



File Ref: F2017/00532

8<sup>th</sup> February 2018

Ms Lucy Garnier  
Executive Director Local Government  
Independent Pricing and Regulatory Tribunal  
PO BOX K35  
Haymarket, NSW, 1240

Dear Ms Garnier,

**RE: APPLICATION FOR SPECIAL VARIATION TO GENERAL INCOME**

Please find attached the Randwick City Council application for a special variation to general income.

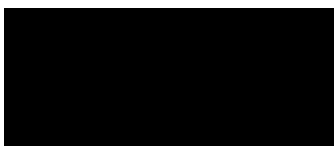
The first opportunity in 2018 for Council to resolve to lodge this application will be Tuesday 13<sup>th</sup> February 2018. Councillors have given support for the lodgement of the application prior to the 13<sup>th</sup> February, in order to meet the submission deadline. The resolution to lodge a submission will be forwarded to IPART at the first available opportunity.

Included in the application are non-mandatory attachments. They include:

1. Copy of letter sent to the NSW Minister for Counter Terrorism
2. Copy of letter sent to the Federal Minister for Immigration and Border Protection
3. Council Resolution – Light Rail Support Plan
4. Letter received from the Minister for Local Government in relation to merger costs  
**(CONFIDENTIAL)**
5. Advice from OLG confirming expiration amount of Environment Levy
6. Copy of letter sent to Port Botany Lessor P/L with table rates increases for individual properties  
**(CONFIDENTIAL)**
7. Capital Expenditure Review – OLG Confirmation
8. Results of Telephone Survey

Should you have any queries in relation to any of the application documents or materials please call me on (02) 9093 6861.

Kind regards,



**Mitchel Woods**  
Manager Corporate and Financial Planning

File Ref: F2013/00140

8<sup>th</sup> December 2017

Mr David Elliot MP  
Minister for Counter Terrorism  
GPO Box 5341  
SYDNEY NSW 2001

Dear Minister,

**Re: Funding of Anti-Terrorism Measures**

According to the recently released Federal Government's "Australia's Strategy for Protecting Crowded Places from Terrorism" document, owners and operators of crowded places, including Councils, have the primary responsibility for protecting their sites, including a duty of care to take steps to protect people that work, use, or visit their site from a range of foreseeable threats, including terrorism.

The Strategy states that Local governments play a key role in the safety and wellbeing of Australian communities, including by helping to protect crowded places from terrorism. As a member of the Crowded Places Advisory Group (CPAG), the Australian Local Government Association (ALGA) acts as a direct conduit from the Australia New Zealand Counter Terrorism Committee to the 537 local councils around the country which ALGA represents.

The Strategy goes on to say that "Local governments are often responsible for, among other things, managing civic spaces, public activities, celebrations and community days. This means they have the same role and responsibilities as other owners and operators of crowded places, including a duty of care to develop, implement, and regularly test protective security measures. Local governments also play an important role in designing and approving public spaces, including a unique opportunity to consider and creatively apply protective security during the early stages of crowded place design. Doing so helps to minimise the disruptive effect of protective security on the public's enjoyment of public spaces."

Given Councils are now being advised that we have a duty of care to develop, implement and regularly test protective security measures in our community, Randwick Council is of the very strong view that it is only fair and reasonable that clarification be sought from our State and Federal Government as to how such public safety mechanisms are to be funded?

Accordingly, Randwick Council resolved to submit a motion to the recent Local Government conference stating that "the Australian Local Government Association seeks immediate clarification on whether there is funding from the State or Federal Governments for the

mechanisms that need to be implemented for public safety, as outlined in the 'Australia's Strategy for Protecting Crowded Places from Terrorism' document?"

In addition, Randwick Council is asking you directly, as the responsible State Minister, for your clarification on whether there is funding from the State Government for the mechanisms that need to be implemented for public safety, as outlined in the 'Australia's Strategy for Protecting Crowded Places from Terrorism' document?

Yours faithfully,



Jeff Smith  
**Director Governance & Financial Services**

File Ref: F2013/00140

8<sup>th</sup> December 2017

The Hon Peter Dutton MP  
Minister for Immigration and Border Protection  
PO Box 6022  
Parliament House  
Canberra ACT 2600

Dear Minister,

### **Re: Funding of Anti-Terrorism Measures**

According to the recently released Federal Government's "Australia's Strategy for Protecting Crowded Places from Terrorism" document, owners and operators of crowded places, including Councils, have the primary responsibility for protecting their sites, including a duty of care to take steps to protect people that work, use, or visit their site from a range of foreseeable threats, including terrorism.

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Given Councils are now being advised that we have a duty of care to develop, implement and regularly test protective security measures in our community, Randwick Council is of the very strong view that it is only fair and reasonable that clarification be sought from our State and Federal Government as to how such public safety mechanisms are to be funded?

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mechanisms that need to be implemented for public safety, as outlined in the 'Australia's Strategy for Protecting Crowded Places from Terrorism' document?"

In addition, Randwick Council is asking you directly, as the responsible Federal Minister, for your clarification on whether there is funding from the Federal Government for the mechanisms that need to be implemented for public safety, as outlined in the 'Australia's Strategy for Protecting Crowded Places from Terrorism' document?

Yours faithfully,



Jeff Smith  
**Director Governance & Financial Services**

**GM13/16 General Manager's Report - Light Rail Project: Updates on Light Rail Support Plan, Purchase of 1-11 Rainbow Street Kingsford, Public Domain Improvements and Trees (F2014/00400)**

161/16

**RESOLUTION: (Matson/Andrews)** that Council:

- a) accepts the offer totalling \$12.55 million (at Attachment 4) from Transport for NSW to purchase 1-11 Rainbow St Kingsford (Lot 1 in Deposited Plan 120465);
- b) endorses the payment plan outlined in this report;
- c) approves the affixing of the Council Seal to all necessary documents associated with the property acquisition;
- d) delegates authority to the General Manager to finalise negotiations and execute all necessary contracts on behalf of Council;
- e) endorses the revised Light Rail Support Plan and budget of \$36m as outlined in Attachment 2;
- f) endorses Council's letter dated 13 July, 2016 to Transport for NSW (at attachment 5);
- g) endorses the payment of Smartpoles or multi-purpose poles along Anzac Parade at Kingsford and Kensington for \$3.5 million for future proofing, to be funded as outlined in the report; and
- h) notes the updated information in regard to trees and public domain works affected by the CSELR project.

**MOTION: (Matson/Andrews) CARRIED - SEE RESOLUTION.**

The **DIVISION** was taken and the names of the Councillors voting FOR and AGAINST were as follows:

| FOR                | AGAINST            |
|--------------------|--------------------|
| Councillor Andrews | Councillor Belleli |
| Councillor D'Souza | Councillor Bowen   |
| Councillor Garcia  | Councillor Moore   |
| Councillor Matson  |                    |
| Councillor Nash    |                    |
| Councillor Roberts |                    |
| Councillor Seng    |                    |
| Councillor Smith   |                    |
| <b>Total (8)</b>   | <b>Total (3)</b>   |

**AMENDMENT: (Bowen/Moore)** that clauses (a) through (g) be replaced with the following clauses:

- (a) Council calls on the State Government to transfer the property at 1 – 11 Rainbow Street, Kingsford to RCC at no cost as compensation for the loss of parking in the Kingsford area, noting that compensation has been paid to the Centennial Park Trust and that Randwick racecourse is receiving compensation for the loss of parking;
- (b) Council calls on TfNSW to come to an agreement with RCC for the appointment of a consultant arborist and that TfNSW agree to negotiate the removal of any

further trees for light rail and that no further tree removals occur without the agreement of the arborist;

- (c) TfNSW undertake to investigate the utilisation of grass track technology through Randwick and Kingsford, in particular the Centennial Parkland area and Wansey Road, as well as the Anzac Parade median strips, in order to preserve or enhance the existing natural environment; and
- (d) TfNSW to meet the cost of undergrounding the substation at High Cross Park for \$3million, as well as \$660,000.00 for the provision of three sets of traffic signals at Arthur Street & Botany Street, Arthur Street & Belmore Road and Botany Street & Barker Street. **LOST.**

The **DIVISION** was taken and the names of the Councillors voting FOR and AGAINST were as follows:

**FOR**

Councillor Belleli  
Councillor Bowen  
Councillor Moore

**Total (3)**

**AGAINST**

Councillor Andrews  
Councillor D'Souza  
Councillor Garcia  
Councillor Matson  
Councillor Nash  
Councillor Roberts  
Councillor Seng  
Councillor Smith

**Total (8)**

The Mayor requested that the hard work done by former Mayor, Cr Scott Nash and the General Manager on this matter be formally acknowledged in the minutes.

## Confirmation of s508(2) expiry amount



Wed 7/02/2018 3:29 PM

Stephen Walker

RE: Confirmation of expiring SRV - Randwick City Council - change to % increase

To: Cherie Muir

You replied to this message on 7/02/2018 3:30 PM.

Cherie,

This email is to confirm your calculations are correct.

Regards

Steve Walker | Acting Senior Performance Analyst

Sector Performance Team

Office of Local Government | Locked Bag 3015, Nowra NSW 2541

E: [steve.walker@olg.nsw.gov.au](mailto:steve.walker@olg.nsw.gov.au) | <http://www.olg.nsw.gov.au>

| 508(2) Environmental Levy |           | RATE PEG scenario 2.3% |                |                      |                              |
|---------------------------|-----------|------------------------|----------------|----------------------|------------------------------|
| Effective 1 July 2014     |           |                        |                |                      |                              |
|                           |           | annual increase %      | annual inc. \$ | annual cumulative \$ |                              |
| Yr1                       | 2014-15   |                        |                | 3,800,715            | 1st year approved SRV amount |
| Yr2                       | 2015-16   | 3.59                   | 136,446        | 3,937,161            |                              |
| Yr3                       | 2016-17   | 3.59                   | 141,344        | 4,078,505            |                              |
| Yr4                       | 2017-18   | 1.5                    | 61,178         | 4,139,682            |                              |
| Yr5                       | 2018-19 * | 2.3                    | 95,213         | 4,234,895            | final year expiration amount |

\* in Year 5, 2018-19, the rate peg of 2.3% has been applied for this purpose of this calculation.

| 508(2) Environmental Levy |           | SRV option 7.64%  |                |                      |                              |
|---------------------------|-----------|-------------------|----------------|----------------------|------------------------------|
|                           |           | annual increase % | annual inc. \$ | annual cumulative \$ |                              |
| Yr1                       | 2014-15   |                   |                | 3,800,715            | 1st year approved SRV amount |
| Yr2                       | 2015-16   | 3.59              | 136,446        | 3,937,161            |                              |
| Yr3                       | 2016-17   | 3.59              | 141,344        | 4,078,505            |                              |
| Yr4                       | 2017-18   | 1.5               | 61,178         | 4,139,682            |                              |
| Yr5                       | 2018-19 * | 7.64              | 316,272        | 4,455,954            | final year expiration amount |

\* in Year 5, 2018-19, the SRV increase of 7.64% has been applied for this purpose of this calculation.



## CAPITAL EXPENDITURE REVIEW CONFIRMATION

**From:** Owen Cox [REDACTED] On Behalf Of OLG Office of Local Government Mailbox  
**Sent:** Wednesday, 7 February 2018 3:32 PM  
**To:** Sarah Harmston [REDACTED] OLG Office of Local Government Mailbox <[olg@olg.nsw.gov.au](mailto:olg@olg.nsw.gov.au)>  
**Cc:** Anne Warner [REDACTED] Hayley Segedin [REDACTED]  
**Subject:** RE: The Heffron Centre - Capital Expenditure Review submission to the Office of Local Government

Hi Sarah

Please accept this email as confirmation of OLG's receipt of the documentation.

It will be registered today and forwarded to our Performance Team for review.

Thanks

Owen

-----  
**Owen Cox | Leader Client Services**  
Office of Local Government | Locked Bag 3015, Nowra NSW 2541  
[REDACTED] f: 4428 4199 | <http://www.olg.nsw.gov.au>

# Randwick City Council

SRV Research

Prepared by: Micromex Research

Date: January 2018



**Randwick City Council**  
a sense of community

**micromex**  
research

# Background



# Background and Objectives

## Background

Randwick City Council is proposing to lodge a Special Rate Variation to increase rates above the rate cap to fund a range of services and projects for the community.

As part of the engagement process, Council wanted to obtain a robust and representative measure of the broader community's sentiment towards 3 specific SRV options.

Micromex Research, an independent research agency, was contracted to administer a representative community telephone survey.

## Objectives of the Survey

- 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
- Community attitude of a number of key projects
- Measure community satisfaction with the performance of Council



# Methodology & Sample

## Interviewing

Interviewing was conducted by telephone.

- 492 of the 603 of respondents were selected by means of a computer based random selection process using the electronic White Pages.
- In addition 111 respondents were recruited face-to-face, this was conducted at a number of areas around Randwick City Council i.e. Royal Randwick Shopping Centre (Randwick Junction), Pacific Square Shopping Centre (Maroubra Central), The Spot (Randwick) and Bunnerong Road Woolworths (Matraville) and recontacted by phone to take part in the survey.

## Sample

N=603 interviews were conducted. A sample size of 603 provides a maximum sampling error of plus or minus 4.0% at 95% confidence. This means that if the survey was replicated with a new universe of N=603 residents, that 19 times out of 20 we would expect to see the same results, i.e. +/- 4.0%.

## 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.



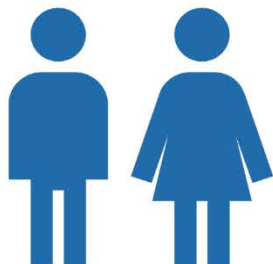
# Sample Profile



# Sample Profile

The sample was weighted by age and gender to reflect the 2016 ABS community profile of Randwick City Council

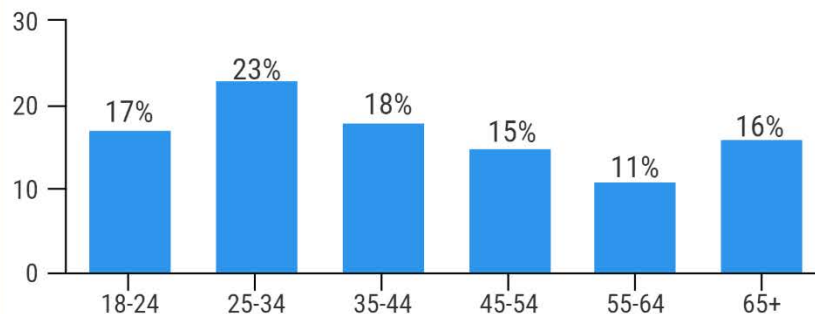
## Gender



49%

51%

## Age



## Ratepayer status



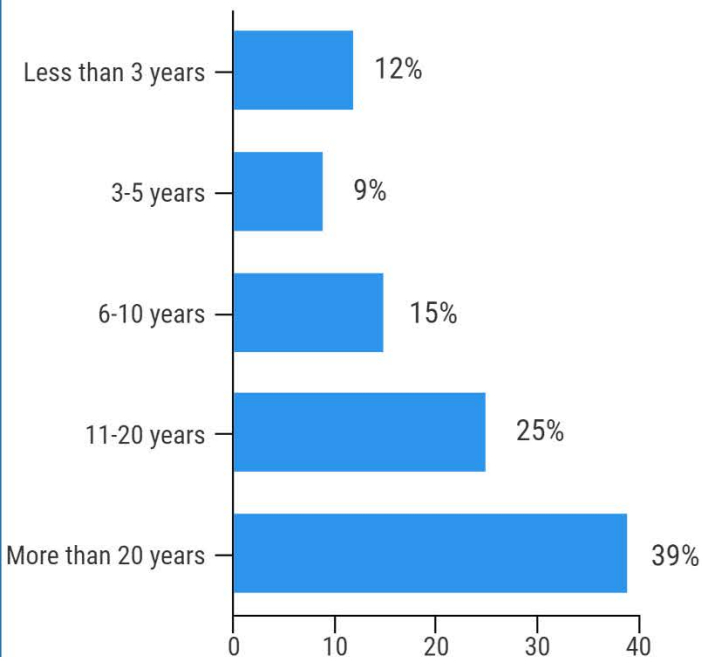
62%



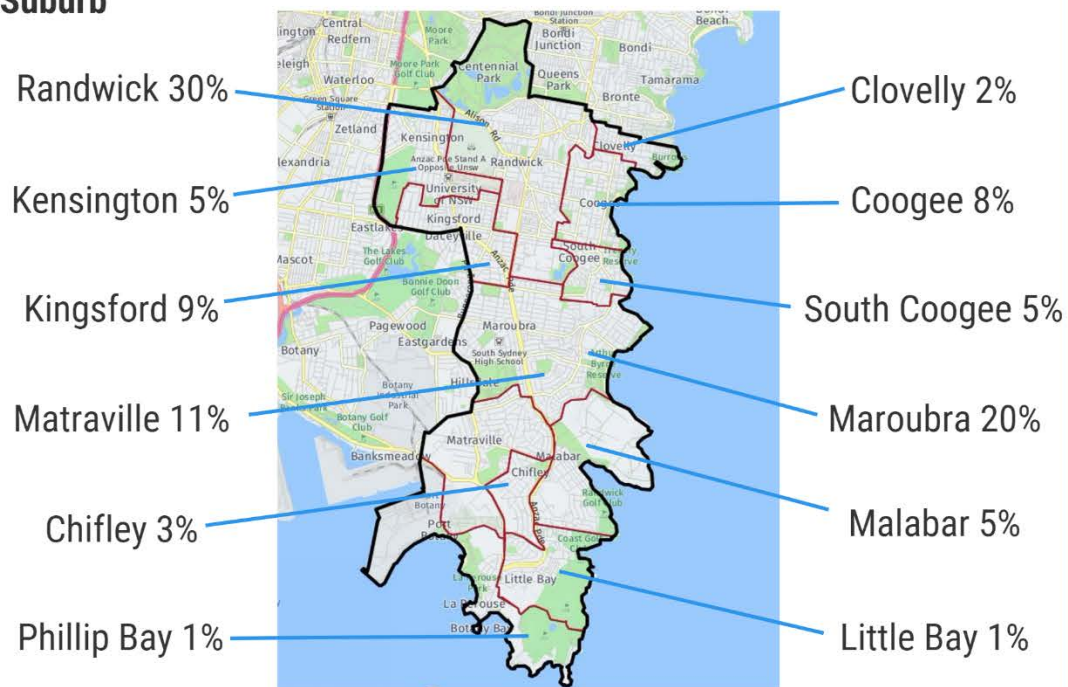
Lease

38%

## Time lived in the area



## Suburb



Base: N = 603

# Summary Findings





# Summary and Recommendation

## Summary

This research identifies that the community are supportive of Council's application for an SRV to IPART in order for major projects to be carried out.

1. 57% of residents stated that 'Option 3 – the preferred approach' was their first preference
2. 76% of residents stated that 'Option 1 – a rate peg only' was their least preferred outcome
3. 30% of residents were aware that Council was exploring community sentiment towards a Special Rate Variation

## Recommendation

Council should apply to IPART for the 'Option 3 – the preferred approach' Special Rate Variation



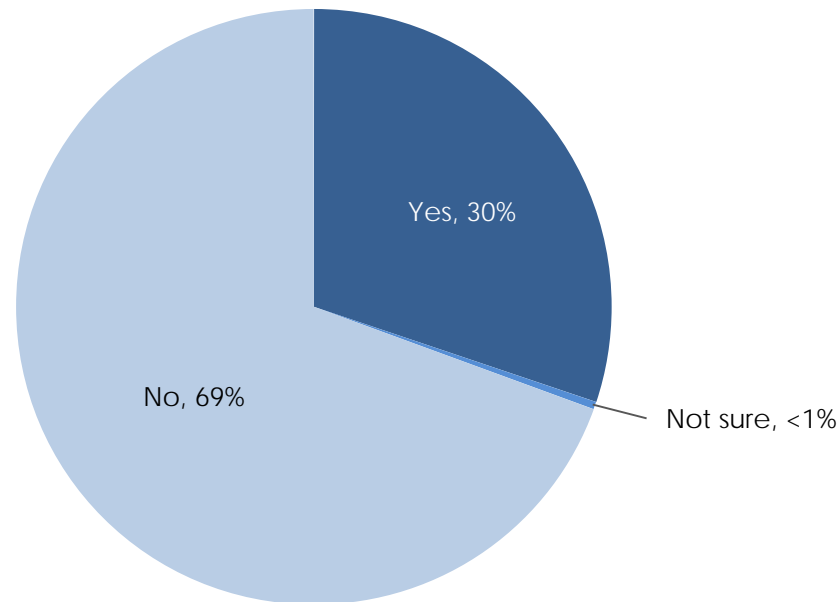
# Awareness of a Special Rate Variation



# Awareness of Special Rate Variation Exploration

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

|             | Overall | Male | Female | 18-34 | 35-44 | 45-54 | 55-64 | 65+  | Ratepayer | Non-ratepayer |
|-------------|---------|------|--------|-------|-------|-------|-------|------|-----------|---------------|
| Yes         | 30%     | 29%  | 32%    | 5%▼   | 36%   | 46%▲  | 58%▲  | 54%▲ | 44%▲      | 8%            |
| No/not sure | 70%     | 71%  | 68%    | 95%   | 64%   | 54%   | 42%   | 46%  | 56%       | 92%           |



Base: N = 603

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

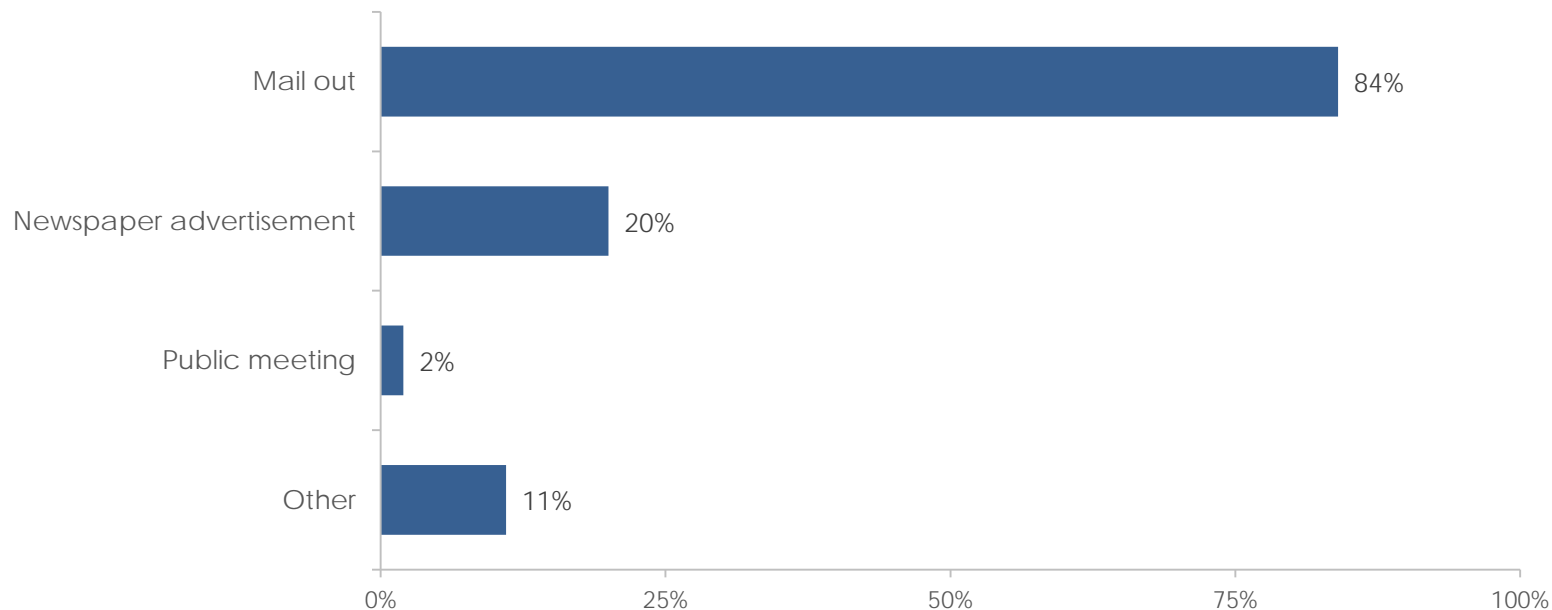
30% of residents were aware that Council is exploring community sentiment towards a Special Rate Variation, prior to being contacted for this research.

Residents aged 45+ and ratepayers were significantly more likely to be aware

# Source of Information on a Special Rate Variation

Q6a. Prior to 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 of the Special Rate Variation?



| Other- specified    | Count |
|---------------------|-------|
| Word of mouth       | 9     |
| Email               | 8     |
| Social media        | 2     |
| Online news website | 1     |
| Council's website   | 1     |

Base: N = 184

See Appendix A for results by demographic

**84% of residents that were already aware of Council exploring a Special Rate Variation, stated that they were informed via a mail out.**

**Females, ratepayers and residents aged 55+, were significantly more likely to be informed via a mail out, whilst non-ratepayers were significantly more likely to be informed 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:

Randwick City Council is proposing to lodge a Special Rate Variation (SRV) to increase rates above the rate cap to fund services and projects for our community. As this directly affects you, we want your feedback on the proposal and consideration of which option you prefer.

The rate increase would help fund a number of new and important projects for the community. These include:

- **Implementing anti-terrorism measures** to make our popular beaches, parks and town centres safer
- Restoring and expanding the historic **La Perouse Museum** to include cultural facilities, function and café facilities
- Addressing domestic violence by potentially providing a **women's refuge or support centre** in Randwick City
- **Remove power lines** from our streets to enable planting of more street trees and greening of our streets
- The provision of an **arts and cultural centre** in Randwick City to celebrate and encourage our cultural and artistic diversity
- Expanding the **Randwick Literary Institute** as a community centre and possibly adding in a childcare centre
- Creation of **new community sporting facilities** at Heffron Park to offer an indoor sports centre and gymnastics centre
- Creating a **new Council Customer Service Centre** in Maroubra Junction

There are three options which I would like you to consider.

Option1 – Do nothing/Rate peg only

Option 2 – The delayed approach

Option 3 – The preferred approach

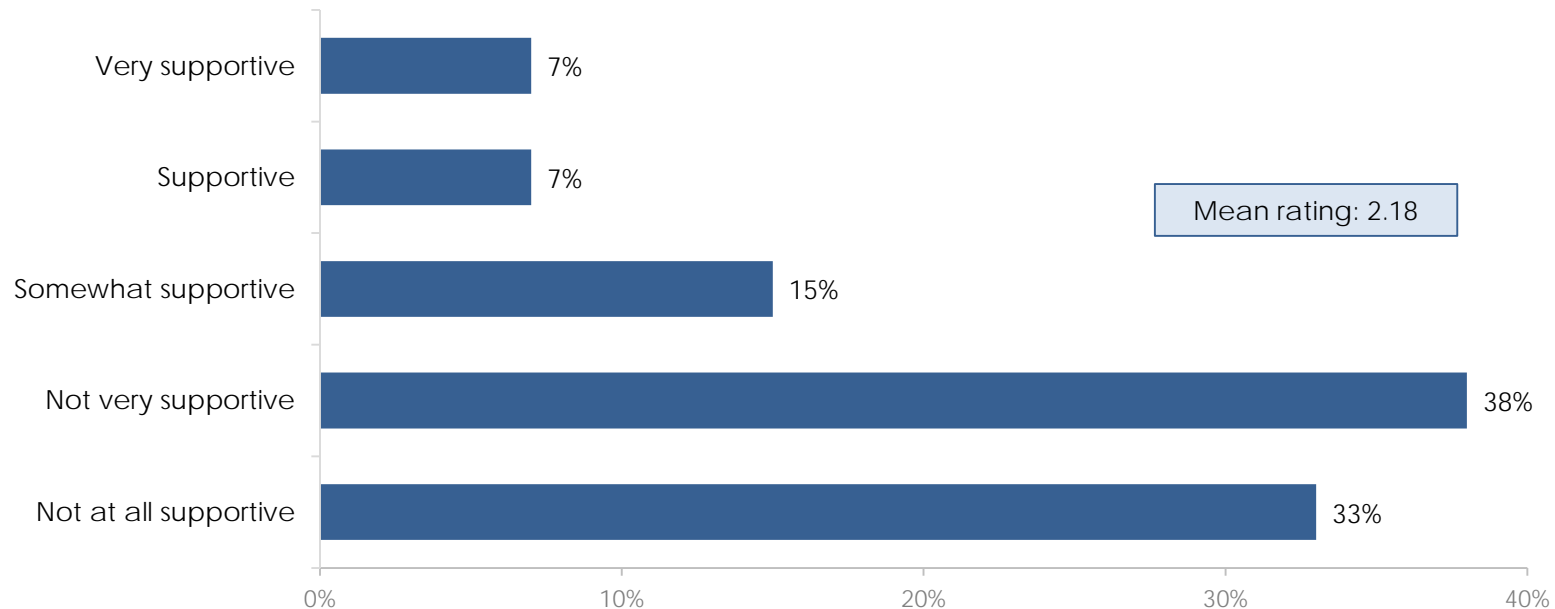
The main difference between options 2 and 3 is the time it will take to deliver the proposed projects. Option 3 will deliver projects in 7 years while Option 2 will take 13 years. Before we discuss these options in more detail, it is worth noting that all across NSW, residential rates increase each year by an amount that is set by the NSW Government – this is known as the Rate Peg. For the 2018-19 financial year, this increase is 2.3%. In the two following years, this increase is assumed to be 2.5%.

# Option 1 – Rate Peg Only

Under Option 1, Council will increase rates each year by the rate peg. This approach means we will not be able to fund the proposed new projects. The cumulative rate increase over 3 years is 7.48% which is made up of 2.3% in 2018/19 and an estimated 2.5% for the next two years. Residential ratepayers who are paying around \$1,200 per year would pay around \$27 more each year. Under this option there is the potential for a long-term decline in servicing. This approach is not recommended by Council.

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

|             | Overall | Male | Female | 18-34 | 35-44 | 45-54 | 55-64 | 65+   | Ratepayer | Non-ratepayer |
|-------------|---------|------|--------|-------|-------|-------|-------|-------|-----------|---------------|
| Mean rating | 2.18    | 2.16 | 2.19   | 1.86▼ | 2.13  | 2.36  | 2.76▲ | 2.44▲ | 2.32▲     | 1.93          |



Base: N = 603

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

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

**Support for 'Option 1- rate peg only' was low, with just 29% of residents being at least 'somewhat supportive' of this option.**

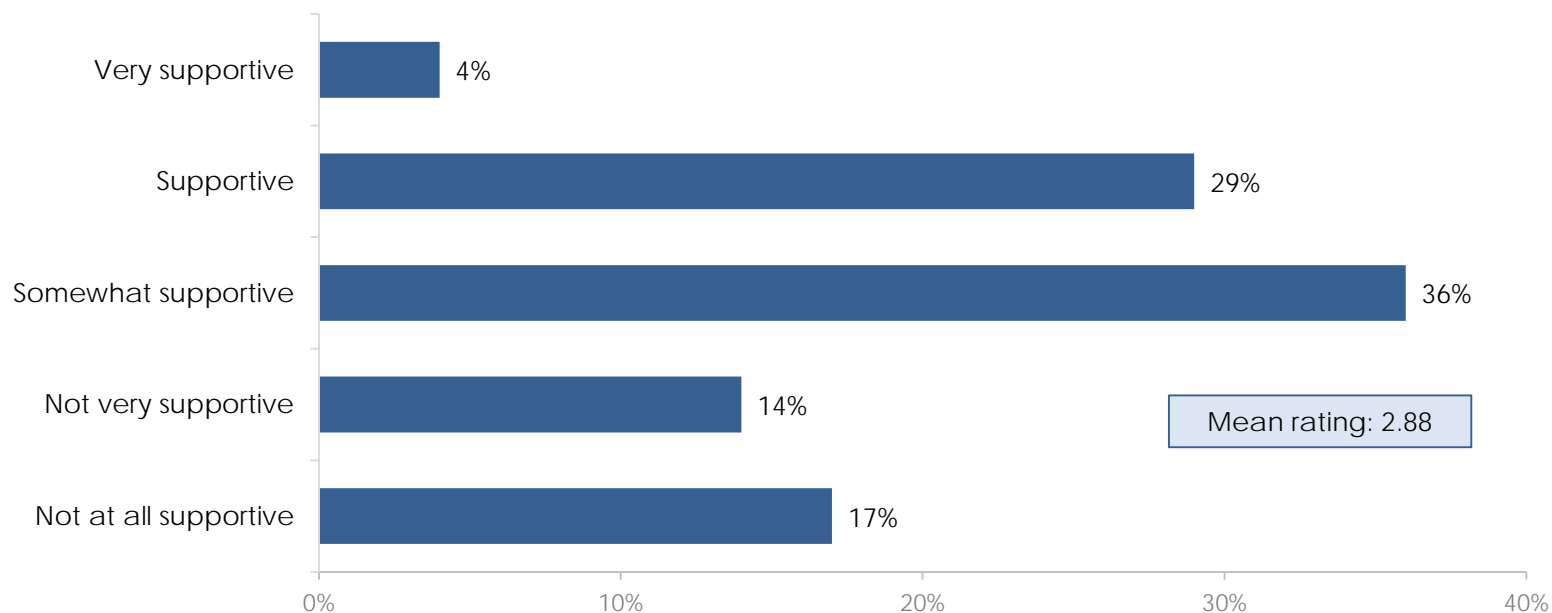
**Ratepayers and residents aged 55+ were significantly more likely to be supportive, whilst those aged 18-34 were significantly less likely to be supportive**

# Option 2 – The Delayed Approach

Under Option 2, Council would apply for a cumulative rate increase of 13.21% over three years. This is made up of a 5.64% increase in 2018/19 and 3.52% for the next two years. This increase is based on modelling of what funds Council requires to maintain services and deliver new projects. Under this option, residential ratepayers who are paying around \$1,200 per year would pay, on average, \$41 more next year, which is an increase of about \$14 above the rate peg. Under this option it will take 13 years to deliver the proposed projects and some would be on a smaller scale.

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

|             | Overall | Male | Female | 18-34 | 35-44 | 45-54 | 55-64 | 65+  | Ratepayer | Non-ratepayer |
|-------------|---------|------|--------|-------|-------|-------|-------|------|-----------|---------------|
| Mean rating | 2.88    | 2.79 | 2.97   | 3.21▲ | 2.59▼ | 2.69  | 2.71  | 2.72 | 2.83      | 2.98          |



Base: N = 603

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

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

**69% of residents were at least 'somewhat supportive' of 'Option 2 – the delayed approach'. Residents aged 18-34 were significantly more likely to be supportive and those aged 35-44 were significantly less likely**

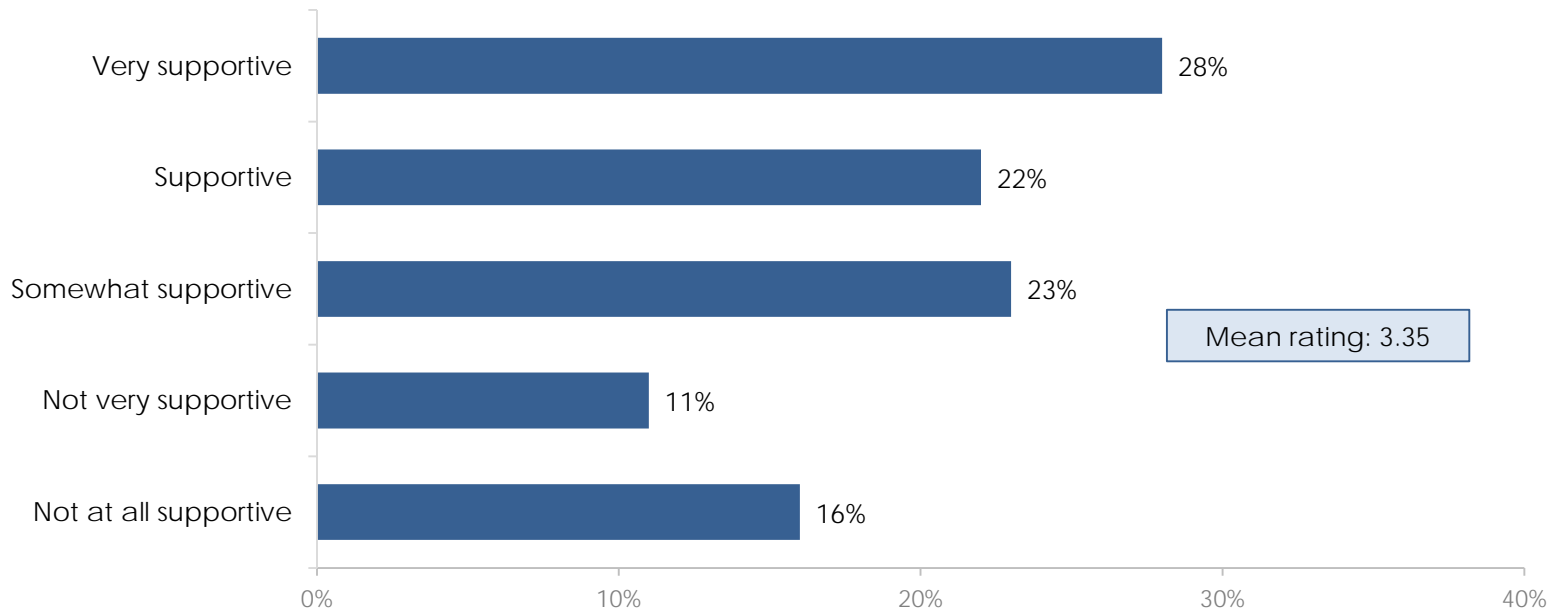


# Option 3 – The Preferred Approach

Under Option 3, Council would apply for an SRV of 5.52% pa. Council would also borrow \$27M in funds to expedite projects. Under this option, residential ratepayers who are paying around \$1,200 per year would pay, on average, an additional \$64 extra next year, which is an increase of about \$37 above the rate peg. Under this option Council will be able to maintain current services and deliver the identified major projects and antiterrorism measures within 7 years. This is Council’s preferred option.

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

|             | Overall | Male | Female | 18-34 | 35-44 | 45-54 | 55-64 | 65+   | Ratepayer | Non-ratepayer |
|-------------|---------|------|--------|-------|-------|-------|-------|-------|-----------|---------------|
| Mean rating | 3.35    | 3.34 | 3.35   | 3.84▲ | 3.20  | 2.99▼ | 2.73▼ | 3.04▼ | 3.21      | 3.57          |

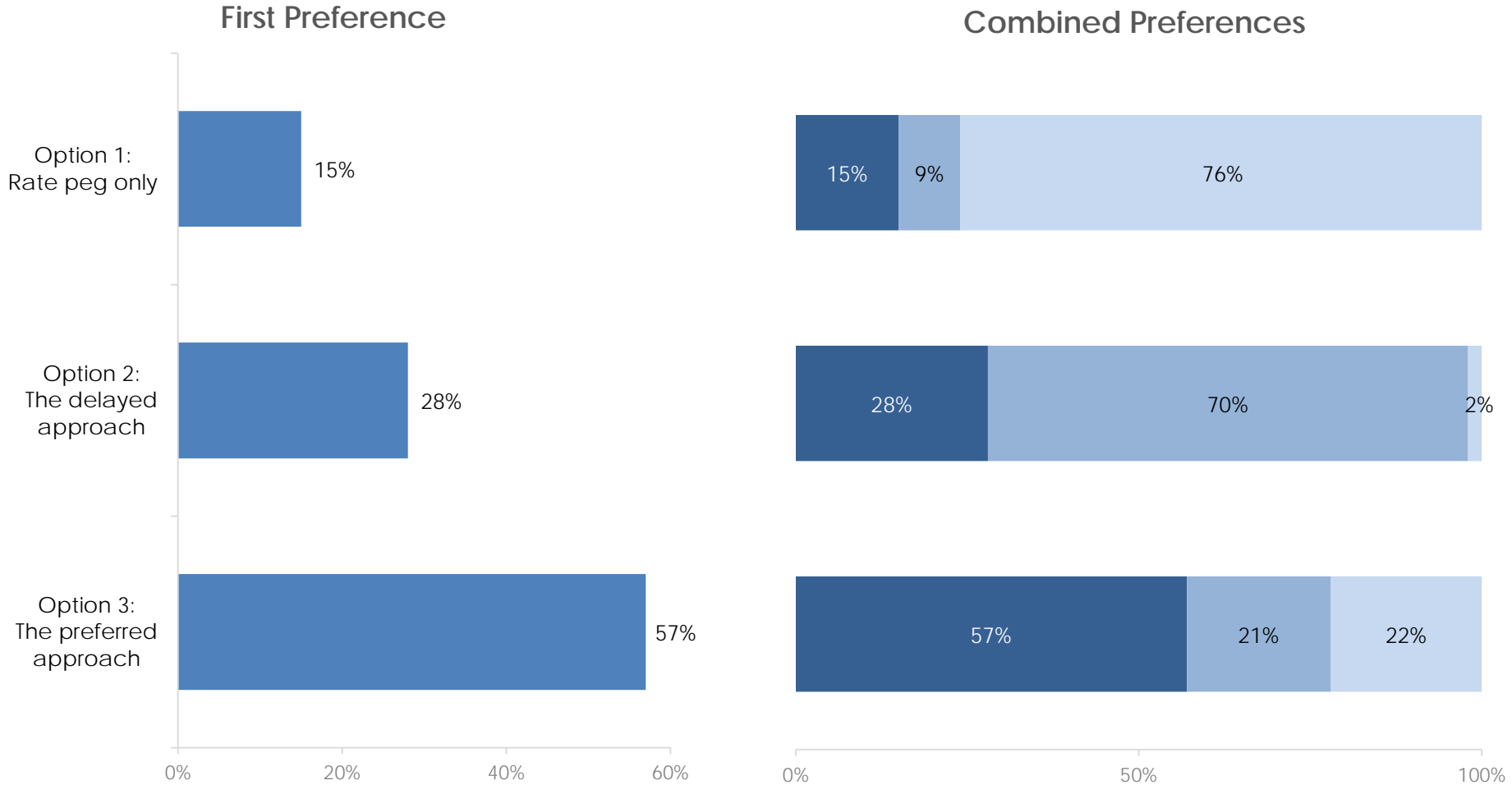


Base: N = 603      ▲▼ = A significantly higher/lower level of support (by group)      Scale: 1 = not at all supportive, 5 = very supportive

**'Option 3 – the preferred approach' received the highest level of support out of the three options, with 73% of residents being at least 'somewhat supportive', 28% of which were 'very supportive'. Younger residents (18-34) were significantly more likely to be supportive of this option, whilst those aged 45+ were significantly less likely**

# Preferences of Special Rate Variation Options

Q5a. Please rank the 3 options in order of preference:



Base: N = 603

Note: for data cross analysed by demographics and satisfaction, please see Appendix A

■ 1st preference ■ 2nd preference ■ 3rd preference

Note: 1 respondent refused to state their second and third preference

'Option 3 – the preferred approach' was the most popular choice by residents out of the three options, with 57% of residents selecting it as their first preference. Furthermore, 76% of residents stated that 'Option 1 – rate peg only' was their least preferred option.

Interestingly, residents who selected 'option 1 – a rate peg only' as their first preference were significantly less likely to be satisfied with the performance of council over the past 12 months and significantly less likely to be satisfied with the quality of infrastructure and facilities provided by council in the local area

# Reasons for Preferring Option 1 – Rate peg only (15%)

Q5a. Please rank the 3 options in order of preference:

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

*'I am a pensioner and can not afford any increase'*

*'Families are undergoing financial hardship just from the cost of living'*

*'The community already pays enough in rates'*

*'We do not get any value for money as it is'*

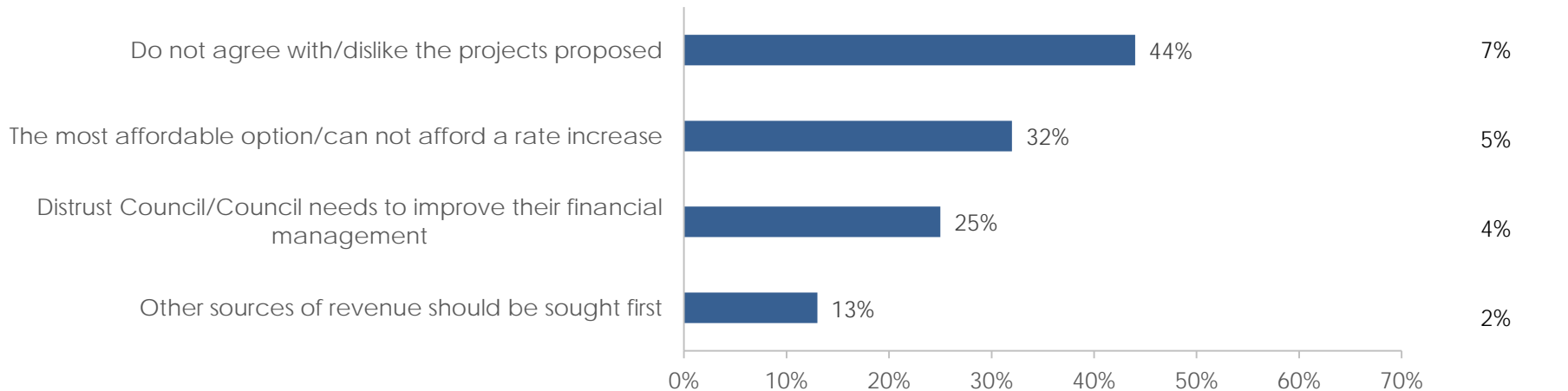
*'Council needs to better manage the funds they already have'*

*'Federal Government should be providing the money for terrorism'*

*'I do not agree with the projects, there are much more urgent things needed'*

*'Nothing will happen as always, it will be a waste of money'*

## Option 1: Rate Peg Only – 15% First Preference



% of total respondents  
N=603

Base: N = 93

Note: responses of less than 13% are listed in Appendix A

Note: total exceeds 100% as respondents could state multiple reasons

Nearly half of the respondents (44%) that selected 'Option 1' as their first preference stated that not agreeing/liking the proposed projects was a reason for their choice.

A third (32%) stated that not being able to afford any rate increase, making option 1 the most affordable, was a reason for their selection

# Reasons for Preferring Option 2 (28%)

Q5a. Please rank the 3 options in order of preference:

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

*'Financially we can not afford option 3, but still want projects completed'*

*'It is the most cost effective option'*

*'Things have to be done, which requires more funding'*

*'Delays the increase in rates'*

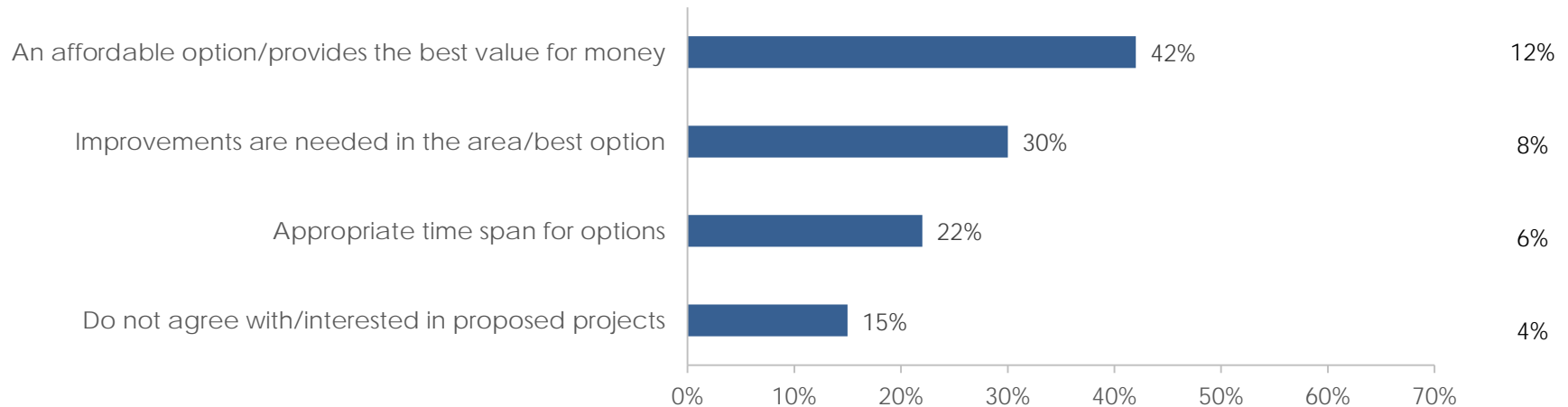
*'Disapprove with some of the projects proposed'*

*'We need to move forward as a community, so we do not stagnate'*

*'The projects will still get done over time'*

*'This option does not require Council to borrow money'*

## Option 2: Delayed Approach – 28% First Preference



Base: N = 169

Note: responses of less than 15% are listed in Appendix A

Note: total exceeds 100% as respondents could state multiple reasons

Those who selected 'Option 2' as their first choice described it as being the most value for money (42%), with improvements needed in the area (30%) but 13 years still being an acceptable timespan (22%)

# Reasons for Preferring Option 3 (57%)

Q5a. Please rank the 3 options in order of preference:

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

*'Better time scale for projects to get done'*

*'Happy to pay for these projects to be done quickly and efficiently'*

*'The amount of money per household is low'*

*'Lets just get it done'*

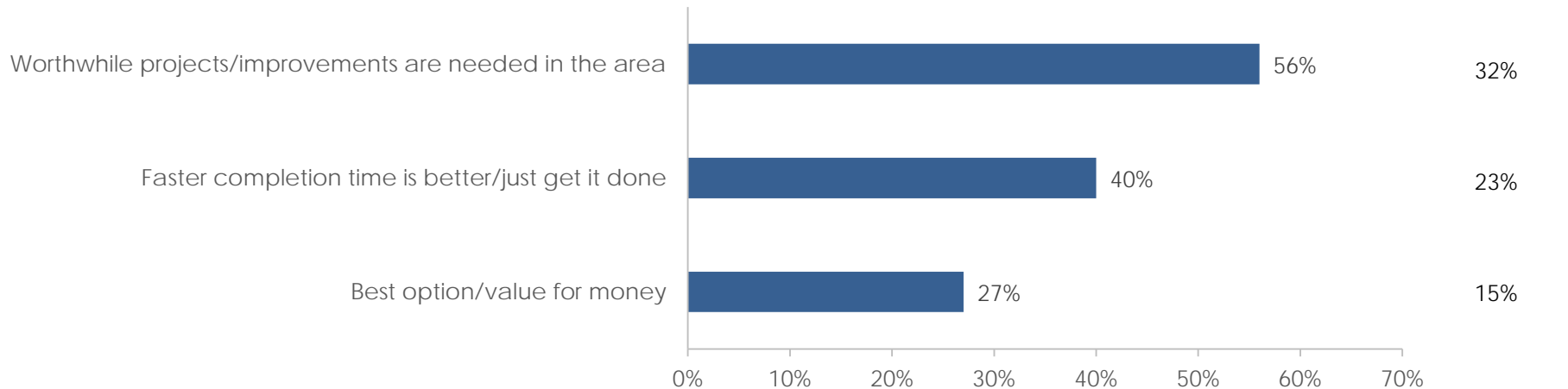
*'It needs to get done and someone has to pay for it'*

*'The projects need to be done, there is no point stretching it out over 13 years'*

*'Confident in Council's ability to deliver'*

*'Need to do these things to more forward'*

## Option 3: Preferred Approach – 57% First Preference



Base: N = 341

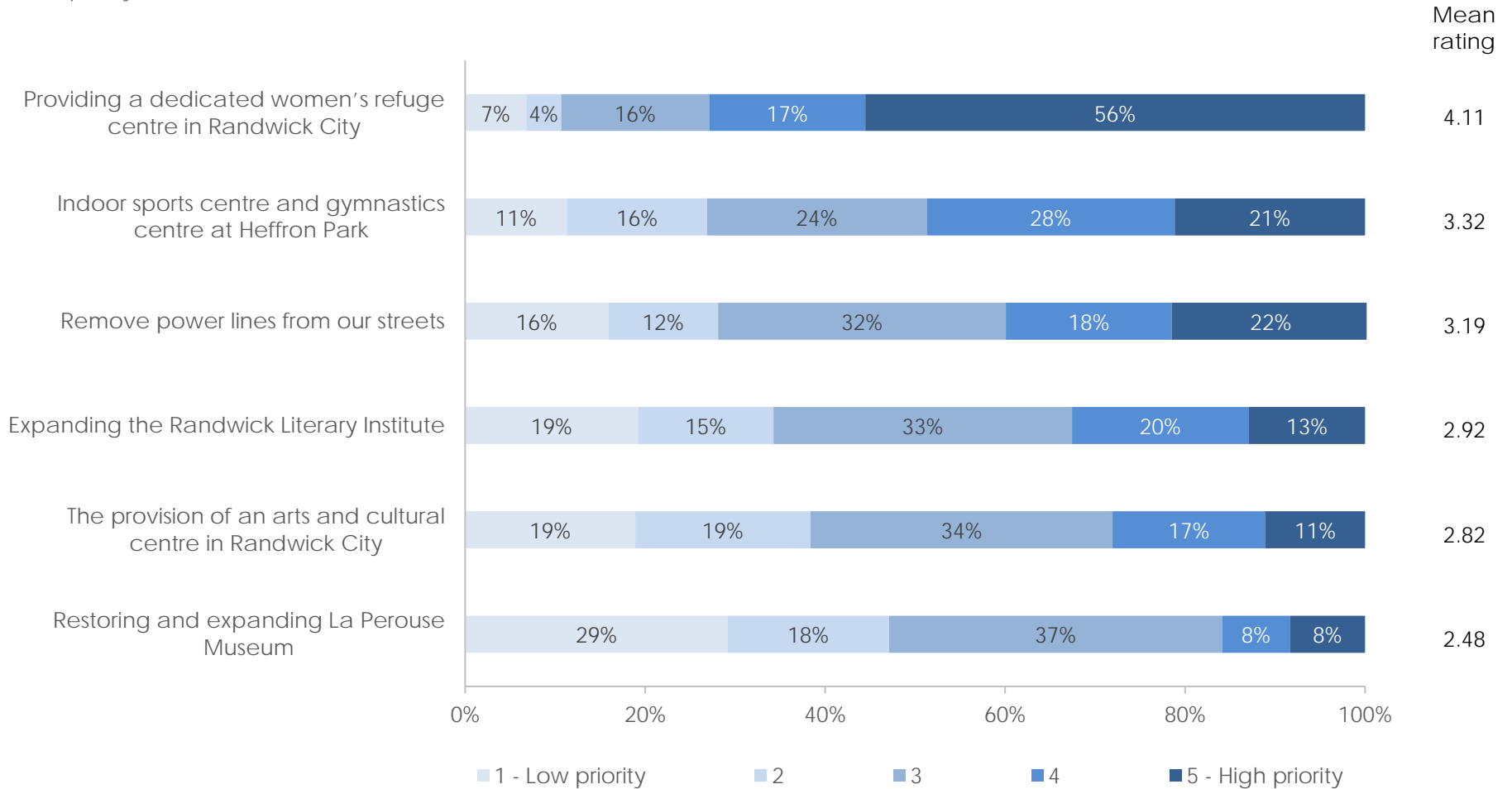
Note: responses of less than 27% are listed in Appendix A

Note: total exceeds 100% as respondents could state multiple reasons

Of the 57% that selected 'Option 3' as their first preference, 56% stated that the projects listed were worthwhile and improvements were needed in the area. These residents also described it as better for its quicker completion time (40%) and that overall it provides the most value for money (27%)

# Priority of Major Projects

Q5c. Thinking of the projects identified, please rate the following major projects in terms of priority on a scale of 1 to 5, with 1 being low priority and 5 being high priority.



Base: N = 603

Scale: 1 = low priority, 5 = high priority

Note: 1 respondent refused to rate priority for 'providing a dedicated women's refuge centre in Randwick City'



**'Providing a dedicated women's refuge centre in Randwick City' was rated the highest priority out of the major projects listed by far, with 56% of residents stating that it is a 'high priority'**

# Priority of Major Projects by Demographic

Q5c. Thinking of the projects identified, please rate the following major projects in terms of priority on a scale of 1 to 5, with 1 being low priority and 5 being high priority.

|   | Overall | Male | Female | 18-34 | 35-44 | 45-54 | 55-64 | 65+   | Ratepayer | Non-ratepayer |
|---|---------|------|--------|-------|-------|-------|-------|-------|-----------|---------------|
| Providing a dedicated women's refuge centre in Randwick City  | 4.11    | 3.92 | 4.29▲  | 4.49▲ | 4.05  | 3.89  | 3.70▼ | 3.72▼ | 3.95      | 4.37▲         |
| Indoor sports centre and gymnastics centre at Heffron Park    | 3.32    | 3.33 | 3.31   | 3.45  | 3.31  | 3.45  | 3.07  | 3.04▼ | 3.31      | 3.33          |
| Remove power lines from our streets                           | 3.19    | 3.08 | 3.29   | 3.38  | 2.99  | 3.27  | 3.03  | 2.96▼ | 3.12      | 3.29          |
| Expanding the Randwick Literary Institute                     | 2.92    | 2.94 | 2.90   | 3.19▲ | 3.01  | 2.70  | 2.50▼ | 2.65▼ | 2.72      | 3.25▲         |
| The provision of an arts and cultural centre in Randwick City | 2.82    | 2.71 | 2.92   | 2.97  | 2.86  | 2.79  | 2.52▼ | 2.64  | 2.71      | 2.99          |
| Restoring and expanding La Perouse Museum                     | 2.48    | 2.55 | 2.41   | 2.58  | 2.47  | 2.31  | 2.43  | 2.42  | 2.31      | 2.75▲         |

Base: N = 603

Scale: 1 = low priority, 5 = high priority

Note: 1 respondent refused to rate priority for 'providing a dedicated women's refuge centre in Randwick City'

**Females, non-ratepayers and residents aged 18-34 were significantly more likely to rate 'providing a dedicated women's refuge centre in Randwick City' as a high priority, whilst residents aged 55+ were significantly less likely**

# Community Diagnostics



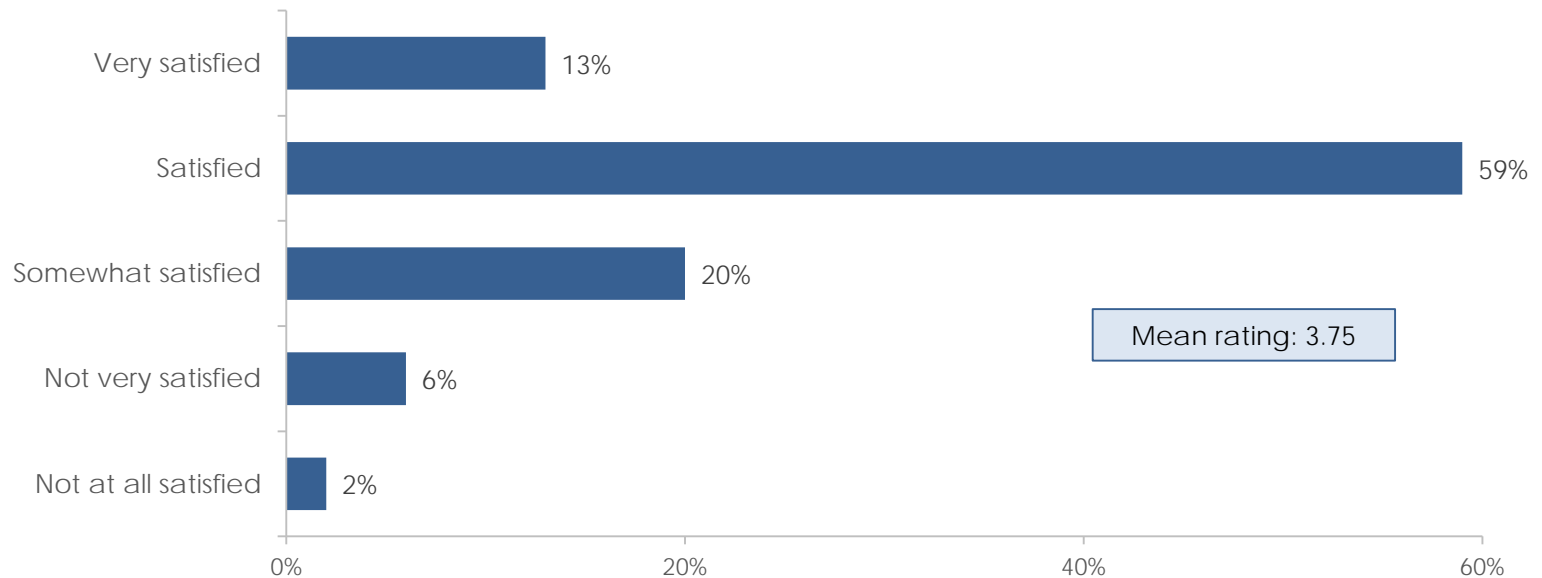


# Performance of Council

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 2014 | Male | Female | 18-34 | 35-44 | 45-54 | 55-64 | 65+  | Ratepayer | Non-ratepayer |
|-------------|--------------|--------------|------|--------|-------|-------|-------|-------|------|-----------|---------------|
| Mean rating | 3.75         | 3.80         | 3.80 | 3.69   | 3.96▲ | 3.58  | 3.57  | 3.57  | 3.68 | 3.67      | 3.87          |

| NSW LGA BRAND SCORES | Randwick City Council | All of NSW | NSW Metro Benchmark | NSW Regional |
|----------------------|-----------------------|------------|---------------------|--------------|
| Mean rating          | 3.75▲                 | 3.31       | 3.45                | 3.22         |



Base: N = 603

Scale: 1 = not at all satisfied, 5 = very satisfied  
▲ ▼ = A significantly higher/lower level of satisfaction (by group)

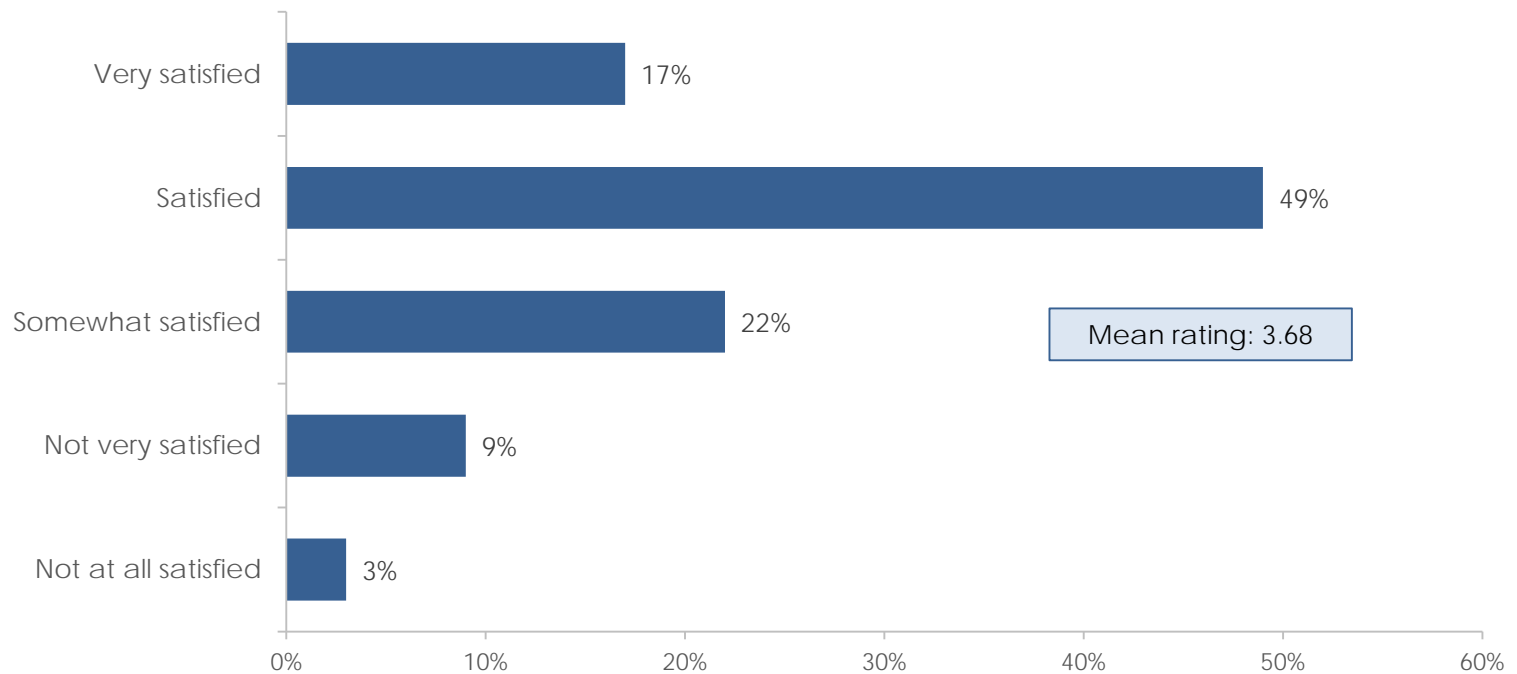
92% of residents are at least 'somewhat satisfied' with the performance of Randwick City Council over the past 12 months.

This is a decline from the 95% in 2014, but this score is still significantly higher than benchmarks.

# Satisfaction with Infrastructure and Facilities

Q3. How satisfied are you with the quality of infrastructure and facilities provided by Council in the local area?

|             | Overall | Male | Female | 18-34 | 35-44 | 45-54 | 55-64 | 65+  | Ratepayer | Non-ratepayer |
|-------------|---------|------|--------|-------|-------|-------|-------|------|-----------|---------------|
| Mean rating | 3.68    | 3.65 | 3.71   | 3.87▲ | 3.60  | 3.55  | 3.40▼ | 3.62 | 3.62      | 3.77          |



Base: N = 603

Scale: 1 = not at all satisfied, 5 = very satisfied  
 ▲ ▼ = A significantly higher/lower level of satisfaction (by group)

**88% of residents are at least 'somewhat satisfied' with the quality of infrastructure and facilities provided by Council in the local area.**

**Younger residents (18-34) were significantly more likely to be satisfied, whilst 55-64 year old's were significantly less likely**

# Appendix A



# Source of Information on a Special Rate Variation – By Demographics

Q6a. Prior to 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 of the Special Rate Variation?

|                         | Overall | Male | Female | 18-34 | 35-44 | 45-54 | 55-64 | 65+  | Ratepayer | Non-ratepayer |
|-------------------------|---------|------|--------|-------|-------|-------|-------|------|-----------|---------------|
| Mail out                | 84%     | 74%  | 93%▲   | 45%   | 70%   | 86%   | 95%▲  | 93%▲ | 88%▲      | 45%           |
| Newspaper advertisement | 20%     | 24%  | 17%    | 55%   | 22%   | 13%   | 17%   | 19%  | 16%       | 56%▲          |
| Public meeting          | 2%      | 3%   | 1%     | 0%    | 5%    | 2%    | 0%    | 1%   | 2%        | 4%            |
| Other                   | 11%     | 13%  | 9%     | 0%    | 11%   | 14%   | 10%   | 11%  | 12%       | 3%            |

▲▼ = A significantly higher/lower percentage (by group)

Base: N=184

# Preferences of Special Rate Variation Options

Q5a. Please rank the 3 options in order of preference:

| 1 <sup>st</sup> preference        | Overall | Male | Female | 18-34 | 35-44 | 45-54 | 55-64 | 65+  | Ratepayer | Non-ratepayer |
|-----------------------------------|---------|------|--------|-------|-------|-------|-------|------|-----------|---------------|
| Option 1 – rate peg               | 15%     | 18%  | 13%    | 3%▼   | 14%   | 29%▲  | 30%▲  | 26%▲ | 21%▲      | 6%            |
| Option 2 – the delayed approach   | 28%     | 27%  | 29%    | 32%   | 26%   | 23%   | 27%   | 26%  | 28%       | 28%           |
| Option 3 – the preferred approach | 57%     | 55%  | 58%    | 66%   | 60%   | 49%   | 43%▼  | 48%▼ | 51%       | 66%           |

| 2 <sup>nd</sup> preference        | Overall | Male | Female | 18-34 | 35-44 | 45-54 | 55-64 | 65+  | Ratepayer | Non-ratepayer |
|-----------------------------------|---------|------|--------|-------|-------|-------|-------|------|-----------|---------------|
| Option 1 – rate peg               | 9%      | 7%   | 10%    | 2%▼   | 12%   | 10%   | 17%▲  | 14%▲ | 11%▲      | 4%            |
| Option 2 – the delayed approach   | 70%     | 70%  | 70%    | 68%   | 69%   | 75%   | 72%   | 69%  | 70%       | 71%           |
| Option 3 – the preferred approach | 21%     | 23%  | 20%    | 30%▲  | 18%   | 15%   | 11%▼  | 17%  | 19%       | 25%           |

| 3 <sup>rd</sup> preference        | Overall | Male | Female | 18-34 | 35-44 | 45-54 | 55-64 | 65+  | Ratepayer | Non-ratepayer |
|-----------------------------------|---------|------|--------|-------|-------|-------|-------|------|-----------|---------------|
| Option 1 – rate peg               | 76%     | 75%  | 77%    | 95%▲  | 73%   | 61%▼  | 54%▼  | 60%▼ | 67%       | 90%▲          |
| Option 2 – the delayed approach   | 2%      | 3%   | 1%     | 0%▼   | 5%▲   | 2%    | 1%    | 4%▲  | 3%        | 1%            |
| Option 3 – the preferred approach | 22%     | 22%  | 22%    | 5%▼   | 22%   | 37%▲  | 45%▲  | 36%▲ | 30%▲      | 9%            |

# Preferences of Special Rate Variation Options

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?

Q5a. Please rank the 3 options in order of preference:

|                                   | Preference      |                 |                 |
|-----------------------------------|-----------------|-----------------|-----------------|
|                                   | 1 <sup>st</sup> | 2 <sup>nd</sup> | 3 <sup>rd</sup> |
| Option 1 – rate peg               | 3.07▼           | 3.68            | 3.89▲           |
| Option 2 – the delayed approach   | 3.69            | 3.79            | 3.10            |
| Option 3 – the preferred approach | 3.96▲           | 3.63            | 3.31▼           |

Q3. How satisfied are you with the quality of infrastructure and facilities provided by Council in the local area?

Q5a. Please rank the 3 options in order of preference:

|                                   | Preference      |                 |                 |
|-----------------------------------|-----------------|-----------------|-----------------|
|                                   | 1 <sup>st</sup> | 2 <sup>nd</sup> | 3 <sup>rd</sup> |
| Option 1 – rate peg               | 3.09▼           | 3.52            | 3.82▲           |
| Option 2 – the delayed approach   | 3.53            | 3.75▲           | 3.09▼           |
| Option 3 – the preferred approach | 3.91▲           | 3.50            | 3.24▼           |

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

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

# Reasons for Preferring Option 1 – Rate peg only (15%)

Q5a. Please rank the 3 options in order of preference:

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

| Responses <13%   | Count |
|--|-------|
| Not getting value for money for the current rates paid           | 9     |
| Do not believe it will make a difference to our facilities       | 7     |
| Need further information on where funds will be spent            | 5     |
| Don't need a rate increase/waste of money                        | 5     |
| Council is doing a good job/nothing wrong with the area          | 4     |
| Focus on curent infrastructure                                   | 1     |
| People from other council areas will come and use our facilities | 1     |

# Reasons for Preferring Option 2 (28%)

Q5a. Please rank the 3 options in order of preference:

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

| Responses <15%   | Count |
|--|-------|
| Distrust in Council/needs to improve financial management            | 13    |
| Don't want Council to borrow money/be in debt                        | 9     |
| Too many projects are being proposed/focus on current infrastructure | 4     |
| Do not like other options  | 3     |
| Need further information   | 2     |
| Don't know/nothing   | 3     |



# Reasons for Preferring Option 3 (57%)

Q5a. Please rank the 3 options in order of preference:

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

| Responses <27%   | Count |
|--|-------|
| Do not like the use of anti-terrorism in this/not local council responsibility | 5     |
| Confidence in Council/doing a good job   | 4     |
| There are other priorities   | 1     |
| Don't know/nothing   | 4     |

# Questionnaire



**Randwick City Council**  
**2018 Community Survey – Special Rate Variation**

Good morning/afternoon/evening, my name is \_\_\_\_\_ from Micromex Research and we are conducting a survey on behalf of Randwick Council. The survey will take about 10-15 minutes, would you be willing to take part? Thank you for agreeing to assist us with this survey, which is being conducted for Randwick 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 Randwick City Council.**

- Yes (If yes, terminate survey)  
 No

**Q1a. Which suburb do you live in?**

- Chifley  
 Clovelly  
 Coogee  
 Kensington  
 Kingsford  
 La Perouse  
 Little Bay  
 Malabar  
 Maroubra  
 Matraville  
 Phillip Bay  
 Randwick  
 South Coogee

**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

**Q3. 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

**Read Concept Statement:**

Randwick City Council is proposing to lodge a Special Rate Variation (SRV) to increase rates above the rate cap to fund services and projects for our community. As this directly affects you, we want your feedback on the proposal and consideration of which option you prefer.

The rate increase would help fund a number of new and important projects for the community.

These include:

- **Implementing anti-terrorism measures** to make our popular beaches, parks and town centres safer
- Restoring and expanding the historic **La Perouse Museum** to include cultural facilities, function and café facilities
- Addressing domestic violence by potentially providing a **women's refuge or support centre** in Randwick City
- **Remove power lines** from our streets to enable planting of more street trees and greening of our streets
- The provision of an **arts and cultural centre** in Randwick City to celebrate and encourage our cultural and artistic diversity
- Expanding the **Randwick Literary Institute** as a community centre and possibly adding in a childcare centre
- Creation of **new community sporting facilities** at Heffron Park to offer an indoor sports centre and gymnastics centre
- Creating a **new Council Customer Service Centre** in Maroubra Junction

There are three options that I would like you to consider.

- Option 1 – Do nothing/Rate peg only
- Option 2 – The delayed approach
- Option 3 – The preferred approach

The main difference between options 2 and 3 is the time it will take to deliver the proposed projects. Option 3 will deliver projects in 7 years while Option 2 will take 13 years.

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 2018-19 financial year, this increase is 2.3%. In the two following years, this increase is assumed to be 2.5%.

Let's look at the options in more detail: **[Rotate options 1-3, 3-1]**

**Option 1: 'Do nothing approach' - Rate peg only**

Under Option 1, Council will increase rates each year by the rate peg. This approach means we will not be able to fund the proposed new projects.

The cumulative rate increase over 3 years is 7.48% which is made up of 2.3% in 2018/19 and an estimated 2.5% for the next two years.

Residential ratepayers who are paying around \$1,200 per year would pay around \$27 more each year.

Under this option there is the potential for a long-term decline in servicing.

This approach is not recommended by Council.

**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: The delayed approach**

Under Option 2, Council would apply for a cumulative rate increase of 13.21% over three years. This is made up of a 5.64% increase in 2018/19 and 3.52% for the next two years.

This increase is based on modelling of what funds Council requires to maintain services and deliver new projects.

Under this option, residential ratepayers who are paying around \$1,200 per year would pay, on average, \$41 more next year, which is an increase of about \$14 above the rate peg.

Under this option it will take 13 years to deliver the proposed projects and some would be on a smaller scale.

**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: The Preferred Approach**

Under Option 3, Council would apply for a cumulative rate increase of 19.85% over 3 years. This is made up of 7.64% in 2018/19 and 5.52% for the next two years.

Council would also borrow \$27M in funds to expedite projects.

Under this option, residential ratepayers who are paying around \$1,200 per year would pay, on average, an additional \$64 extra next year, which is an increase of about \$37 above the rate peg.

Under this option Council will be able to maintain current services and deliver the identified major projects and antiterrorism measures within 7 years.

This is Council's preferred option.

**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

**Q5a. Please rank the 3 options in order of preference:**

|                                   | 1 <sup>st</sup> preference | 2 <sup>nd</sup> preference | 3 <sup>rd</sup> preference |
|-----------------------------------|----------------------------|----------------------------|----------------------------|
| Option 1 – Do nothing             | <input type="radio"/>      | <input type="radio"/>      | <input type="radio"/>      |
| Option 2 – The delayed approach   | <input type="radio"/>      | <input type="radio"/>      | <input type="radio"/>      |
| Option 3 – The preferred approach | <input type="radio"/>      | <input type="radio"/>      | <input type="radio"/>      |

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

.....

**Q5c. Thinking of the projects identified, please rate the following major projects in terms of priority on a scale of 1 to 5, with 1 being low priority and 5 being high priority.**

|   | Low<br>1              | 2                     | 3                     | 4                     | High<br>5             |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Restoring and expanding La Perouse Museum                     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Providing a dedicated women's refuge centre in Randwick City  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Remove power lines from our streets                           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The provision of an arts and cultural centre in Randwick City | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Expanding the Randwick Literary Institute                     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Indoor sports centre and gymnastics centre at Heffron Park    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**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
- Public meeting
- Other (specify).....

**Part D – Demographic information**

Could you please now assist with the following demographic information?

**Q7. Are you?**

- Male
- Female

**Q8. Are you:**

- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65 years and older

**Q9. Which of the following best describes the house where you are currently living?**

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

**Q10a. Council is developing a community consultation register – would you be willing to register your interest with Council for future consultation activities?**

- Yes
- No

**Q10b. 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 (mobile/landline):.....

To find out more information about Randwick City Council and the Special Rate Variation proposal, please access [www.randwick.nsw.gov.au](http://www.randwick.nsw.gov.au)



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