

# **Criterion 2 Community Engagement Annexures**

## **Attachment 2.g**

### **Phase five information collateral:**

- **Correspondence to previous participants**
- **January 2014 rates notice information slip**
- **Media releases**
- **Maitland Your Say registered member email**
- **Newspaper Articles (Removed due to copyright concerns)**
- **Letters to the Editor**

20 February 2014

File number: 117/42

Dear Resident/Ratepayer,

**Re: Conclusion of community consultation 'Funding Our Future'**

Thank you for your contribution to the 'Funding Our Future' community consultation.

Over the past ten months, more than 3400 residents have actively participated in this important discussion on the financial sustainability of the Council and their expectations for Council services. Residents took the opportunity to have their say through voluntary online surveys, a postal ballot from a publication letter box dropped to all Maitland households, and randomly selected, independently conducted phone surveys. Residents also met with council officers face-to-face at information sessions, 'Your Say' engagement booths at city events (Aroma & Taste) and shopping centres across the city. Several residents also made use of the 'Hotline', online forums, social media and many, like you, have made written submissions.

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Should you wish to attend this meeting or address Council please follow the link for further information  
<http://www.maitland.nsw.gov.au/CouncilInformation/MeetingsAgendas>

Yours sincerely,

Maitland Your Say Engagement Team  
on behalf of the General Manager



ABN: 11 596 310 205  
 Administration Building 285-287 High Street, Maitland  
 P.O. Box 220, Maitland, 2320 T 02 4934 9700  
 DX 21613 Maitland F 02 4933 3209  
 info@maitland.nsw.gov.au maitland.nsw.gov.au

The offices of this council will be open for the receipt of payments on Monday to Thursday 8.30am to 4.30pm - Friday 8.30am to 4.00pm (excluding holidays)

**QUARTERLY INSTALMENT NOTICE**



\*71 119 13722 63

ASSESSMENT NUMBER	POSTING DATE
	30/01/2014
DEDUCT PAYMENT SINCE	DUE DATE
20/01/14	28/02/2014
<b>TOTAL AMOUNT DUE</b>	
<b>\$248.20</b>	

For payment methods and other important information please see reverse side of this notice

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617723



LOCATION AND DESCRIPTION OF PROPERTY

**THANK YOU FOR ATTENDING TO PAST INSTALMENT PAYMENTS BY THE DUE DATE.**

CURRENT INSTALMENT: \$248.20  
 DUE DATE 28/02/2014

Daily interest accrues on overdue rates and charges at the rate of 9% per annum until paid



**ib PAY**  
 Biller Code: 89516  
 Ref:



If receipt required please tick box

RETURN NOTICE UNPAID IF PAYING AT COUNCIL'S OFFICE

**POST bilipay**  
 Billpay Code: 9119  
 Ref: 1372 263

Pay in person at any Post Office, by phone 13 13 16 or go to postbilipay.com.au



\*71 119 13722 63

NAME:  
 ASSESS No.:  
 PROPERTY No.:

PAYMENT DUE BY: 28/02/2014  
 AMOUNT PAYABLE: \$248.20

**Funding our future - delivering services through a proposed rates increase**  
 Exhibition of Council's Delivery Program 2013- (Revised) and Operational Plan 2014/15 concluded on 24 January 2014. Council is scheduled to consider community feedback on draft program and proposed seven year rating increase of 8.35% at its meeting on Tuesday 11 February 2014 at 5.30pm. Should Council adopt the program, it would underpin a special rate variation application to the Independent Pricing and Regulatory Tribunal, who will announce a decision in June 2014.

**2014 Heritage Trades Directory available now**  
 The 2014 Maitland Heritage Trades Directory, providing listings and suppliers in 62 areas can be downloaded from Council's website [maitland.nsw.gov.au/Heritage/suppliersdirectory](http://maitland.nsw.gov.au/Heritage/suppliersdirectory). Copies will also be available at Council's administration building and Maitland Visitor Information Centre.

**Clean Up Australia Day 2014**  
 Clean Up Australia Day will be held on Sunday 10 March 2014. Any community member wishing to register a site to clean up should visit [cleanupastralia.org.au](http://cleanupastralia.org.au). Following registration your site coordinator will be provided with the required clean up bags, gloves and other items for your group activities. If you would like Council to remove the collected rubbish from your site following clean up activities you also need to complete a Rubbish Collection form from Council by phoning 4934 9829.

**Maitland Taste Festival and Steamfest**  
 The Maitland Taste Food, Wine and Music Festival will be held on Saturday 8 and Sunday 9 March 2014 and will feature the Hunter's most renowned chefs and winemakers. Australia's premier festival of steam, Hunter Valley Steamfest will be held on Saturday 12 and Sunday 13 April 2014. For more information call Maitland Visitor Information Centre 4931 2800.





Tuesday, 11 February 2014

## **APPLICATION FOR RATES INCREASE TO BE LODGED WITH IPART**

Maitland City Council will proceed with an application to the Independent Pricing and Regulatory Tribunal (IPART) to increase total rates revenue by 7.25% each year for seven years.

Councillors voted on Tuesday 11 February 2014 to formalise an application to IPART for the rating increase which would see average residential rates rise by \$71 in 2014/15.

The decision came after ten months of community consultation and is lower than initially proposed late last year.

General Manager David Evans says 'Council listened to community concerns and worked to minimise the increase while demonstrating Council's commitment to productivity and ability to still deliver the package of services the community wanted to see.

'Council has made a decision to increase borrowings, using loans to fund appropriate infrastructure renewal works. This has been complemented by a more ambitious grant funding targets'.

Council has also introduced an annual productivity target of \$500,000 each year commencing in 2015/16.

Under the seven year application, average residential rates would rise by \$95 each year, business by \$390 and farmland (high intensity) by \$95.

Should the application to IPART be approved, services would be maintained and in some areas enhanced. Recreational cycleways, roads and footpaths, sporting facilities, public amenities and access to the Hunter River are amongst the areas targeted for improvement.

Council also considered a reviewed hardship and debt recovery framework with three policies to be placed on public exhibition.

'Council asked for a review of the existing policy in December last year and have developed a new approach to ensure there are options in place to assist individuals experiencing genuine periods of hardship.

'It's important that people speak to Council as soon as they anticipate they will face difficulties so that a plan can be organised to suit their needs,' said Mr Evans.

Council is also working to increase community awareness of the payment options available to all ratepayers which can be structured to suit household budgets. BPay and direct debit options are available by the week, fortnight or month.



Tuesday, 11 February 2014

Council officers will now work to finalise a comprehensive application to IPART which will be supported by the Delivery Program 2013-17 (Revised), Operational Plan 2014/15, Resourcing Strategy and a range of other documentation.

Applications are due to IPART on 24 February 2014 and will be made available on the IPART and Council websites. IPART will release its determinations in June 2014.



Tuesday, 11 February 2014

## **NEW DELIVERY PROGRAM AND OPERATIONAL PLAN FOR CITY**

Maitland City Council has reconfirmed its commitment to changes to Central Maitland, an upgraded aquatics centre and enhanced roads and footpaths with the adoption of the Delivery Program 2013-17(Revised) and Operational Plan 2014/15 at its meeting tonight.

The Delivery Program details what the community can expect to see delivered by Council over the period to help achieve the goals set out by residents in the Community Strategic Plan Maitland +10.

The Operational Plan presents a series of annual actions along with Council's \$94.7 million budget, fees and charges, rating structure and revenue policy.

General Manager David Evans says that the Program 'outlines actions that will ensure Council continues to provide quality services, facilities and programs that are integral to the City in which we live.

'Key projects over the next four years include a 25m indoor pool at Maitland Aquatic Centre, The Levee in Central Maitland and a new transport hub at Maitland Station'.

Maitland will also welcome new skate parks and playgrounds as well as improved access to the Hunter River and new off road cycleways.

'A new waste strategy is also in development which will result in changes in how the community manages household waste which in turn will help reduce the waste going to landfill,' said Mr Evans.

Mayor Cr Peter Blackmore says that this Program was one of the most ambitious he had seen in his 25 years in local government.

'It is wonderful to be leading a growing city with a Program like this which will continue to make Maitland a great place to live, work and invest,' said Cr Blackmore.

The documents have been completed earlier than usual to align with Council's Special Rate Variation application which is due to IPART on 24 February 2014.

The Delivery Program and accompanying Operational Plan 2014/15 were placed on public exhibition in December following a decision to advise the Independent Pricing and Regulatory Tribunal (IPART) of Council's intention to apply for a special rate variation. Under the application average residential rates would rise by \$71 in 2014/15.

**From:** [admin@bangthetable.com](mailto:admin@bangthetable.com) [<mailto:admin@bangthetable.com>]

**Sent:** Wednesday, 5 February 2014 4:00 PM

**To:**

**Subject:** Re: Conclusion of community consultation 'Funding Our Future'

You're receiving this email from us because you are a registered user at [Maitland Your Say](#).

00000000-0000-0000-0000-000000000000

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**Yours sincerely,**

**Maitland Your Say Engagement Team**

**on behalf of the General Manager**

t 02 4934 9896 f 02 4933 6091

[yoursay@maitland.nsw.gov.au](mailto:yoursay@maitland.nsw.gov.au)

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Click [here](#) to report this email as spam.



**Subject:** Conclusion of community consultation 'Funding Our Future'  
**Date:** Wednesday, 5 February 2014 10:53:04 AM

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Team on behalf of the General  
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