved with the available resources. We would imagine that part of a Council being "Fit for the Future" would involve being able to operate within a set budget, not continually asking for more.

We suggest that the proposed rate increase is excessive. Ballina Shire has many older people, about 25% of the general population and a much higher proportion of the rate payers. Many are on fixed incomes, or incomes that only vary in line with CPI increases. At a time when these people are faced with substantial rises in things such as power costs, health insurance and general insurance, a rate rise of 15.7% over the next two years is excessive.

We feel that the Council letter seeking the rise is duplicitous. It is not an increase for two years, it is forever as it becomes the new base. Council tries to minimise the effect of the increase by saying that it will not apply to water and waste, but later in its glossy brochure it includes these things as the overall percentage increase will then be lower. Council tries to involve itself in environmental issues that are not its responsibility or prime function.

Letters to the Editor in the local paper suggest that efficiency savings could be made to many of its operations. Our own observations support that not all Council operations are being carried out in the most efficient manner. Living within a budget might make Council more aware that some things can be done better.

We are totally opposed to the proposed rate rises and would like this to be drawn to the attention of Councillors.

Yours faithfully

13 October 2017

[REDACTED]

25 October 2017

Mr. David Wright
Mayor
Ballina Shire Council
40 Cherry Street
Ballina NSW 2478

Reference: 'Proposed Special Rate Variation' for 2018/19 & 2019/20



Dear Mr. Wright,
I refer to your letter dated 18 September 2017 regarding the abovementioned 'proposal'.

I apologise for my delay in response.

With the utmost respect, the 'proposal' is as vagarious as that proposed last year.

Your letter states the "Healthy Waterways" concept is supported by a management plan and readily identifies a specific rate increase yet is discreetly absent of estimated costs relating to implementation.

You call me a sceptic but when you last raised the 'proposal' for a "Special Rate Variation" in 2016 you referred to an intention for a "permanent" increase in rates.

Ballina Shire Council has been the fortunate recipient of ever-increasing general rate income as a beneficial consequence of substantial property development in this shire with no notable additional facilities or amenities, other than the construction of two (2) swimming pools within the shire.

I also note that the costs of these current 'pool' projects exceed Council's estimates and am left to wonder if the most recent proposal is to offset Council's budget shortfall.

In all other respects local property development has imposed no additional financial liabilities on Council with the costs of such development and necessary amenities imposed on the respective developers in Council's 'Development Consent'.

Mayor, you will be well aware that a substantial portion of this local community are self-funded retirees or many residents totally dependent on some form of government welfare- a fact I mentioned in my criticism of your last proposed rate increase!
Nothing has changed this year other than an increase in the 'homeless' welfare recipients in this shire.

-2-

Both the Federal and State governments have been 'loath' to "throw additional monies" to the any in the community, particularly the disadvantaged, and let's not forget the horrendous increase in electricity costs- someone has to "pay the piper".

Your 'proposal' for cumulative rate increases of 17.6% lack definitive purpose or disclosed budget estimates and must, therefore, be considered excessive and unjustifiable.

The only saving grace of this current proposal is that Council didn't have the audacity to tell the tormented local ratepayers "how well Ballina Shire rates compare with 'other' local government areas".

I wonder why?

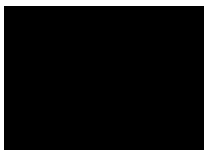
Council must be accountable and will, one hopes, be required to provide detailed project information and relevant funding estimates for the consideration of the Independent Pricing and Regulatory Tribunal (IPART).

I am curious why maintenance costs, associated existing local facilities and infrastructures, would not be provided for in Council's 'year-to-year' budget estimates and your 'proposal' most certainly begs the question- is this 'proposal' no more than a distraction from Council's management and budgeting inefficiencies?

The 'Goose that laid the golden egg' is not a resident of the Ballina Shire and rate increases in accordance with CPI adjustments should be adequate.

I have taken the liberty of forwarding a copy of this letter to Ms. Smith, local State Member of Parliament for her attention.
Perhaps 'record' is a more appropriate term.

Yours sincerely,

A solid black rectangular box redacting the signature of the sender.

10.10 Special Rate Variation - Consultation.DOC



Sent: Thursday, 26 October 2017 2:20 PM
To: srvproposal
Subject: Special Rate Variation application.

I am against the proposed Special Rate Variation application now being considered by Council.



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9th October 2017

Mr. Paul Hickey
General Manager
Ballina Shire Council
Ballina, NSW

Dear Mr. Hickey

RE: Proposed Special Rate Variation for 2018/19 & 2019/20
Comments by Ballina Heights Residences Action Group (BHRAG)

The BHRAG thinks that Ballina Shire Council has not sufficiently developed its case for a rate increase well in excess of the CPI. Council's forecast of income and expenditure from its published accounts for the various divisions seems to indicate that there should be no inability by Council to complete its program of works.

Ratepayers need much more detailed justification for a rate increase. What has Council done to cut costs and improve efficiency during the last five years to meet work back logs? What (in detail) are the itemised additional work programs, their timeframes and costings?

One would hope The Independent Pricing and Regulatory Tribunal (IPART) will require Council to provide this information in their submission. No doubt IPART will require Council to demonstrate in detail how the current level of income is unable to support the proposed/budget expenditure. This information should be made available to ratepayers for their information and feedback.

If a rate rise occurs there is likely to be a social impact. Landlords will most likely try and recoup such an increase from commercial and residential tenants. This issue must be researched and results presented to IPART and the ratepayers.

Some members want to know why Local Government is taking on work which in the past were a State Government issue.

The views expressed in this letter are those of the BHRAG committee and members. Some members run businesses whilst others are accountants/business analysts.

If you have any questions regarding the contents of this letter please do not hesitate to contact the undersigned.




26th October 2017

Mr. Paul Hickey
General Manager
Ballina Shire Council
Ballina. NSW

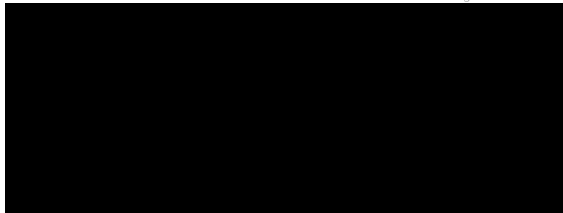
Dear Mr. Hickey

**RE: Proposed Special Rate Variation for 2018/19 & 2019/20
Comments by Ballina Heights Residences Action Group (BHRAG)
Submission Number 2**

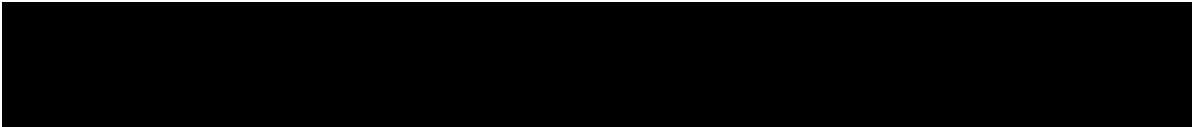
The Ballina Heights Residents Action Group (BHRAG) would like Council to treat this letter as our second submission on the Special Rate Variation Proposal. The BHRAG & its members thanks Council for the power point copy of their presentation to the three public meetings which was circulated to our members.

The committee would like Council in their formal submission to IPART to address the issues we raised in our first submission dated 9th October 2017. To this end could you please forward an e-mail copy of Council's IPART's formal submission so that our committee and its members can read? Please send to the e-mail address below.

If you have any questions regarding the contents of this letter please do not hesitate to contact the undersigned.

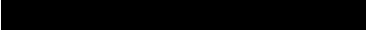


10.10 Special Rate Variation - Consultation.DOC



Sent: Friday, 27 October 2017 1:18 PM
To: srvproposal
Cc: Mark Lovett
Subject: Special Rate Variation, 2018/19 and 2019/20
Attachments: Ballina Shire Council Special Rate Variation 20171018.pdf

To Whom It May Concern

Please find attached a copy of the  regarding Ballina Shire Council's Proposed **Special Rate Variation** for 2018/19 and 2019/20. This submission is made on behalf of levy paying members of the Association for Growers rated by Ballina Shire Council.

With Thanks





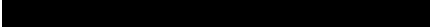
Friday 27th October 2017

Ballina Mayor
Ballina Shire Council
PO Box 450
Ballina NSW 2478

Dear David

SPECIAL RATE VARIATION

Thank you for the opportunity to provide feedback in relation to the Special Rate Variation (SRV) being proposed by Ballina Shire Council (BSC).

I have been approached by a group of  that has been proposed by Ballina Shire Council. I have conducted lengthy conversations with Growers and Board members regarding the proposal. I was asked to submit feedback on the request for Ballina Shire Council to add a further Special Rate Variation (SRV) on to its current rates.

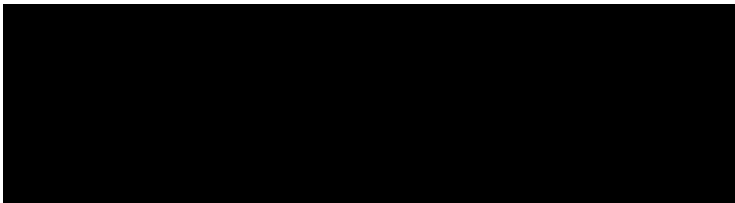
The key issues from our growers and individuals are as follows:

1. BSC Already has a SRV in place for the Ballina and Alstonville pool structures that have under gone works during the last 2 years. This rate has not been removed or replaced but instead compounded on top of the already increased rates.

2. Growers who form a part of this Association have been working tirelessly on their land to ensure that water runoff from their farms is as healthy as possible when it reaches the river. They maintain and clean drains that feed into the river on farm. The Association has been advocating for years on behalf of its members to get works completed in the drains that lead into the river to ensure that what does drain in there is healthy without any luck. Now this isn't the fault of the BSC it largely falls to the Rous County Council (RCC) who many years ago took on the cleaning and maintaining of these assets from the Drainage Unions, this maintenance has fallen by the wayside and can cause water of poor quality to flow into the river after heavy rains especially after east coast lows.

Before you look at cleaning up the rivers in the BSC area surely more work needs to be done around tidying up practices and educating more people on their own practices and how this leads to degradation of the water systems in the LGA. There is a belief that fixing the river at this end is of no use if up river and high land crops don't have the same form of on farm regulations and protocols to ensure things like soil runoff isn't an issue. After large rain events aerial photos are proof that upstream high land crops cause large issues for our clean river system.

3. Our farmers have protocols and regulations that they need to follow as part of their farming practices and work closely with the agronomist at Broadwater mill to ensure that the Acid Sulfate Management plain is in use and productive. Some of these practices talk to the types and quantity of sprays used in close proximity to drains and water ways, they talk to the right plants to enable bank stabilization and best practice works for Acid Sulphate Soils.



10.10 Special Rate Variation - Consultation.DOC

4. There is also the added financial burden that this further SRV will have on farmers who were against last SRV. The members of the Association who are ratepayers of the BSC are already economically exhausted because of the increasing cost of doing business, the increasing regulations and best farm practices our members have to comply without adding further significant costing to their rates.

[REDACTED] in wanting to clean up the river and work on your asset renewal but not at the cost to growers through a 15.7% Special Rate Variation.

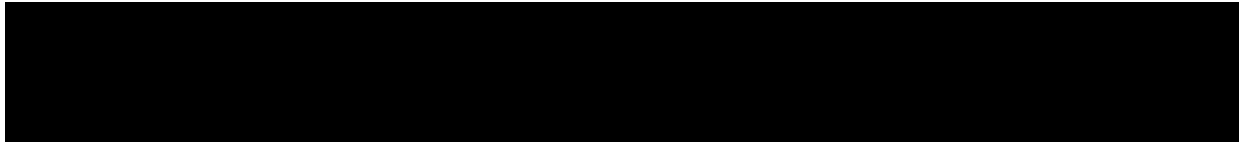
I look forward to receiving feedback on the progress of this draft and can be contacted via email [REDACTED]

[REDACTED]

Mark Lovett
Chairman

[REDACTED]

10.10 Special Rate Variation - Consultation.DOC



Sent: Saturday, 28 October 2017 4:12 PM
To: srvproposal
Subject: Proposed Special Rate Variation for 2018/2019 and 2019/2020

I wish to advise Ballina Council I strongly disagree with the Special Rate Variation now being considered by Council.



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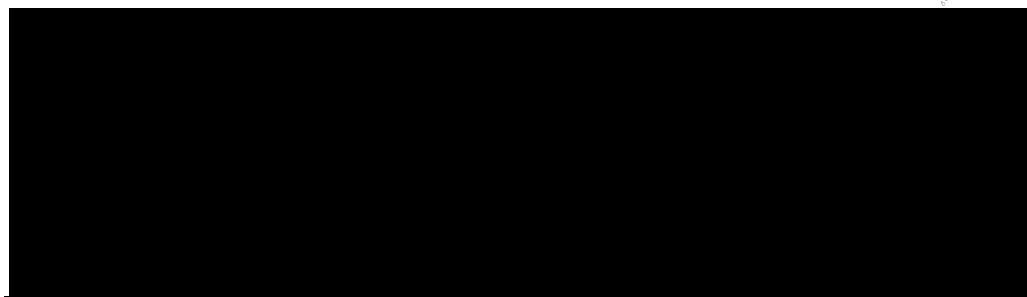
10.10 Special Rate Variation - Consultation.DOC

Sent: Friday, 27 October 2017 10:45 PM
To: srvproposal
Subject: Special Rate Variation 2017 Submission

Dear Sir/Madam

I am writing in response to the proposed Special rate Variation for 2018/19 and 2019/20. I oppose the rate variation. I believe Council should take a measured response to serving the needs of the community they serve. A measured responses calls for Council to have a vision for the Shire while simultaneously conducting infrastructure maintenance and, as expected of a multi-million dollar enterprise, display transparency to the ratepayers, thereby proving to the State government that Ballina Council is Fit for the Future.

To illustrate why I object to this proposal:



Over 20 years I have been watching the progress of all our Lennox parks. There has been only one park that gained new play equipment paid for by Council. The new parks were erected with funds provided by land developers. Council's reference to "renewal works for playgrounds" is a furphy as there is nothing in place to be renewed.

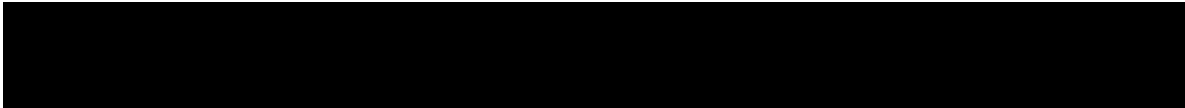
- Continued infrastructure maintenance is important but it has to be asked why Council is not making measured decisions and refraining from taking on new projects without due consideration of how to maintain the assets Council already has. Documentation provided with this proposal highlights that Council has not been prudent and consistent in managing our natural resources. Years of neglect of the waterways is now seeking to be addressed not just in one area, but three: Lake Ainsworth, North Creek and the Richmond River. This is an overreach, three initiatives requiring funding from the general public. This is the same general public who rejected the last call to vary the rates substantially. This is the same general public now facing rising electricity prices, minute pay rises and ever growing cost of living expenses.
- Ratepayers are forced by their shrinking wages to take personal responsibility for the funds that support their families. Like Council they must show authorities that they are viable, they are Fit for the Future, if they want to progress in the future. To do this families need to put a roof over their heads, send their children to school, provide for their family and especially in our Shire, pay the high cost of fuel to earn an income. The family budget of residents of Ballina Shire is not limitless. Ratepayers cannot be expected to dip into their limited earnings to satisfy the current whims of elected representatives who do not appreciate the rates we pay as hard earned, and who do not demonstrate by their expenditure choices that there is an appreciation of the hardship faced by many, young and old, in this diverse Shire.
- I completely oppose the request for a special rate variation.

10.10 Special Rate Variation - Consultation.DOC

Yours Faithfully



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Sent: Saturday, 28 October 2017 2:38 PM
To: srvproposal
Subject: Special Rate Variation 2017 Submission

ATTENTION: Mayor David Wright,
Ballina Shire Council.

Re: SRV Proposal

This current bunch of Councillors have no shame, fresh on the back of consecutive rate rises they are asking for another 15.7%. Why have a consultation process if you are going to ignore the outcome?

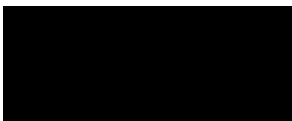
This Council always finds a way to dismiss the majority so I really want to know – what is the point of this exercise apart from Council being obliged to ask the ratepayers for their opinion?

My CPI increase was 2.2% - never the twain shall meet and that is only the rates increase, let alone electricity, food, insurances, fuel, registrations to name just a few of our basic living expenses.

Yet again, it is Cr Jeff Johnson sticking up for ratepayers and once again being the only Councillor rejecting this increase. I asked the Council candidates at the last election whether they would support rate increases and I specifically recall Cr Sharon Cadwallader, one of our B Ward representatives telling me she 'would keep rates as low as possible'. Sounds like we have been played again, say one thing before the election and then do the exact opposite once elected.

Again, I feel Council should look internally before subjecting us to further expense.

I say NO to this increase.



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10.10 Special Rate Variation - Consultation.DOC



Subject: Special Rate Variation 2017 Submission

29.10.2017

TO: Ballina Shire Council - Mayor David Wright.

Re: Proposed rate increase.

Here we are again for the same reason within months- Council asking ratepayers to keep footing the bill.

You achieved a "temporary variable rate increase" last time and now we are back at the same drawing board.

My answer is still no for my same reasons – one could become giddy from the game.

Again, even though the majority objected, Council finds a way to dismiss the majority so I really want to know.

What is the point of this exercise apart from Council being obliged to ask the ratepayers for their opinion.

You are asking ratepayers to find 15.7%.

My CPI increase was 2.2% - never the twain shall meet and that is only the rates increase, let alone electricity, food, insurance, fuel, registrations to name just a few of our basic living expenses.

Again, I feel council should look internally before subjecting us to further expense.

I say NO to this increase.

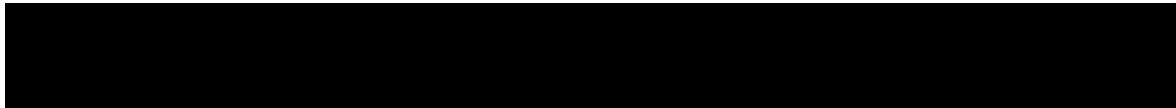
Yours,



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10.10 Special Rate Variation - Consultation.DOC



From: srvproposal
Sent: Monday, 30 October 2017 10:19 AM
To: [REDACTED]
Subject: FW: Ballina Shire Council proposed Special Rate Variation 2018

From: John Hume [REDACTED]
Sent: Friday, 27 October 2017 11:06 AM
To: srvproposal
Subject: Ballina Shire Council proposed Special Rate Variation 2018

I am a ratepayer within this shire and wish to object to this attempt/proposal (no.2) to impose a 17.6% rate increase burden on ratepayers.

Following on from the first application Council has continued failing to explain how they propose to "live within their means" other than to attempt to compare us with other councils (like comparing apples with oranges), and stating the existing rate revenue is insufficient to fund its management plan and also using the State Govt as a scapegoat for asking councils to identify how they would comply with financial sustainability with the "fit for future" program. Amalgamations have now been dropped but council presses on. Also I find it hard to comprehend why council has dug up 100% of our pools to "completely" rebuild grandiose new ones at a cost of over \$14mil and over budget and over time.

The average ratepayer will probably struggle to absorb the second two page "financial impact" glossy pamphlet. Council has refused or not seen the need to clean up the rubbish in the river and beach mouth because they had no funds but clearly the State Govt must have seen a need by announcing a \$25k grant to do just that.

Council says they are concerned and mindful of the large increase and financial impact this will have on low and fixed income ratepayers. Their actions and reasons would demonstrate otherwise. They say they have "a range of efficiency measures" but appear silent on these measures. Tamara Smith (Ballina MP) now says we need funding and coordination at a State Govt level; the Premier wasn't aware of the river problems and even chipped Ms Smith for not bringing the issue up with her. Is the ratepayer that easy a target?

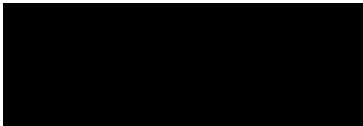
While I believe this shire is a wonderful place in which to live, with good infrastructure assets, our wish list is ever increasing and we must ALL attempt to "live within our financial means".

Regards,



Sent from [REDACTED] for Windows 10

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For more information please visit [\[REDACTED\]](#)



The Mayor
Ballina Shire Council
P.O. Box 450
Ballina NSW 2478

Sir

re the Proposed Special Rate Variation

We refer to the above-mentioned rate variation (whenever we call it as it is) and hereby register our objection and protest of the practice of what appears to be coming an annual event of sheer arrogance.

It is our understanding that the state authority responsible for the oversight of councils administration has the ability to determine the amount of revenue required to maintain a financially stable council, but apparently Ballina council is of the opinion that that state body is incompetent.

Your circular letter goes into much detail in an attempt to confuse us ignorant ratepayers that things are not as bad as they maybe, but in very short and detail that would help us to form an opinion as to whether or not an increase is warranted.

Information of assistance does not include full details of councils budgets and full detailed costing of items like the \$100 cost per square meter of road paving referred to in the last paragraph of the Asset Renewal Program in the costly brochure which came with your letter.

Another issue of concern is the unfolding phases of the swimming pools renovations for which council claimed a rate increase.

We were disappointed the current state premier discarded premier Bairds most progressive initiative of council amalgamation, an initiative we strongly applauded, this current proposal perhaps an indication of the folly of Gladys Berejiklian's decision.

Yours truly
Alan Smith
for Alan and Joan Smith

23 October 2017. (see over)

P.S. - There is no mention of the substantial increase in revenue that council is receiving from the increasing number of rateable properties that are part of the Shire's expanding population.

Sent: Monday, 30 October 2017 4:04 PM
To: srvproposal
Subject: Special Rate Variation

Council has (as required) consulted with the Community about increasing the rates beyond that pegged by the NSW Government to undertake specific programs and accelerate asset renewal.

No matter what the worth of these programs, to go to the community with a request for money well in excess of CPI at this time will place numerous households required to find these funds under significant stress. We are in a period when for the average wage earner, increases in salary post GFC have barely kept up with inflation and for self funded retirees investment returns from the safer investment classes have been at historically low levels, significantly constraining income.

At the same time households have been hit with health insurance premiums above CPI (due to increases in health costs), General insurance premiums above CPI due to increasing levels of claims and electricity costs sky rocketing around 20% due to poor planning so it seems, for our energy future.

These rises impact on people's discretionary spending, especially those on fixed incomes or pensions linked to CPI. Ballina Shire has a significant number of self funded retirees, pensioners and families on lower incomes a percentage of whom are struggling.

Council rates increased in excess of CPI last year. Council now wants to add to this with further rises beyond CPI that will be cumulative. These rises, if agreed to, on top of all the others, means for many foregoing things that make life enjoyable, and the ability to assist family or others less fortunate. This makes one very bitter toward politicians and others responsible for taking those things away.

Previous requests for extra revenue were justified on the necessity to refurbish the Shire's public swimming pools.

Whilst the plant and equipment was well overdue for replacement, it is contended that complete rebuild of both pools allegedly at a cost beyond that estimated was an un-necessary extravagance.

Healthy Waterways:

In relation to the proposed Healthy Waterways Program it must be asked why local ratepayers are being asked to support a healthy waterways program for the Richmond River and tributaries such as North Creek vested in the Crown for all the people of NSW when the State Government is flush with funds from selling off electricity assets and a stamp duty windfall. Who paid for the works conducted in Sydney Harbour and areas such as Homebush Bay, surely not the Councils? Ballina Council has already contributed to the Coastal (Estuary) Management Plan (CMP) developed for the River under the auspices of the Richmond River County Council. North Creek was included in the Processes Study prepared for this plan that is relatively recent, appropriately researched and well accepted. Council has over many years backed and shared the cost of conducting research into Lake Ainsworth and Shaws Bay through the CMP process (previously known as the Estuary Management Program).

The processes at work in Lake Ainsworth were established by extensive scientific work that formed the basis for the Processes Study undertaken by Australian Water and Coastal Studies as part of the Estuary Management Plan (Dr David Van Senden and others 1996) when the Lake was beset by blue green algal blooms. The findings informed a Management Study from which a Management Plan was formulated, The Council then developed a separate Management plan for the reserves over which it has care control and management at the southern end of the Lake. All stages of this work were accompanied by public consultation. Works were undertaken in an attempt to control blue green algal blooms and to lessen the risk

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of ocean inundation of the Lake. Other works were planned and designed but never proceeded with due to concurrence issues with the State Authorities (that appear to have the final say on Crown reserves) and failure to leverage State funding. It is puzzling to see a reference to a requirement for data "to understand what processes are at work in the lake" at dot point one of the Healthy Waterways section of the brochure.

Asset Renewal:

Some increases beyond the rate-pegging limit for asset renewal are accepted as inevitable. Council was disadvantaged years ago in that a "Ratepayer's Council" existed during the early days of rate-pegging. At that time Council steadfastly resisted seeking increases beyond those permitted when its neighbour's sought and achieved rises in excess of the limits imposed by the State Government when variations were comparatively easy to get. At the time the Council was proud of the fact that it did more with less rate income, relying on entrepreneurial activities and a lean staff to meet its obligations. This left Ballina behind, but now is not the time to attempt repair of what has proven to be a short sighted policy!

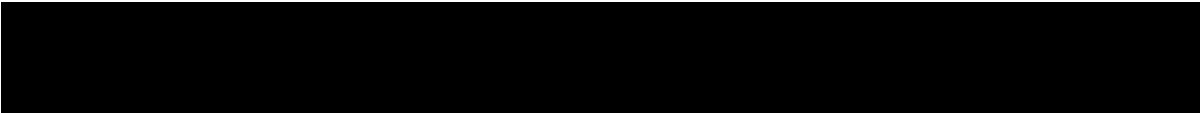
The Council will not have support from ratepayers to increase rates when many sections of the community are hurting and certainly not for projects that State authorities are responsible for, projects that repeat work already undertaken or extravagances many of us will never use.



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Sent: Monday, 30 October 2017 11:59 PM
To: sryproposal
Subject: Re: SRV proposal

To whom it may concern,

I have read the information provided and considered the new SRV proposal.

While I understand the issues I do NOT support the introduction of the SRV.

I was made redundant from a very secure job and have been unable to find adequate employment in Northern NSW over several years. I have chosen not to receive any unemployment benefits.

I do not think that the SRV fully considers the circumstances of financially restricted rate payers.

Thanks you for your consideration.

Regards



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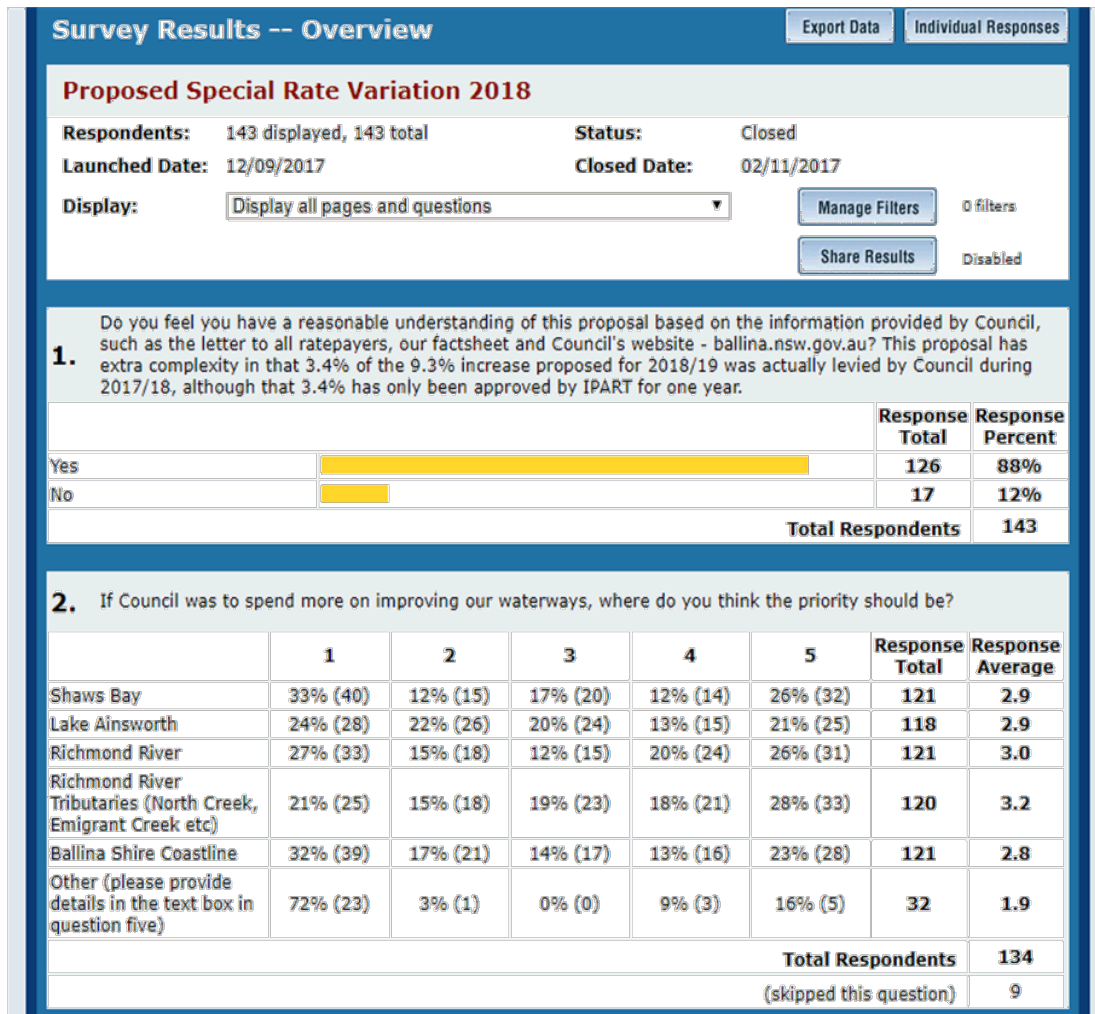
To whom it may concern
General Manager / Major,

As a rate payer
of Ballina Shire Council for the last
39 years and observing the waste
of our public money, e.g. Ballina
Pool, roundabouts etc. or Council
employees standing about on their
shovels. I strongly object to any
rate increase.

yours Sincerely








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3. In respect to the Healthy Waterways Program how supportive are you of the extra 1.5% rate increase, as part of this total package, to fund increased expenditure to improve the health and amenity of our waterways?

		Response Total	Response Percent
Strongly supportive		15	10%
Supportive		15	10%
Somewhat supportive		11	8%
Not very supportive		16	11%
Not at all supportive		86	60%
Total Respondents		143	

4. If you wish to provide additional feedback on the Healthy Waterways Program please provide your comments in the following text box.

View responses to this question [view](#)

Total Respondents 72

(skipped this question) 71

5. If Council was to spend more on asset renewal related works , where do you think the priority should be?

	1	2	3	4	5	Response Total	Response Average
Road reconstruction	10% (12)	11% (13)	21% (25)	20% (24)	39% (47)	121	3.7
Stormwater drainage	14% (17)	14% (17)	27% (32)	18% (21)	28% (33)	120	3.3
Community buildings	34% (38)	21% (23)	21% (23)	10% (11)	15% (17)	112	2.5
Open spaces and playground equipment	25% (29)	23% (26)	21% (24)	15% (17)	17% (19)	115	2.7
Sports fields facilities	31% (34)	16% (18)	26% (29)	16% (18)	11% (12)	111	2.6
Footpath and cycleway network	23% (27)	9% (11)	23% (27)	24% (28)	22% (26)	119	3.1
Other (please provide details in the text box in question seven)	62% (21)	3% (1)	3% (1)	3% (1)	29% (10)	34	2.4
Total Respondents						136	
(skipped this question)						7	

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6. In respect to the Asset Renewal Program, how supportive are you of an extra 5.3% in 2018/19 and 3.4% in 2019/20 on top of the estimated 2.5% standard rate peg for each year, to fund increased asset renewal works and to assist Council in being financially sustainable in the long term?			
		Response Total	Response Percent
Strongly supportive		10	7%
Supportive		15	10%
Somewhat supportive		8	6%
Not very supportive		20	14%
Not at all supportive		90	63%
Total Respondents		143	





7. If you wish to provide additional feedback on the asset renewal program please provide your comments in the following text box.			
View responses to this question		view	
Total Respondents		65	
(skipped this question)		78	

8. Do you have any other comments in respect to the proposed special rate variation?			
View responses to this question		view	
Total Respondents		89	
(skipped this question)		54	

9. Can you please confirm whether you are a property or business owner who would be required to pay any increase in the Council rates?			
		Response Total	Response Percent
Yes (Property or business owner - Individually or in joint ownership)		126	88%
No (Resident)		17	12%
Total Respondents		143	

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10. If you answered yes to question 9 please clarify the type of property rates you are required to pay.

		Response Total	Response Percent
Residential (urban or rural residential property or both)		114	86%
Business		2	2%
Farmland		4	3%
Multiple categories of properties (eg residential and business)		12	9%
Total Respondents		132	
(skipped this question)			11

11. Do you have any other feedback in respect to this consultation process? For example, you may have ideas as to how the consultation process could be improved, or additional information that could be made available to assist in understanding the proposal.

View responses to this question [view](#)

Total Respondents	60
(skipped this question)	83

12. Your name and address (email or post) (this information is optional)

View responses to this question [view](#)

Total Respondents	56
(skipped this question)	87

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Question 4 - If you wish to provide additional feedback on the Healthy Waterways Program please provide your comments in the following text box.

Proposed Special Rate Variation 2018		
Respondents:	143	Status: Open
Launched Date:	12/09/2017	Closed Date: N/A
4.	If you wish to provide additional feedback on the Healthy Waterways Program please provide your comments in the following text box.	Full Response
1.	Shows Bay needs to be dredged of weed, and beautified to ensure its safe utilisation for the future. Also the health of the Richmond River is paramount to the viability of Ballina,	view
2.	No point in trying to keep Richmond River healthy down in Ballina when all the rubbish comes downstream	view
3.	when fixing a problem you should start at the beginning not the end, Ballina is at the end of the line.	view
4.	I believe that Council doesn't have the resources to do this program the work should be done by DPI and really look up river at the causes of the problems eg cane farms, tea tree plantations	view
5.	You are penalising rate payers because you as the Council body have not been maintaining these waterways over the years, why do we the rate payers have to pay for your lack of maintenance? You only have to go through The Trove and old newspaper clippings to see the many articles that Council posted on the maintenance they were doing, why was this all let go, why was this maintenance stopped? Why have you let the waterways get to this state before you do something and now you make us pay! What a joke!!	view
6.	Wollongbar residents seem to be forgotten with this emphasis as we don't live near the coast/river/lake. What will we get for the rate increase? No need for me to use sports ground or skatepark - so what else will we get for the increase instead? I know I can (and do) visit the water but it is not part of my daily life.	view
7.	Wollongbar plateau creeks first. bad waterways in, bad waterwaters out.	view
8.	Council should have been working on this for some time on rates already received.	view
9.	What funds are other councils along the richmond river catchment area contributing to the healthy waterways program? There is no point spending taxpayers (our money) on a program to fix a problem that is caused in part by other councils. The health of the Richmond River and hence our coastline and Shaws bays is a result of the runoff that enters the river up stream. Council needs to prove to ratepayers that our money will be well spent in partnership with other councils. I cannot agree to a rate rise and this spending without information about this. The next major flood we have at Lismore will send millions of contaminated water down the Richmond river. Can council please explain how they plan to mitigate the effects of such future floods and can they guarantee that the money spent on their proposed healthy waters program will not be wasted.	view
10.	This is just another grab by a dysfunctional council. Cut staffing levels, cut remuneration, and live within your means. Stop turning to the rate payers every time you come up with another hair brained scheme. Your community is extremely tired and angry with your actions. If you can't do the job you have (all of you), resign and get out of the way of others, who have the ability you clearly lack.	view
11.	Only 20- 25 years too late deciding something needed to be done, now ratepayers have to cough up joke	view
12.	This is a grab for cash, funding for a lot of these programs is a state responsibility, Ballina council needs to be responsible for the expenditure of moneys received already and no way beg for more. More people are moving to Ballina henceforth you the council receive even more money. What is stopping you from continually being irresponsible with our money and continually ripping us off. This is wrong. I do not believe the council knows what its doing and it wants even more money. SHAME	view
13.	I am disappointed that council seems reluctant to do the simple and obvious things, such as the removal of flood debris from the river bank in town and the beaches. NOT a good look for locals and visitors!	view

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14.	THE WATER WAYS ARE DRONED IN RUN OFF FROM THE CANE FARMS. THE COUNCIL NEEDS TO ACT TO STOP THIS, ANY MONEY YOU SPEND ON THE RICHMOND RIVER IS JUST A ASTE WHILST THE CAN FARMS ARE ALLOWED TO FOUL THE RIVER	view
15.	My experience with Ballina Council is that you have to SPEND more wisely. We ALL do	view
16.	I support the SRV for the purpose of the Healthy Waterways Program. However, as long as our neighbouring Councils -Richmond River, Lismore & Kyogle - are doing their share to improve the Wilsons & Richmond Rivers.Plus, the State Government should be doing more as well.	view
17.	The EPA should be called in to help stop the flow of chemicals from farms and related industry into the Richmond River.	view
18.	If the money is to be spend of Healthy Waterways Program- All councils up stream from our waterways need to participate as it is no use pouring good money after bad into something that has no support from other councils.	view
19.	There are many agencies responsible for river health. Council should not bear the financial burden for this.	view
20.	Why should I pay for healthy waterways when so much water is wasted on the water truck that cleans west Ballina and Ballina, complete waste of money with the normal rainfall we get , we have had rain on a weekend non stop then the water truck cleans the streets waste of time money effort and my rates	view
21.	I think rates are high enough, and don't see a special case exists. But if IPart does, then at least it should go to the waterways.	view
22.	Q 2. Rock pool project-will improve beach safety & increase tourism - will require additional road works and Public toilet facilities.	view
23.	Whilst I support the Council's commitment to this program, it is important to also express disappointment at the disjointed approach to the management of the Richmond River, its tributaries and catchment. Upstream councils and other relevant public authorities should be ashamed by their failure to commit to a holistic, integrated and funded management arrangement.	view
24.	Whilst I agree that improving the health of the Richmond Rive is essential, I firmly believe that this is a State Government responsibility and not a Local Government one. The health of the river is impacted upon by numerous other local government areas, and whilst I applaud the council on being proactive, I think that these improvements should be made by a State government initiative which the local councils on the Richmond River would be funded by. There is only so much that local residents should have to fund through their rates and I don't think this is one of those items. Do residents on Sydney harbour pay for the clean up of the harbour?	view
25.	Clearly the council has NOT done its job in the past if these issues are emerging now, all these areas require constant and ongoing attention, and someone within council has not done their job. anything from up-river needs to be funded by the relevant jurisdiction, not us. how is the state of the Richmond River our problem??	view
26.	Rate payers in Ballina pay enough already. The council should funnel the funds from elsewhere.	view
27.	North creek is in dire need of dredging.	view
28.	I'd like a detailed explanation of what the problems are regarding our waterways.	view
29.	Need to have upper reaches of Richmond River taking part in improving the waterways or it is a complete waste of time and money.	view
30.	Ballina Shire has more development that any other shire that has introduce this rate rise. Development = more money for council. You cannot tell me you are not receiving a huge amount of funds due to the development going on. The proposed rate rise is a disgrace.	view
31.	Only if other councils become involved, much of problem is not originating in Ballina Shire	view

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32.	I am fairly certain that the river is in better shape than 20 years ago. I know someone who used to be involved in testing it. Today there is less farming activity which was the main concern in the 90s. Farmers are more regulated with regards chemicals and silt run off. Likewise housing developments. [REDACTED]	view
33.	I am supportive of works on the waterways around Ballina and Lennox Head such as Shaws Bay, Lake Ainsworth and North Creek. I am only in favour of improving the health and amenity of the Richmond river if all councils in the catchment upstream of Ballina Shire are involved. Otherwise cleaning up the river is a waste of time and money	view
34.	it is not the river in Ballina shire that is the problem the pollution is coming from much further upstream	view
35.	The Richmond river begins its path at Mt Lindsay, near Woodenbong, continuing past Kyogle, Casino, through to Coraki where the Richmond & Wilsons Rivers connect & continue past Woodburn down to the mouth at Ballina. The Richmond is 170km long & Wilson river is 131km long. Ratepayers within the Ballina Shire can never be responsible for special rate rises to aid the health of the Richmond River as we are the receivers of all upstream communities. The Richmond & Wilsons rivers pass through Kyogle, Lismore, Byron & Richmond Valley Shires. Any rate increase to fix the river is an absolute 100% waste of ratepayer monies & must never be considered again. The health of our waterways is every individuals responsibility every day, however the NSW government is responsible via tax payer funded projects to fix the river. [REDACTED]	view
36.	I am happy to trust the people in council with the water/technical expertise and the economic/tourism expertise to work out the priorities. The general community won't have enough real understanding to make such a decision.	view
37.	Why is this not an ongoing funding? Coordination with the other two councils re. Richmond River is essential. Plateau creek systems need to be included with consideration of loss of topsoil and chemicals from adjoining agricultural lands. The features of waterfalls and parkland could tap into the development of tourist attractions as well as local use.	view
38.	Council should not be increasing our rates for these purposes. Council should work within its existing funding. Council should not be thinking about spending scarce resources on waterways that are the responsibilities of other spheres of government.	view
39.	Why must it be only the rate payers who contribute to the healthy waterways program, why not a bed tax for the tourists and why can't Council keep within its budget just like every one else who are on a budget, Is the Council top heavy or wasteful, Like the stickers which were supplied at a cost of \$1,000.00 for anyone to stick on their mail box which are available at many of the cheap shops in town and most residents would buy their own, [REDACTED]	view
40.	I do not think Ballina Council has the capacity or wherewithal to change waterways it is possibly an issue for the whole state of NSW or a National issue.	view
41.	While I support the proposed rate increase, I feel other local Councils should also contribute. Secondly I suspect all the proposed increase will be spent on talkfests, rather than dredging to increase water flow, where the fill could be sold to cover cost.	view
42.	Council needs to divulge the highest source/type of pollution in our waterways, who are the largest contributors to the problem, and make the largest offenders pay for the clean-up, ie farm chemical run-off or whatever. Have a user pays basis to restore the river, not the suburban rate payer & not all and sundry! Is the Council itself a problem, via STP discharge water into their various creeks, from the settling ponds. If so, is this a result of urban expansion, population growth pressure?	view

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	I strongly support this change. Our river has suffered not only from a lack of funding from all levels of Government, but also from the lack of anyone standing up and taking the first step to fix the problems.	
43.	Every single person, farmer and business in the catchment contributes to the ongoing decline of the Richmond's Health. If we all continue to hide behind statement's like "...why should we pay if Lismore Council does not..." then future generations are guaranteed a lifeless cesspool. We all have an impact and we must all pay to fix the issues with the Richmond River.	view
44.	The council needs to work with the Lands Authority and Environmental Pollution Authority to put in place more environmental controls on farmers . Macadamia and Cane farmers are some of the main contributors to allowing runoff of silty soils into the River .	view
45.	The river needs to be taken advantage of as a tourist attraction and a commercial attraction by idevelopment of the river front into waterfront restaurants and shops to coincide with existing new developments such as the board walk, and commercial ventures such as taking advantage of boat building industry, and possible tidal flow power production, all of which is viable, would create jobs, increase tourism and town growth as well as attract younger professionals and their family es to the area.	view
46.	Council needs to better manage the funds it has and stop expecting rate payers to pay for their poor financial management and poor environmental management. I would like to see Council make savings, and pay for the works that way. For example, why should rate payers pay for most council staff to have cars for private use? More efficient use of human resources and assets than is currently the case is also needed. Get your snouts out of the trough Council, especially the Mayor.	view
47.	Our waterways are such a key part of the appeal of our area so they must be looked after to the best of our ability. I'd like to see inter-shire cooperation in this regard, as some waterways flow through different Council areas.	view
48.	Rate payers should not have to bear the cost of a council who is not able to effectively manage its resources. It is about time Council made some genuine efforts to reduce operating costs and work more productively with the available resources. There are many areas where Council could make savings to fund these works instead of ripping off rate payers. I would be more amenable to a rate rise if there had been a genuine effort to make savings and work smarter. I vehemently object to the proposed rate rise.	view
49.	Council need to budget better then placing financial hardship on the ratepayers, I am not in favour of a rate increase	view
50.	Lower salaries, and run more efficiently how repeated rate increases will not be necessary	view
51.	I believe any such program needs to be part of a holistic and prioritised action plan on a whole of catchment basis. Bodies such as the Rous County Council should be spearheading such programs. Also it needs to be properly funded by the State. The money raised by a single council at the end of the catchment would just be like a drop in the ocean (pardon the pun) and thus be a waste of resources and an unreasonable extra cost to ratepayers for little benefit.	view
52.	I do not believe that an additional rate increase is necessary to support the health of our local waterways	view
53.	Rate Payers cannot afford it.	view
54.	Why do this in current economic conditions?? How deep do you think ratepayers money jars are? My opinion is that you are sticking your nose into something that is a state/tourism issue. Wasn't the stormwater management fee, introduced a number of years ago, supposed to clean up crap going into the waterways?	view
55.	This should be a full program conducted by all Councils in the area covered by the Richmond River especially from where it is commenced and all through these waterways to where it ends at Ballina. It should not just be at Ballina, as when a Flood is in process this is all a waste of time as more rubbish is washed down the river and defeats this area that has been cleaned up.	view

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56.	Council's proposed special increase takes no account of ratepayers' capacity to pay. The rest of the community must live generally within CPI increases. Council should do the same. Rate increases should not exceed the CPI.	view
57.	I am worried it won't be enough to make a difference and we will be asked to dip our hand in our pocket again. Also there should be equal contributions from the other councils aligned with the Richmond basin.	view
58.	Ballina ratepayers cannot nor should not be responsible for maintenance of the river and coastline. Much of the damage to the Richmond River emanates from areas outside the Shire boundaries. The responsibility for any cleanup should be borne by either state or federal government. We are totally opposed to ratepayers funding this proposal by Council.	view
59.	The waterways in the Ballina Shire Council area are NOT UNDER THE DIRECT CONTROL of Council and therefore Council SHOULD NOT get further involved. Council should concentrate ONLY on the services they are supposed to provide including a) collect the garbage. b) maintain the roads. Do not spend rate payers valuable funds on other issues.	view
60.	Keep out of issues which are state responsibility!	view
61.	THE HEALTHY WATERWAYS PROGRAM FOR THE RICHMOND RIVER SHOULD BE COMMENCED WHEN ALL THE COUNCIL AREAS INVOLVED COME ON BOARD TO SPREAD THE COST AND THEN AT A LOWER PERCENTAGE FOR BALLINA SHIRE COUNCIL RATEPAYERS.	view
62.	Realistically the Ballina Shire Council has no impact on what happens to the river further upstream. Unhealthy water draining into the river from swamps and farming areas is the cause of the river being in poor health. Any action by the council in Ballina will have negligible impact on the health of the river. Improvements need to occur further upstream. I was born and raised here and this is the same old problem. Listen to the people!	view
63.	For major waterways such as the Richmond River, state government should have responsibility for this, or identify the issues and target landholders etc responsible for the decline in health.	view
64.	Local waterways are NOT under the direct control of Council and therefore Council should not get further involved than any Grant monies received will allow.	view
65.	The Richmond River is of state/national significance. Ballina council should solely burden ratepayers. Once the NSW government agrees to pay the majority of costs, then and only then, should BSC contribute. A healthy waterways levy of something like 0.5%. And what about Lismore council regarding the upper reaches of the river? The Richmond doesn't just flow in BSC area.	view
66.	If council wishes to expend my rates on this program, it should do so out of existing revenue	view
67.	Marina, get a marina in and a group to take care of all of the issues around it and the new marina. Buy the corner of River street and Brunswick to put in offices for the marina to operate out of. also fisheries and tourism can operate out of those offices. This will help to spruce up the very important end of the island.	view
68.	The health problems of the Richmond River must not be considered the financial responsibility of Ballina Shire ratepayers. Because the Richmond River & tributaries flow through many upstream area shires, each shire must bear responsibility for the cumulative result in our lower River.	view
69.	I do not agree to the Richmond River as it is only a small portion of the river in Ballina Shire, unless the other councils are prepared to do the same then it is a waste of time & MONEY. It has to start upstream first, not the other way round.	view
70.	Proposed priorities, costs, actions, outcomes are not at all clear. Obviously our major waterways are critical to the community. If you don't know what you want to achieve how do you know you need more money from us?	view
71.	The council should be aiming to retrospectively provide riparian zones along the length of the Richmond river. Shaws Bay should become the jewel in the Ballina shire with amenities, swimming areas, activities provided.	view
72.	This has been covered in previous excessive rises and must be ceased If council needs more funds diode of some real estate holdings like normal business has to do this after all is a business	view

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Question 7 - If you wish to provide additional feedback on the asset renewal program please provide your comments in the following text box.

7.	If you wish to provide additional feedback on the asset renewal program please provide your comments in the following text box.	Full Response
1.	Community Halls and buildings need to be a priority as they just do not get any money spent on them and the community groups should not have to look after Council assets.	view
2.	Asset renewal should be factored into any budget to have not have done it properly and realise you are short of money is just blatant mismanagement.	view
3.	Footpaths, kerb and gutter road upgrades around Shelly Beach Lighthouse Hill. We pay big rates but you do nothing	view
4.	Again YOU have allowed development to get out of control without developing the towns infrastructure alongside it. Asset Renewals need to be put in place for the infrastructure of our town centres, especially Lennox Head, it is not coping and you are talking 'Community buildings' and playgrounds..... come on!!	view
5.	What about assets in Wollongbar? Our Community Hall needs a massive makeover. We don't have any footpaths anywhere of any significance or open spaces planned in the new development in Avalon. Lots more young and old residents need bike paths for safety and health reasons -we do not have a beach or bush setting to walk through. Wollongbar seems to be forgotten by Council apart from the sportsfield. This will only be used by a small minority of the population. Arts /Crafts/ Cafes / Community events etc also need to be improved in Wollongbar.	view
6.	council should stop spending/wasting money on fighting what the community want.	view
7.	Council should have sufficient banked income to already rake care of these projects	view
8.	In the last proposal I raised the issue of how is council saving money and what are they currently doing to save taxpayer funds. Can council please provide to the ratepayers information of how they are partnering with neighboring councils to share costs of expensive machinery etc	view
9.	Use the rates you already have to fix up the foreshores around Ballina. Make them family friendly and RV friendly, our community will benefit from a huge influx of people visiting.	view
10.	How dare the council expect rate payers to gift above what we already pay. I am well aware of council's charges, no matter what you do the council just charge what they want in fees like granny flats, any form of land development. anything you wish to achieve to improve basic living can cost you thousands just to get approvals. What do you spend this money on? - barbecues I give no credibility to the Ballina council	view
11.	There has been sufficient renewals and building in recent years, with major projects still happening (eg. the pools). As the old saying goes "Rome wasn't built in a day" !	view
12.	COUNCIL NEEDS TO LIVE WITHIN ITS MEANS. IF THE CURRENT RATE PROGRAM CANNOTT SUPPORT THE COUNCILS VISIONS AND THE GOVERNMENTS REQUIRMENTS, COUNCIL NEEDS TO ADJUST ACCORDINGLY. THERE IS MASSIVE LAND DEVELOPMENT AND THE NEW INCOME FROM DEVELOPERS AND THE NEW LAND OWNERS WILL NO DOUBT BE A HUGE INCREASE IN FUNDS. THERE NEEDS TO BE A CONSERTED EFFORT TO CUT EXPENDITURE , WAGES ETC. WHY ARE EMPLOYEES STILL BEING ASKED TO WORK ON THE ROSTER DAY OFF, IS IT JUST BAD PLANNING. THERE NEEDS TO BE A COMPLETE OVER VIEW OF WAGES AND EMPLOYEES .	view
13.	My experience with Ballina Council is that you have to SPEND more wisely. We ALL do	view
14.	Dont get the \$10,000,000.00 basketball court at the new school and you will save that money. Hardly anyone plays basketball in this town, we have two courts already. Ballina Shire doesnt need to spend our hard earned money on any more infrastructure if we cant afford the upkeep on what we already have.	view
15.	I completely understand the lack of funds Council has available to maintain and improve assets and think the State Gov't should contribute more. After all, they have the asset sales, and ALL the GST revenue. Perhaps all the state Councils should get together and press for a percentage of GST??	view

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16.	Where did the last money go? as I'm yet to see any improvements in my area-	view
17.	Council like any other business should live within its means. Increase Councils funding by selling commercial properties, reducing staff, improving overall efficiency of office and field staff.	view
18.	It's a disgrace the continual rate rises , our wages haven't gone up for years , already struggle to pay the increases already put on us , for what one garbage service a week, not even a ticket to the tip free, no annual clean up like every other council around, Ballina has some pathetic reason for that , I've lived in west Ballina for 30 years , the council cannot even replace the original old rotten plastic pipes that are all broken and full of grass and mud , then we have the water overflow now in west when it rains too hard, I d like to see the photos the council supposedly took looking up the drain pipes onto my land (don't believe they ever did it , just said they did) my mother is at home 24 / 7 .	view
19.	The Asset Renewal Program should be a long term and appropriately managed and funded program. Every Council, as with all other businesses, has to manage their assets. When times are tough out in the population then Councils need to be seen to stick to their long term plans and not keep asking for extra funds.	view
20.	Remove River Street median strip restricting traffic flow between Kerr St & Canal Bridge and widen the street by painting guiding lines and re-instating the 48 assumed car parks now taken up by garden beds. Widening the street reduces road rage and will make a safer environment. Also should consider provision for longer vehicles towing caravans as tourist demographics change.	view
21.	Staff do an excellent job in looking after our infrastructure within available resources. However,our prominent urban open space areas in particular will benefit from a greater and ongoing funding commitment to support the Council's advocacy for a healthy lifestyle for our residents.	view
22.	An absolute waste of taxpayers money. The review of expenditure and real projects that do not need to proceed.	view
23.		view
24.	As a rate payer, I dont object if the money raised is spent competently. But when projects continually blow out its not right for ratepayers to foot the bill. Look at Wollongbar sporting fields, Ballina surf club (no 3 phase initially - so we foot the bill for the generator. Ballina/alstonville pools. Why renovate both at once? Then the fact is both pools wont be finished until 2018. You haven't even got enough power to run Ballina Pool.	view
25.	if road reconstruction is necessary, why did council not do the job properly the first time? why this rework?? likewise with the other categories. many instances exist of poor work and over-expenditure along footpaths and cycle ways; power poles in the way, bollards that present a distinct safety hazard, very narrow pathways (not cycle friendly), and poor maintenance of the paths themselves. all this shows the gross inefficiency of council. it is expensive and poorly done, and certainly not in a timely manner. your brochure says that the temporary srv has raised \$389,000 to cover 4000 square metres of road this year. That's less than ONE Kilometre...	view
26.	Ballina Council needs to find funds from elsewhere	view
27.	Council has passed a proposal for the new marina taking away public spaces to build private buildings to the wealthy. They are also going to block current residents views and breezes by doing so. Prime waterfront property yet again gobbled up by greedy developers and a willing council.	view
28.	Need to have some respect for retired ratepayers who are limited in their finances due to the present high inflation rate and rising living costs.	view
29.	Ballina Shire has more development that any other shire that has introduce this rate rise. Development = more money for council. You cannot tell me you are not receiving a huge amount of funds due to the development going on. The proposed rate rise is a disgrace. Is everyone going to get a 17.6% pay rise over 3 years? NO.	view

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30.	I suggest a total 6% SRV per year for next 2 F.years but with a sunset clause ensuring that this MUST drop rates back to the standard annual rate increase as a Maximum thereafter. It MUST NOT be allowed to surreptitiously slip into any form of permanent rate (TAX), increase. I feel all programs must look laterally for efficiencies in current planned programs to achieve the planned works within this total 12% over 2 year increase rather than the proposed 15.3%.The later is probably too much.Further imposts on busines is both unfair & promotes further mnon competitiveness. They already face unreasonably biased taxation at all levels of Govt.	view
31.	Run more efficiently wast less money and live within your budget.	view
32.	Indoor Sports facilities. Why improve the cycleways when there are so many cyclists using the already crowded roads?	view
33.	the ratepayers in this shire consist mainly of retired people and young couples trying to raise families and meet mortgage payments these constant rate increases do not help	view
34.	We have to maintain assets for the future, and we have to create the town /area suited for the future funding it in a way that is spread out over a few years. The planned increase per week for residents is so little-they would spend more on a coffee. Those who seriously can't afford it receive relief anyway (as they should). This Council and its very well qualified and experienced leaders and staff have been highly responsible with a good control of spend. At the same time they have massively improved Ballina into an attractive place to live and work for the future. Keep doing what you are doing.	view
35.	Council should not be increasing our rates for these purposes. Council should work within its existing funding.	view
36.	Most households life within their budget constraints which means that future expenditures are planned and money is set aside or other expense items are reduced. I think the council should consider a household budget approach. Asset renewal should be prioritised, not simply allocated due to local planning.	view
37.	The proposed increase is substantial and suggests Council has not given sufficient priority to maintenance in recent years.	view
38.	Over 30 plus years ago, Council were very good at buying land, servicing it for housing development (especially in Alstonville) & selling it off for profit and creating new ratepayers. Council have been successful as a landlord also, ie Wigmore Arcade! This source of income has given Council good revenue for Asset renewal& other capital works & I encourage you to expand on this method, relieving rate payers of the cost/need for SRV 's to be considered. LEP's are in place and show where new villages/subdivisions should now go in future. Develop them & profit wisely now.	view
39.	On a proactive program for sealing gravel roads.	view
40.	Asset renewal should be covered by previous accumulative rates and revenues and to be enclosed in the general planned maintenancance program that every council under takes. It is basic engineering management. The renewal of the sewerage treatment plants should have included biogas power production plant to recoupe the massive cost to run a waste water system which would be the councils biggest power user,	view
41.	My comments on this echo what I have already stated in 4. In regards to other I would like to see Council better and more responsibly manage the natural environment, both terrestrial and marine. I would also like the pathetic mayor to stop saying nets are wanted by the whole community when they aren't and all they are doing is killing marine life and a waste of money because they are proven not to work. Why would I want to give more of my hard earned cash to a bunch of incompetent leeches? Make savings and work more efficiently to cover these costs, which are more than likely due to Council's mismanagement and incompetence.	view
42.	All these things contribute to our lifestyles and enjoyment of the area and we don't want to see them deteriorate with time, so that so much more money needs to be spent if they get too run down	view
43.	It would be nice to see Council using our rates to protect the biodiversity values of the LGA instead of using our rates to degrade and vandalise it.	view
44.	As per above council needs to run more efficiently.	view

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45.	I do not believe that an additional rate increase is necessary to support asset renewal and ongoing financial sustainability.	view
46.	Provide for asset renewal in your normal budget.	view
47.	Our incomes are not going up to afford these out of band increases. We are also dealing with higher electricity prices, higher property prices, everyone is getting the squeeze and getting further into debt and this is just another example that will hurt. The NSW state government has achieved a revenue bonanza as part of property price increases - why is this not put towards improving our local areas? http://www.abc.net.au/news/2017-06-20/nsw-budget-ian-verrender-explains-why-the-state-is-so-rich/8633930 -	view
48.	Pensioners have to calculate their assets renewals within their existing budgets. Why haven't you?	view
49.	It seems that as to when Council wants to carry out any major works etc they just pass this costs on to the Ratepayers to fund. Why is this done, does Council not have the financial persons within its administration to carry out a complete finance estimate for such. If they are not able to do this they should be removed.	view
50.	Council's proposed special increase takes no account of ratepayers' capacity to pay. The rest of the community must live generally within CPI increases. Council should do the same. Rate increases should not exceed the CPI.	view
51.	This is an absolute gouge on rate payers. We have already been deemed 'fit for the future'. Council needs to look within it self for ways to consolidate.	view
52.	Perhaps Council should first consider a full review of Council staff, particularly administrative staff, with an emphasis on full utilisation of the staff and perceived waste of ratepayers funds in the running of Council.	view
53.	The amount you seek is too high and will impact greatly on rate payers. Surely a smaller percentage would suffice.	view
54.	Council should operate within budget constraints according to funds available and should avoid spending funds on any other issues. Work within funds currently available.	view
55.	Cyclic Maintenance Program should cover these.	view
56.	Council, like all of us that work, need to operate within a budget. While I understand costs increase, my living costs increase also and I'm not given a pay rise in line with these, I still must operate within a limited budget. As far as I understand, the revamping of the pools in Ballina and Alstonville have blown over cost - I do not believe I should be made to pay for this.	view
57.	Take note of the ratepayer feedback received. Last proposal feedback was overwhelmingly negative and you should take note of this. Fix the roads and collect the garbage and keep out of other issues.	view
58.	Before releasing more residential land and commercial development in Lennox Head upgrade and extend planned and existing road (eg Hutley Drive)	view
59.	If council wishes to expend my rates on this program, it should do so out of existing revenue	view
60.	Marina and up grade the southern/western end of the Ballina island. Rate rises, why would we want to pay more for the little that council has done to provide a holistic upgrade of the CBD. why would we want to take on a HUGE rate rise when our wages wont be going up to meet the rate rise??	view
61.	I appreciate that Council needs to have an asset renewal program. I would hope that Council has thoroughly scrutinised the efficiency of each & every 'department' & aspects of management, (i.e. search for ways to refine operations & expenditure to ensure the most economic result.), before the rate of increase was set. Is it not possible for Council to operate in the way private business does i.e. tailor the expenditure to their income.	view

62.	We live at Lennox Head and have been here for 15 years. During this time we have been significantly negatively affected by very large residential developments on prime agricultural land. In our view the environment has been significantly damaged and rural views destroyed. The council will receive greatly increased rates due to this process. I think it is quite unfair that we should have to pay increased rates for asset renewal when our local environment has been so badly damaged.	view
63.	Despite all the strategic and operation plans there is a lack of detail. It seems they were prepared for the benefit of councillors and staff rather than the community. The asset renewal program is not clear on where the extra \$'s will be spent. It is necessary to compare project expenditure line by line to see where the extra money will go.	view
64.	Our rates at the present stretch our finances to the limits. A long term plan and planned spending, to keep cost down as much as possible.	view
65.	As per comments above same applies	view

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Question 8. Do you have any other comments in respect to the proposed special rate variation?

8.	Do you have any other comments in respect to the proposed special rate variation?	Full Response
1.	Council does a great job in looking after roads but other areas need better attention. The entry into the shire is untidy and ugly.	view
2.	Community buildings need to be priority. They are falling apart through neglect and mismanagement by Councillors decisions.	view
3.	prioritise community buildings.	view
4.	People are struggling at the moment, this would be just another added burden to find the extra money for - wages and pensions have not gone up	view
5.	to raise the rates by far more than either inflation or annual wage increases is simply ridiculous how do you expect people to afford this.	view
6.	I dont believe we the people of Ballina Shire should be paying for Council not doing their job in the first place and allowing the problems in this Shire to evolve.	view
7.	My wages are stagnant and very very basic - minimal and unreliable - have high mortgage to pay as well as electricity food petrol etc. Can't afford any increases as all and this one is unrealistic - way above what can be afforded by the household.	view
8.	I think that because of the lack of performance and interaction and the lack of adherence to community views, the council does not deserve a rate rise.	view
9.	LIVE WITHIN YOUR MEANS LIKE THE REST OF THE COMMUNITY!!! MY FIXED INCOME FLOW FOR THE COMING 12 MONTHS WAS CPI INDEXED AT 1.9% INCREASE AND YET, YOU'RE TRYING TO PUSH THROUGH 4 TIMES THAT INCREASE. IT IS ONLY A MATTER OF TIME BEFORE YOUR LOCAL GOVERNMENT TAX WILL BE 100% OF EVERYONE'S TOTAL INCOME, AND THEN YOU WOULD STILL TRY TO RIP OFF A FURTHER INCREASE. I REPEAT, LIVE WITHIN YOUR MEANS, TRIM EXCESSIVE UNDER-WORKED STAFF, AND VASTLY IMPROVE JOB SUPERVISION AND MANAGEMENT. WOEFUL!!	view
10.	Not too happy about this as we are experiencing financial issues like many other residents and wonder what happens to the residents that are behind of don't pay their rates the rest of us are supporting them.	view
11.	We are aged pensioners who are not inclined to support your proposals. We object to your hiring ABC personalities at outrageous payments for special occasions. How about getting more productive work out of the workforce presently employed.	view
12.	Continually raising taxes to fund projects is a poor government strategy. I have seen rate rises to fund two swimming pools, where the majority of councils across the state fund only one. Imagine the money that would have been saved if council made this decision. I think it is extremely poor of the council to state that if the proposal does not proceed that there will be a poorer level of service and key infrastructure will deteriorate. It basically amounts to a threat, agree to this or else you will suffer the consequences! I can not agree to such a significant rate rise of close to 16%, when inflation over the same time period would be lucky to be 5%.	view
13.	Stop asking for more money from your over taxed rate payers. If you want more money how about removing Pensioner discounted rates and make everyone even. I'm retired, and I get no discounts, how about you start with that.	view
14.	Last rate rise was outvoted but still went ahead with it anyway. Goes to show how much you listen to your ratepayers 🙅🏼‍♂️😠	view
15.	Over the last 10 years my rates package has increased by 150% and residential rates by 46%. Any further special rate increases is ludicrous and unsustainable for ratepayers. Has your income increased by 150% over the last 10 years ?. Council has to manage like any other business and contain costs and operate within their ongoing revenue base. Has the big increase in the number of ratepayers been taken into account with regards to councils ongoing increased revenue ? Time for change particularly for those who keep pushing for these astronomical rate hikes.	view

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16.	I think it is unreasonable that such above the inflation rate (or CPI) increase is being proposed. I, and I am sure many nonpensioners do not agree to the "special rate" variations proposed.	view
17.	I DO NOT AGREE, IF A BUDGET DOES NOT BALANCE, YOU JUST CANT EXPECT RATE PAYERS TO FILL THE GAP. THE COUNCIL MUST LIVE WITHIN ITS MEANS, OVER HEADS, LEGAL BILLS ARE A PERFECT EXAMPLE. HOW MUCH HAVE COUNCIL WASTED ON THE LAKE AINSWORTH DEBACLE, IF COUNCIL FEELS THAT THIS IS A HIGH PRIORITY ITEM, YOU ARE JUST WRONG. COUNCIL NEEDS TO GET BACK TO BASICS,	view
18.	I think you have to respect the wishes of Local Communities. Not your OWN personal preferences	view
19.	Unreasonable increase	view
20.	I feel that this burden is being put on ratepayers because of councils failure to have an adequate long term maintenance plan & associated budget.	view
21.	What my biggest concern is, is that these increases are somewhat due to propaganda from councilors, general managers and their executives at the already top heavy, money starving end of local government, fueling their own corporate titles and not getting the REAL revenue to where it is needed most, like toward the community, paid for by the community. most of this money is perceived to be wasted by means of political indecisiveness, corporate greed, time wasting and just plain procrastination. Why are we being forced into believing that endless growth is good for us and that the spend, spend, spend attitude is going to give us better outcomes? why are local governments consistently promoting tourism and population density in their advertising campaigns, and local media only to have an every growing bill that they cant afford to keep up with? At some point we need some financial breathing space in this never ending inflation nation, and be happy with what we already have.	view
22.	I am totally against any increase over and above what the 'actual rate peg' allowed. I will be actively campaigning against this increase and will send a submission in.	view
23.	I am not keen on the 9.3% increase for 2018/19; just too much. Bring it back to <5.9%	view
24.	WE DONT WISH TO HAVE ANOTHER INCREASE AS WE MAY HAVE TO REName THE COUNCIL KING JOHN local council The council needs to look at other areas that money is blatantly wasted over the years. There are many other areas that money could be recouped.	view
25.	Do not support.	view
26.	I moved back up here to Ballina after selling my home in Sydney. I was shocked to see the rates were more than I paid on the north shore of Sydney! To increase the rates, would be putting a lot of people under immense financial stress. It is ludicrous. 2.5% here, 2.9% there. It all adds up. Think again.	view
27.	I have asked the road patching crew to fix the edge of the road where it is breaking away in front of my driveway. This work would take about 15min and about 8 shovelfulls of hot mix.I've been asking for this repair to done for over 12 months I even phoned the Overseer but still on repair. Now Council wants to charge more rates.I live on a rural property and all I get for my rates is a garbage service and a roadside mower that dosen't mow to the boundry any more. So it's time Council starts to look after rate payers.	view
28.	The council should be looking to improve it's financial management rather than simply requesting another Rate increase. The Wollongbar Sporting field is a classic example of extremely poor financial management by the council.	view

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29.	My kids in Sydney in million dollar homes pay less rates than we do in Ballina , it's a rip off , now the pool debacle they will add that too I'm sure . The council are not helpful when you have a problem either , 30 years of paying rates to the Ballina council I'm disgusted, It's not all about the future you won't have any of us still living here who have supported the town for years , ready to get out of this town .you vote for garbage who do nothing , get rid of the old mob .	view
30.	I think the Council needs to start living within its means - the rest of us have to and we are not getting pay rises, so the Council should really get nothing either ... but they do get a rise anyway even though working people don't! I don't think IPart should have given you extra last year either.	view
31.	Happy to support upgrades and initiatives that benefit business, improve safety and enhance the waterways. Saddened to realise we are so far behind with asset replacement funding reserves. Businesses will struggle to afford the extra cost but if not attended to now the damage will be worse later.	view
32.	Just get on with it!	view
33.	This amount of rate increase is criminal. Council should look at selling off some industrial land it owns.	view
34.	As per 7 above. Focus on the work of council not political items and scare mongering	view
35.	I think that residents are being asked to acquiesce to Special Rate variations for too many things. For the pools renewal it is worthwhile. Regular infrastructure should be covered in rates and also in developer contributions. I also know that despite this consultation and what I am sure will be an overwhelming "no" from residents, that Council will press on with the variation regardless.	view
36.	Yes, the council should start living within our means.	view
37.	It seems no-one is held accountable for mistakes with the ratepayers monies. Until right decisions are made, projects completed on time and within budget, I will not support any rate increase.	view
38.	the council is reaping lots of money from a lot of 'new' sources, like charging for its treated water, levying interest charges on rates and slugging developers for unnecessary requirements to meet DAs. this proposal is asking for an increase that is three times the CPI. how do you justify that? is this increase on top of the increase you charged for the 'once-off' pool contribution? And why did you then borrow more money than necessary? Council has adequate funding, it just uses its assets poorly. significant council workers drive council vehicles home - Why? projects are often well and truly overstaffed. Bigger projects are overly-expensive, waste significant resources and are invariably delayed and over budget. Hire equipment and heavy machinery is left on-site for days and weeks on end, unused - no doubt we are paying for that. if you cant handle the funding you are given now, then you are not 'fit for the future'.	view
39.	This will send locals broke	view

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40.	<p>We feel that the proposed SRV is unfair on ratepayers who have seen a significant increase in their rates over the last few years. This sort of increase, on a permanent basis, is far above the CPI rate. We have certainly not seen our incomes increase in any way for a number of years (evidenced by Australia's very low rate of wages growth). The rates we already pay are significant, and we feel that it is unfair for Council's income to rise annually at such an extreme rate when our incomes are not rising in any significant manner.</p> <p>However, as has been shown in recent years, ratepayer feedback is generally ignored if it does not align with Council's wishes (eg swimming pool "renovations" which amount to far more than renovations, are vastly over budget and will run over time; the last SRV application etc etc). If private enterprise operated in the same way as Council appears to, it would not operate for very long at all. It is only because Council has a seemingly unstoppable right to raise rates that such blow outs are financed. We have to live within our budgets and as our finances allow, however it seems that this does not apply to Ballina Shire Council. Instead of 'tightening their belt' as we are expected to do over and over again, it appears that Ballina Shire Council feels entitled to push their financial management issues onto the ratepayers, on an annual basis.</p>	view
41.	What other housing developments does Ballina council have on the go. How many new houses and how much rates will council collect? Yet again you still want everyone to pay more rates on top.	view
42.	Yes as once this increased rate is put in place it will be at that rate until the next increase just like the last one where there was a 92% of ratepayers against that increase and Council still went ahead with no respect for the residents.	view
43.	I am struggling to find a reason why you would think this is OK. Rate rises I understand. 17.6% over 3 years is totally out of the question.	view
44.	i am on a disability support pension and i am already paying \$500 a quarter for my tiny flat in ballina. over the years ballina council rates have gone up at an unsustainable rate for the community, with special rate variation proposals frequently put on the table. enough is enough. we are paying enough;council should be able to manage the rates they are receiving.	view
45.	This appears to be a very sound plan. I totally trust the Mayor, David Wright, and accept this proposal based upon his recommendations.	view
46.	See above	view
47.	Finish what is started already. We all have to live within our means.	view
48.	The battler's in this town are struggling, any rate increase gets passed on (shortage of rental accommodation). We are in the middle of a world GFC.	view
49.	It is NOT ON. Although I think the council does NOT care what the constituents think you WILL do it anyway.	view
50.	This will be a big sell when the proposed increase is way above the rate of inflation and so far ahead of increases in wages and pensions. I am an age pensioner and rate payer and will find it hard to meet any increase in rates above the pegged rate.	view
51.	After last year's 'one off' special rate variation to build a new swimming pool (even though we still had a perfectly functioning pool), it would appear that the council's understanding of how financially secure their constituents are would reflect their poor management of money over the past 10 years. With massive increases in the general cost of living during the past decade, the council must not add to the burden by continuing to bleed the ratepayer dry.	view
52.	see above	view
53.	Remove any variation relating to the health of the Richmond river.	view
54.	Thank you for keeping a stable approach to development and the future.	view
55.	An efficient Council works within its funding limits. It does not keep pushing rates higher and higher and above inflation. Council's inefficiency controlling the SRV for the Ballina and Alstonville swimming pools is just ANOTHER example of its incompetence. Council should/must consider the significant impact on households by ripping more money off residents.	view

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56.	I remind the council that many older residents live in Ballina and we are subject to small finite money supplies and are already dealing with unexpected rises in utility expenses.	view
57.	With energy, fuel and other costs rising against the background of depressed wages & income growth, SRV is never going to be acceptable now, and is never popular in good times with higher inflation either. So please don't go down this path.	view
58.	Whilst our shires roads are in better condition than our neighbors, they are going backwards. I strongly support this rate rise to prevent burdening future generations with the repair costs of the roads that we have used.	view
59.	Please give me the opportunity to use my engineering experience free of charge to study, report, and advise on changes that could increase revenue without cutting jobs, toff the top of my head I could save council \$450,000 pa just on street lighting costs alone. I have plans that could bring multi million dollar federal and overseas government work to our region in the marine engineering boat and ship building sector. 60% of our population is retired and gets rate subsidies meaning the other 40% will be paying a majority of the cost to upkeep a town which has poor public infrastructure, nothing much for young families or teenagers and few job opportunities.	view
60.	Yes, I strongly object to it. I would write much more about this, but I am assuming this consultation is tokenistic and don't really want to waste my time commenting to be ignored once again. I am disgusted in the performance of this council and seeing my rates wasted. I do not agree to any form of increase. If council could demonstrate efficient and effective management across the board I would have a different view. Again, time to get your snouts out of the trough!	view
61.	I vehemently object to it. Stop wasting our money.	view
62.	Yes it is completely ridiculous to annually be requesting these rates increases. Ipart set these standard as part of ensuring councils weren't burdening the rate payers with these increases. Ballina having a large portion of elderly and myself as disabled have fixed income and this constant financial pressure is overwhelming as it is without further stress repeatedly being place on us. The council would be best served at looking where they could run leaner how they can afford these expenditures then putting it off on the community. Having 2 properties doubles this effect and should give me 2 says. I would love to see the results of these surveys if possible	view
63.	Yes it is frustrating having to deal with annual rate hikes, you should be investing funds not in these surveys but utilising the funds you already recieve	view
64.	No happy about it. It is unreasonable to continually ask ratepayers to pay more and more each year. I suppose that is why IPART did not grant the original application. Already a lot of money is going to fund the pools and it looks like the civil contract was poorly managed. This mismanagement does not inspire much confidence that our rates will be properly spent, so to ask for more money at this point seems to be inappropriate.	view
65.	I think BSC needs to be more transparent in relation to existing costs, and to propose how it could improve effectiveness of current budget without an additional rate rise	view
66.	Rate payers cannot afford it. Reduce services if necessary.	view
67.	all those new residential areas being built in and around Ballina are adding strain on our infrastructure, why cant they cover the costs of these major improvements that are needed?	view
68.	Pull your heads in on this one.	view
69.	Totally not in agreement to this proposed special rate variation in any way what so ever	view
70.	Council's proposed special increase takes no account of ratepayers' capacity to pay. The rest of the community must live generally within CPI increases. Council should do the same. Rate increases should not exceed the CPI. Any special rates approved by the State Govt should be strictly "one time only". Such increases should not be built into the future base rate.	view

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71.	<p>There is no indication that after the two financial years with the special rate variation that it will then be returned to previous levels or dropped away. To continue at the increased levels would be a slap in the face to ratepayers. Council needs to be more transparent in what is their intention after the two years at increased levels. Ratepayers income is certainly not rising at the rates council are asking for which means a greater burden and percentage of the 'through the door' household income is needed to meet their demands. Wrong, wrong, wrong!!!!!!</p>	view
72.	<p>This time perhaps Council might take notice of the views of ratepayers rather than total dismissal of opinions of the majority of ratepayers sought on the subject of refurbishment of swimming pools. What a debacle this has turned out to be. Those in charge of this disaster should immediately be brought to account.</p>	view
73.	<p>Work within funds available. This submission is further wasting valuable ratepayers funds. Take note of survey and submission results. 70% and 90% respectively were against prior SRV application but Council still applied !!!</p>	view
74.	<p>Keep within your budget!</p>	view
75.	<p>Ratepayers and community weren't in favour of last excessive proposal. IPART also rejected additional SRV. Why are we doing this again? Please listen and manage the funds you have better. With all the new developments being approved, especially in and around Lennox. How much additional income is this generating? Lastly, the average Residential rate levy of \$985 is very surprising. Many people i know are already paying twice, three and four times more than this annually. The actual cumulative dollar figure increase is hence alot more than \$120 for many, many, many households.</p>	view
76.	<p>Listen to the people!</p>	view
77.	<p>I reiterate, I do not get a payrise to offset higher council costs. I cannot afford to live in Lennox Head, the town I grew up in, and in which my family has resided for over 50 years, due to property prices. I moved to East Ballina, as a single mother, to a smaller unit I can afford - under the current rates pricing. Further increase to this puts enormous financial strain on people like myself.</p>	view
78.	<p>Council has shown no evidence of even attempting to live within its means. Before asking for more money Council should ensure that it is using its current funds as efficiently as possible. There is no evidence of this.</p>	view
79.	<p>Do not apply for this. Work WITHIN your present budget restraints.</p>	view
80.	<p>The Rate Peg Limit (estimate) is 2.5%. The Australian Bureau of Statistics (ABS) released a statement on 26.10.17 stating that annual inflation is running at 1.8%. This rate is also confirmed by the Reserve Bsnk of Australia (RBA) on there website today 26.10.17. This to me looks like an additional hidden rate rise of almost 1%. Where is this going to lead? And I do understand that the 2.5% are only an estimate.</p>	view
81.	<p>If council wishes to expend my rates on these programs, it should do so out of existing revenue</p>	view
82.	<p>Do not put them up, there is more to do in Ballina before you begin asking landowners for more money. Perhaps you could start with owners in Lennox Head and the Northern end of Ballina(where the money has gone) before you expect the rest of us to cop it sweet with little to nothing done down the other end of the island!</p>	view
83.	<p>How do you expect age pensioners to cope with such rises,</p>	view

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84.	<p>The State Government sets an annual maximum 'normal rate peg'% of increase, which I believe would be assessed as being an adequate increase for Council's to work within. Your literature states the estimated rate peg for 2018/19 will be 2.5%.</p> <p>I question the percentage of increase the council intends to apply for & submit the following comment & my concerns of the consequences of such increases.</p> <p>The long term result of any, let alone a PERMANENT increase, is one of compounding interest. Ratepayers on LOW /FIXED INCOME, DO NOT HAVE ACCESS TO ANY AVENUE to increase their income to cope with such EXTREME, unrealistic, perpetual annual increases.</p>	view
85.	<p>We agree that providing additional funds to help address river pollution and degradation problems is reasonable but NOT for the asset renewal as proposed.</p>	view
86.	<p>We do not have the proverbial money tree growing in our backyards to keep paying for rate increases year after year. Council needs to start tightening the purse strings in their own backyard first ie staffing levels, hefty wages, cars, etc, etc, etc. Start there first, then we may be agreeable once we see something happening there. I have read that council intends to make this rate variation a permanent increase from 20/21. I hope not and this needs to be clarified.</p>	view
87.	<p>Council has failed to provide the community rate payers with a very clear and concise overview of the what the priority needs are and what the benefits will be to the ratepayers.</p> <p>The Mayor says the considerable rate increase is required to increase the level of funding we provide for key infrastructure renewal in areas such as roads, stormwater, playgrounds, sporting fields and community buildings, as well as implementing a new healthy waterways program. I see this as core business areas of Council. If Council had managed its finances in past years, it wouldn't have to go cap in hand to the community now! What about its accountability?</p>	view
88.	<p>It is way to much to expect ratepayers to cover the cost of the infrastructure. Paying for the pools was a burden that some who would not use the pool have to dip into their pocket for.</p>	view
89.	<p>Stop expecting ratepayers and business ratepayers to pay your bills rates are for that purpose you are a successful developer council and your assets should support your needs if not wait till it can</p>	view

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Question 11. Do you have any other feedback in respect to this consultation process? For example, you may have ideas as to how the consultation process could be improved, or additional information that could be made available to assist in understanding the proposal.

11. Do you have any other feedback in respect to this consultation process? For example, you may have ideas as to how the consultation process could be improved, or additional information that could be made available to assist in understanding the proposal.		Full Response
1.	No	view
2.	No	view
3.	I think the council is doing a great job, in keeping the area updated and refreshed. It would be good to see this continue, and consultation with the community is important to ensure the overall views of ratepayers are understood.	view
4.	It is obvious that most people are never aware of or never respond to your consultation process, people get letters in the post and just resign themselves to the fact that this is what will happen, only way to get real answers is to go door knocking and ask real people what they think.	view
5.	Consultation processes have always been hideous in this Shire... it was only that I came searching for something else on Councils site that I accidentally came across this survey. The Ratepayers of this Shire should be notified personally about things that affect them. You can send out rate notices..... you can post or email out personalised surveys!	view
6.	A meeting in the Wollongbar Community Hall. Council staff and Councillors visiting the shops and schools after hours to chat with people.	view
7.	Council knows that the majority of folk do not even read these mailouts, therefore winning their argument by default	view
8.	YES, LISTEN TO WHAT PEOPLE ARE SAYING. DON'T OVER-RIDE RATEPAYERS' CONCERNS AND WISHES. ENOUGH IS ENOUGH!!	view
9.	There is a lot of graphs and charts can be confusing at times to follow, should have simple note form information.	view
10.	No, other than to say the letter from the Mayor today is appalling. It was gibberish and double speak. I have a background in Law and I found his letter to be nothing more than an attempt to confuse and placate his requirement to consult the community.	view
11.	I FIND IT VERY STRANGE THAT THE MAIN WAY A RATE PAYER OR RESIDENT CAN MAKE FEEDBACK IS LISTED AS ITEM 4 ON YOUR INFORMATION SHEET. IT SHOULD HAVE BEEN NUMBER ONE, AS ON LINE IS THE MAIN WAY PERSONS GO THESE DAYS . I FEEL THAT A CONSERVED EFFORT SHOULD BE MADE BY COUNCIL TO ADVERTISE THE FACT THAT A ON LINE SURVEY IS AVAILAIBLE .	view
12.	I know this is pointless, BUT "YOU" do not listen to Local Residents in their area. ie: Lennox Head	view
13.	Dont bring in this increase. I have had only a minimal increase in wages over the last 4 years and my husband has had no increase. This increase in rates will put our family into financial hardship. Does the council realise how difficult it is to find work in this area, and permanent full-time work is nearly impossible. Do you not care about people living in this shire? This increase in rates is a bad decision. Cancel the new basketball court and dont increase the rates.	view
14.	The process to me seems clear and open	view
15.	The consultation process- as before money spent on finding out what people want and the council going ahead anyway. Don't think you call that listening to the masses. See the Pools - now we have two shire pools which won't be ready for the summer months ahead.	view
16.	The consultation process is good. We are well informed, but shocked at the same time. With families on a low income like myself, this rate rise will be putting me into financial stress. Not happy.	view
17.	Possibly outlining what previous rate variations have been spent on with actual figures around income and expenditure. This would give greater confidence to ratepayers around how council would spend our money.	view

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18.	Where are we supposed to get the extra money from this rate increase is not fair to the locals hard working people , the town is full of that mush trashy people these days too low life's , so much shit happening every day in this town , maybe get Centrelink out of town and the trash leaves , it all came here when Centrelink did and it's getting worse, not safe , not a nice town now , and nothing ever came of the eat street along the waterfront , towns dead , restaurants not enough , down town should be a mall with lots of little food outlets , this council is so narrow minded , take some notes out of manly with a mall, Cronulla with a mall, utilise the beautiful water front with restaurants, fish and chip shops , we are a fishing town and not one decent seafood restaurant , we are very very behind as far as a tourist town, no great food spots, no shark nets, no pools to use , it's a joke	view
19.	Nothing further.	view
20.	Please listen more closely to the wishes of the people. Thank you for a genuine consultation process unlike the pretend consult for the River Street "beautification" where underground infrastructure access has been compromised and precious parking has been lost.	view
21.	The process and the material provided have been clear and comprehensive.	view
22.	Average given amount of ways to communicate.	view
23.	Yes, if you are going to spend our money on these surveys, then listen to the message that we are sending you.	view
24.	The consultation process is poor and lacks transparency. It lacks authenticity by not publishing the Council's financial track record, it does not adequately justify why such a large increase is necessary, and it glibly throws number around expecting ratepayers to swallow them. Council rarely listens to its constituents and this time is likely to be no different.	view
25.	Please take the communities ideas into account in regard to finding funds. Im a single working parent and will; find it really difficult to find the funds to pay council. The rate increase is too large.	view
26.	We are tired of Council's 'consultation process' which appears to operate as follows: 1. Council tells us what it wants to do 2. Council asks for our input in an attempt to make us feel like we have any input at all into the outcome 3. Council does what it told us it wanted to do 4. Ratepayers pay the price. We feel very disheartened with the 'process' used by Ballina Shire Council, as it appears that taking part is a waste of our time. We may as well be working to pay for the inevitable rate increase.	view
27.	I do not know how council can justify these rate increases. we are an average working family with no income increases for over 5 years. People are talking very negatively of this increase for the very same reason WE CAN'T Afford THESE INCREASES	view
28.	How about when you do a survey the people have a chance to totally disagree. For example your Ballina marina survey which option do you like. I had absolutely no way to not choose an option other than a or b. Your surveys are pathetic and biased to get you the answers you want.	view
29.	Some rate increase is inevitable &, within reason, required. The loading on 2018 FY is too much. One minor suggested saving is to make a compulsory push toward electronic notifications & communication with ALL council stakeholders to cut postage costs. Another is to ensure the use of VOIP systems to reduce phone costs. Perhaps this is already in play?	view
30.	This proposal is far too excessive considering the rate of inflation and the considerable commitments council and therefore residents already have. Not impressed!	view
31.	I hope you are listening unlike last time. I'm quite sure most people in this shire think the proposal is unreasonable.	view
32.	You would not need a consultation process if the council worked within their budget	view
33.	why spend rate monies on expensive letters and brochures when by your own admission (see below) local newspapers do the job quite well	view

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34.	It's ridiculous- do you honestly think ratepayers will not be severely impacted by such a hefty rate rise coming at a time when wage rises are minimal or in my case zero. Why don't you invest some of the millions you have invested elsewhere from land developments into your own community instead of slugging ratepayers or borrowing?	view
35.	Questions 2 and 5 are a con. They require a preference to be given although the surveyed person give a big NO to ALL OF the options.	view
36.	Ensure residents are given the detailed outcome of this process not just a sweeping statement - all in favour.	view
37.	Please inform me on how To refer my ideas to the councils planning team on ways that could provide additional revenue to council which includes commercial renewable energy production as well as taking advantage of Byrons tourism overflow- their problem can be our solution.	view
38.	As noted above, I consider this another tokenistic gesture by council, and no doubt done to suck up to IPART. It would be nice to feel that Council actually listened to all members of the community, not just the noisy and aggressive segments of the community.	view
39.	Will Council actually listen to our views, or does it all just get ignored, just an administrative exercise to tick the boxes to get the rate rise so Council officers and elected officials can use it to fund junkets and other unnecessary expenditure?	view
40.	This should be done in social media how people can really have their say, how can we trust the council is following he results of these surveys	view
41.	In lieu of using funds for consultation use these funds to fix the issues you need.	view
42.	If council was to adopt a similar approach to Lismore shire and other councils and be more pro-Land redevelopment by allowing more subdivisions to take plac then the revenue generated from contribution fees etc would enable a much stronger financial position for the overall management of infrastructure; therefore limiting the rate increases such as the current proposal.	view
43.	More information from BSC as part of the information process about where current funds come from and what funds are currently spent on	view
44.	Consultation survey is flawed and results are misleading. Respondents are forced to answer questions they do not agree with.	view
45.	I would like to see secondary dwelling policy to be modernised to allow RU1 land to have a small dwelling/granny flat. Ballina has lagged behind Byron council on this. I have a small acreage which has no hope of ever being a profitable agricultural enterprise. Allowing a secondary dwelling will mean additional income for my family to cover council costs like this. It can also mean providing low cost rental options and also airbnb tourist accommodation stimulating the local economy.	view
46.	Why does Council have to hit the Ratepayers all the time for extra finance, do they not take into consideration the burden retired etc ratepayers have in costs for electricity etc and the Federal Government reducing the pension all the time.	view
47.	Along with numerous other jobs I was an academic in the higher education area for 12 years, teaching among other things, the principles and practices of research. I believe that this particular survey lacks both the internal and external validity necessary for an informed and sound decision to be made based on its results.	view
48.	Please respect our views and respond in some manner.	view
49.	Take note of the objections.	view
50.	You have already had negative feedback, why this second survey!	view
51.	no	view
52.	Really, it will be a foregone conclusion that it will increase. I feel the community consultation process is simply ticking a box that council did it and so they can say we were consulted. The rate increase will go ahead regardless of community input.	view
53.	What consultation? This is simply a grab for more money based on Councils perceptions of what should be funded.	view

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54.	Take note of the feedback.	view
55.	There should be no need for this consultation. Council should live within state government allowance	view
56.	charge those that have had an increase in property value because of the council upgrade in their area. those who can afford it. I am a single mother. I neither live in an upgraded area, nor do I get a pay rise, to compensate for rate rises, or electricity rises.	view
57.	Unnecessary wastage of expenses involved in setting this second attempt for a myriad of exorbitant rate increases as well as sending out second letters to residence in Ballina Shire when you have already been strongly advised by residents and business owners by way of a huge negative response.	view
58.	No. I guess I am pretty frustrated with the way it has been handled.	view
59.	This is the second time opinion has been asked ..last time the public voted unanimously to not support this yet you went ahead anyway when will you start listening to public opinion Not ignoring it	view
60.	Filled the last survey saying NO to extra rate rises. Council chose to take no notice of that survey outcome even though the overwhelming response was NO to a rate rise Business does not need any more load with rate rises Stating it again in this survey won't be listened to as it wasn't before Not sure why I even filled the survey in!	view

**Attachment 6:
Community Feedback -
Print media and
letters to the editor**

**Newspaper articles not
published due to
copyright concerns**