

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
01/02/21	05/02/21	Against	Email	D14468520	NOTE: SUBMISSION TO ADMINISTRATOR. Various matters raised. Summary is not supportive of rate rise	Response sent to customer to thank for submission and advise feedback will be reported to IPART. Included link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting (D14476421)
01/02/21	05/02/21	Against	Email	D14467891	NOTE: SUBMISSION TO CEO One question I would like to ask is, why are the rate payers paying for the miss management that the council have done. I was always taught that the offender was to be punished not the people who the [REDACTED] was perpetrated against. I think from this sentence above that you know what my position is about "NO" to a rise. The amount you predict of \$3.20 per week is approximately half of a prescription for medicine that a person pays on benefits from Centerlink. The pensioners alone will forgo that prescription to ensure that they keep paying their bills and to stay in their own homes and be independent. I live in the Wyong part of the council and before the merger, that was supposed to be a benefit and good for us, Wyong Council was very financial, what happened to that money?	Response sent to customer to thank for submission and advise feedback will be reported to IPART. Included link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting. Also provided info on rates harmonisation process and hardship payments (D14476469)
01/02/21	05/02/21	General Council Concern	Email	D14465843	Could you please provide a list of the projects that were paid via this reserve and the amounts put toward them? I have tried finding this information online but unfortunately have not had any luck.	Response sent to customer to thank for submission and advise feedback will be reported to IPART. Included link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting. Also included info on restricted fund use (D14476624)
01/02/21	05/02/21	Against	Email	D14468438	Feedback regarding survey comms - late notification and limited option for people to provide feedback (e.g. elderly residents who do'n't use phone/internet). Concerns about impacts on pensioners and those with disabilities - unfair to ask them to fund incompetent use of funds	Response sent to customer to thank for submission and advise feedback will be reported to IPART. Included link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting. Also provided info on hardship support (D14476903)
01/02/21	05/02/21	General Council Concern	Email	D14465323	NOTE: SUBMISSION TO CEO. <ul style="list-style-type: none"> •What services will be closed? •What facilities will be shut? •How much are charges and fees going to go up and for what? •What assets will you sell? •What role is the State Government playing in this situation? •Why has it taken so long for the Minister for Local Government to take appropriate steps to limit the damage? •Is there possible assistance available from the State Government, even if it's just to assist with interest payments? 	Response sent acknowledging receipt of submission and providing links to Administrator's 3 month progress report and 30 day interim report as well as a link to the sale of assets information. Response: D14476922
01/02/21	05/02/21	Against	Letter	D14465691	NOTE: SUBMISSION TO CEO. We don't have the money to pay a rate rise, someone needs to be responsible but not the rate payers. If the Manager in charge at the Council acted outside his authority isn't that fraud?	Email sent as address provided in letter. Response sent to customer to thank for submission and advise feedback will be reported to IPART. Included link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting. Included link to hardship info (D14476938)
01/02/21	04/02/21	General Council Concern	Email	D14465383	How did council get into such a bad economic position? Surely the auditing people have some share of the fiasco. Who in the council is responsible? Am very concerned about increases in rates to the amounts proposed. which will impact on businesses and owners.	Response sent to customer to thank for submission and advise feedback will be reported to IPART. Included link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting (D14476769)
01/02/21	04/02/21	Against	Letter	D14465587	NOTE: SUBMISSION TO CEO. I request advice on the responsibility of the unlawful access to and use of funds. Who was responsible? Members of the staff or were staff carrying out Councillors' directions?	Letter sent thanking for feedback, provided information on Business Recovery Plan and addressed claims of corruption. D14472255

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01/02/21	04/02/21	Against	Letter	D14466735	NOTE: SUBMISSION TO CEO. Please consider excluding pensioners from the rate rise.	Letter sent thanking for feedback, provided information on Business Recovery Plan and addressed claims of corruption. D14472280
01/02/21	04/02/21	General Council Concern	Letter	D14465820	You haven't been open in sharing and now the community is to be punished for the Council's massive financial problem	Letter sent thanking for feedback and provided information on Business Recovery Plan. D14472307
01/02/21	04/02/21	Query as to impact	Letter	D14465317	Please explain a 15% one-off permanent increase. I need more information.	Letter sent thanking for feedback, provided information on Business Recovery Plan, specific information on Rates/Rates Harmonisation and Debt Recovery and Hardship Policy. D14472347
01/02/21	02/02/21	General Council Concern	Email	D14467961	I do not consider this a proper response to the issues raised in my email of 21st January. Please provide detailed answers to the items raised	Response to reply from 30/1. Further response was sent 2/2 (D14467935) with details about SV and rate comparisons.
01/02/21	02/02/21	Against	Email	D14466287	Why should I even pay nearly \$5k in rates when I get nothing even due to council lack of work. I will be joining any class action/legal action against council and the members involved in the \$25 million in the red they have got the Central Coast in. [REDACTED] is all I can say.	Staff member phoned customer as requested and listened to her concerns. Email sent acknowledging receipt of feedback and advising feedback can be provided directly to iPART via their website. Response: D14468348
01/02/21	01/02/21	Against	Email	D14468530	Feedback about survey - limited time to provide response, notification letter received late. Strong opposition to rate rise, especially considering impacts of COVID. Believes budget was in surplus before the amalgamation of Central Coast Councils. The lack of governance and compliance within the council has resulted in this deficit and those responsible should be held accountable. Suggests State Gov provide assistance to compensate for lack of governance as well as developers being responsible for cost recuperation.	Reply sent to thank for feedback, provide details of iPART website and link to Council survey.
01/02/21	01/02/21	Against	Email	D14468515	Not supportive of rate rise - believes responsibility for costs should lie with government and public servants. Instead suggests 'untapped revenue streams' such as reviewing car parking around LGA (household practices lead to inefficient use of public space) and developing charges.	Response sent to acknowledge feedback and advise it will be included in submission to iPART
01/02/21	01/02/21	Against	Email	D14467838	Various suggestions rather than rate rise. Would like to see more public consultation (e.g. town hall meetings). Disappointed that survey closed before feedback could be provided	Response sent to acknowledge feedback and advise it will be included in submission to iPART
01/02/21	01/02/21	General Council Concern	Email	CX210121-000165	Some ideas ???? for council to consider as the community is absent from council as only 2% responses to survey meanings people believe council won't listen to their opinion any way so what the point the pub test fails 1# bring Gosford shire in line with Wyong shire averages or close 2# paid parking at patrolled beaches like Sydney 3# reduced curb side pick ups from 6 a year to 4 or model like Hornsby 4# reduce library service maybe online library ????? 5# invest in good returns eg infrastructure on council land were people want Some ideas were council can make extra money without rate payers increase	Feedback recorded to provide to iPART. No response required.
01/02/21	01/02/21	Against	Email	D14467950 & D14467954	How disgusting that you blame everything except your incompetence for a rate rise. The existing councillors should never be allowed to serve on a council again. The rate rise isn't to be used for future projects it's there to balance the books. The transparency of your lies and betrayal of your rate payer is there for everyone to see. Why would anyone trust your plan of a 'one off' 15% rate rise. You lie, cheat and steal from the rate payers of this community. You cannot be trusted with our money and giving you extra is sheer stupidity. No 15% increase.	Response sent to acknowledge feedback and advise it will be included in submission to iPART
01/02/21	01/02/21	General Council Concern	Email	D14468548	Complaints about YVOC website and ease of access	Response sent to acknowledge feedback and advise it will be included in submission to iPART
01/02/21		General Council Concern	Email	D14467848 & D14465579	NOTE: SUBMISSION TO CEO AND ADMINISTRATOR Multiple queries/comments about SV and Business Recovery Plan	Response sent to D14465579 regarding error in Business Recovery Plan (D14476003) A response is being prepared for Submission D14467848

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01/02/21		General Council Concern	Email	CX210121-000124	Thank you for returning my call. As you know I believe the letter was of very poor quality because: 1.It offered a highly restricted response to the addressee 2.It provided no detailed information as to what the impact of the losses would mean 3.It provided no forecasting to show ratepayers when the Council would eventually retire the debt with the benefit of increased rates I believe it is the Administrators responsibility to ensure that this information (points 2+3) was prepared and distributed to Ratepayers. In the absence of any forecasting I am totally against any increase in Rates. The Administrator and Council have failed to present a credible financial case in this matter. If this information is available then I ask on behalf of all Ratepayers that it be released IMMEDIATELY	Response being prepared
01/02/21		Against	Letter	D14465582	NOTE: SUBMISSION TO ADMINISTRATOR. We already pay high council rates and still have no footpaths or guttering and ditches which is dangerous. Charging for increase is totally unfair. Don't make us pay for your mismanagement.	Response being prepared to be sent by post
01/02/21		Against	Letter	D14465245	Why should we the rate payers and pensioners pay for other people's stupidity and mistakes. They get to walk away with no accountability.	Response being prepared to be sent by post
01/02/21		General Council Concern	Phone call	CX210201-000270	Please call customer as he has several questions and is away in Cairns but but will be back for the rallies, he wants to know: how and why has this been possible? are the people responsible going to have their assets seized? will they be prosecuted?	Staff member called the customer and answered his questions
01/02/21		Against	Phone call	CX210201-000634	Refuses to complete the survey stating that it is bias and she does not agree with the 10% or 15% and feels question 7 does not allow a way around not answering it. Requested her views be submitted to the SV team without completion of the survey.	no response required
31/01/21	05/02/21	General Council Concern	Email	D14465676	NOTE: SUBMISSION TO CEO. It is extremely disappointing and regrettable that the rise seems inevitable. I am grateful for what we currently enjoy, however there are many issues that cause me concern. Some are listed below: constant infighting between Councillors, approval for constructions on the water, only to be washed into it at great expense to rate payers, roads recently repaired or resurface continue to break up, future of recycling revamp, off-leash dog park fencing required at Terrigal.	Response CM D14475365 - Thanked for feedback, provided link to IPART website, Administrator's 3 Month Progress Report, Council's Administrator, Council's Financial Situation, Your Voice Our Coast and information on Rates Harmonisation and Impacts on Rates and Council Services
31/01/21	05/02/21	Against	Email	D14467802	NOTE: SUBMISSION TO CEO Against rate increase and requests reduction (feels that insufficient services are provided). Email includes complaints about road surface and general maintenance in area.	Response sent to customer to thank for submission and advise feedback will be reported to IPART. Included link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting. Included info on hardship and forwarded CM to RTDW for responding to roads/maintenance concerns (D14475625)
31/01/21	05/02/21	Against	Email	D14467809	Having read the recent notification from the Acting CEO on the proposed rate rise, I have to say I found the tone of the communication extremely condescending and ingenuous. The letter implies that the use of funds has provided 'projects and infrastructure that has undoubtedly benefited the community'. I would like a list of the projects that the restricted funds were spent on that have provided benefit to me and the residents of Point Frederick please. If you can't find any, then please provide the list of projects for the wider community, together with dates of commencement and completion. If you are going to make sweeping statements in your defence, like the one above, then you need to substantiate them with hard facts, not vague generalisations.	Reply sent to thank for feedback, provide details of IPART website and link to Council survey. Further response sent 5/2/21 to provide information on the capital works expenditure, the delivery of operational programs and the use of resources in response to unforeseen events CM D14477240
31/01/21	05/02/21	General Council Concern	Email	D14467837	In the description of the proposed rate rises, the 10% increase is once only but remains in the rate base for 7 years. The 15% increase is once only but remains in the rate base permanently. What is actually meant by "remaining in the rate base"? What is the difference between the two proposals? Would both of these increases be applied only once in 2021-22, or each subsequent year also thus resulting in effectively a compounding of rates over time?	Response sent to customer to thank for submission and advise feedback will be reported to IPART. Included link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting. Included info on rate option differences and link to fact sheet (D14475829)

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31/01/21	02/02/21	General Council Concern	Email	D14465700 & D14466282	Comments on survey and advise that he is preparing a paper entitled Planning and Finance Role of NSW State Government in Growth Centre Development (Case Study Central Coast Region). The paper will be submitted to the State's Independent Pricing and Regulatory Tribunal (IPART) (re Rate Variation submissions to IPART) and a copy to Council and State Parliamentarians on the Central Coast.	Thanked customer for his submission and paper and noted he had also sent these directly to IPART. Response: D14468443
31/01/21	31/01/21	General Council Concern	Email	D14467781	Minister for local govt must take responsibility for ALL consequences of forced amalgamation and the audit office for the mess in reporting Ministers and state government must also take responsibility for the consequences of rate pegging over many years. Most Councils I believe are technically insolvent. They are not operating in a sound footing. Their debits and deferred maintenance liabilities far exceed their assets If you set the rules, dictate the framework you MUST work to then you MUST also accept and take responsibility for the consequences of what you have imposed and created. Ongoing changes seems to be a hallmark of Australian politics at all levels. Governments have no idea on the consequential cost of the political whims that polities impose on the people with their thought bubbles	Reply sent to thank for feedback, provide details of IPART website and link to Council survey.
31/01/21	31/01/21	General Council Concern	Email	D14467824	I was able to understand why the council is short of money when I witnessed 5 council employees moving the reserve in Yalalla street Bateau Bayon a SUNDAY double pay when the reserve has needed mowing for months but really on a Sunday	Reply sent to thank for feedback, provide details of IPART website and link to Council survey.
31/01/21	31/01/21	Against	Email	D14467828	We object to the proposal of a rate rise. We didn't want the amalgamation of Gosford and Wyong Councils, in fact we strongly opposed it. The State Gov should accept responsibility for the financial mess created by the amalgamation, as it was forced on us. Why wasn't the deficit discovered by the auditor before it grew so huge ?	Reply sent to thank for feedback, provide details of IPART website and link to Council survey.
30/01/21	04/02/21	General Council Concern	Email	D14465151	NOTE: SUBMISSION TO ADMINISTRATOR. I wish to make several points: •A recognition that money owed must be repaid to those to whom it is owed. •The injustice in ordinary residents having to pay for the faults perpetrated by paid members of the Council who have abused their positions. •A willingness on the part of administration to alleviate the hardship of "pensioners and those in the community who are already doing it tough". •Administration's possible unawareness of people like myself and my husband who have worked hard all our lives to make ourselves financially independent, self-funded retirees who do not receive government funding beyond the CSHC and Opal card for which we are grateful.	Response sent to customer to thank for submission and advise feedback will be reported to IPART. Included link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting. Included link to info on hardship (D14474883)
30/01/21	04/02/21	Against	Email	D14465295	Please advise the powers in charge - that it is not possible to complete the survey as if you don't answer Q7 you can't answer Q8 making it impossible for my survey to be included. We are bitterly disappointed and outraged with the current attitude - ratepayers are not responsible for the [REDACTED] and the Councillors obviously have not asked the correct questions of staff - it appears many are incompetent. All have neglected, ignored and treated rate payers / residents with contempt. We sincerely trust that prosecutions and charges will be made for those responsible	Response sent to customer to thank for submission and advise feedback will be reported to IPART. Included link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting. (D14474909)
30/01/21	04/02/21	Against	Email	D14465124	I want to rescind the survey I completed as I believe I was tricked into entering a question response that I do NOT support. Suggestions: Some have said that the state govt. is keen to take over your role. If that is true – come clean with us. Central Coast districts obviously have overlapping concerns (i.e. of development and infrastructure) but by decentralizing there will be greater local responsibility and knowledge utilized, as well as the cost savings associated with lessening any need for transporting resources.	Response sent to customer to thank for submission and advise feedback will be reported to IPART. Included link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting. (D14474951)

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30/01/21	04/02/21	Against	Email	D14465837	Has amended survey to include no rate increase option and wants confirmation her response is counted in the survey results	Response sent to customer to thank for submission and advise feedback will be reported to IPART. Included link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting. (D14474960)
30/01/21	04/02/21	General Council Concern	Email	D14465062	NOTE: SUBMISSION TO CEO. •Who authorised the use of the so-called restricted funds? •Why were funds spent on “nice to have” projects instead of pressing items such as road maintenance - and did the full council approve such use? •On what date will council release the unredacted minutes of all Audit committee meetings and correspondence for the period 1 January, 2017 to 30 December 2020? •What action – legal and/or otherwise – has, or will be taken, against persons both elected and employed for this use/misuse of council funds, and when is this action scheduled to be taken?	Response sent to customer to thank for submission and advise feedback will be reported to IPART. Included link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting. Included info on restricted funds and alleged corruption (D14474982)
30/01/21	01/02/21	Against	Email	D14465098	I had intended to complete your survey on the proposed rates rise for the Central Coast Council, but couldn't proceed past question 7 where I was only given two options, neither of which I wish to choose. This survey is flawed and is not a fair way to get the true opinions of the community. I am against any increase above the IPART rate peg.	Reply sent to thank for feedback, provide details of IPART website and link to Council survey. Plus email explaining reason for amendment of Q7 & 8 in second survey. Response: D14465102
30/01/21	30/01/21	Against	Email	D14465183	Created own amended survey with no rate rise	Reply sent to thank for feedback, provide details of IPART website and link to Council survey.
30/01/21	30/01/21	Against	Email	D14465198	Your survey seems to imply that the only way to solve the problem which it now has, is to slug the rate payers additional costs so that the council can continue on in its merry way without changing the way it operates. Before I could even contemplate agreeing to any rate rise, we should be told what economies the council itself will make, such as how many unproductive staff will be sacked and how many of the council's useless "feel good" activities will be got rid of. It is time surely to get back to the basics and forget the social engineering that has been pushed by the "greeny" councillors.	Reply sent to thank for feedback, provide details of IPART website and link to Council survey.
30/01/21	30/01/21	Against	Email	D14465128	Has attached his own amended survey stating no rate increase	Reply sent to thank for feedback, provide details of IPART website and link to Council survey.
30/01/21	30/01/21	Against	Email	D14467768	Objection to 15% Rate Rise. We need to have Councillors who can manage finances. Our region is lacking basic improvements such as footpaths and garden maintenance.	Reply sent to thank for feedback, provide details of IPART website and link to Council survey.
30/01/21		Against	Email	D14465148	We wish to voice our opposition to the proposed rate increase. We have been rate payers for 20 years in the Wyong Shire and CCC since the amalgamation. The repayment of this massive debt is not our responsibility as we did not cause it.	Reply sent to thank for feedback, provide details of IPART website and link to Council survey.
29/01/21	04/02/21	Query as to impact	Email	D14464702	In the fourth paragraph of your letter you say “Council at first considered applying for a 10% one-off increase to its income that would stop after 7 years”. Does that mean the one off increase goes for 7 years? At the end of the fourth paragraph you say “A 15% one-off permanent increase will get us there and that is what you are asking us to consider”. How can it be one-off but permanent? There is no mention of the Water and Sewerage Rates in your correspondence. What guarantee do we have that the future rates will be spent within the Council Budget? Why weren't the Councillors taken to task as they are responsible to the Ratepayers to ensure that the CEO and CFO are performing the task they are paid for i.e. controlling the budget? Do the Councillors have business knowledge or training in this area? Community concern is that the Councillors were more politically aligned rather than serving the community. Do you think this could be a problem?	Response CM D14474991 - Thanked for feedback, provided link to IPART website, Rates Harmonisation and Impacts on Rates and Council Services, Financial situation and measures to address the financial situation and accountability.

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29/01/21	04/02/21	General Council Concern	Email	D14464835	As a resident and ratepayer of the Central Coast I was wondering if you can advise what the "unlawfully accessed" funds were spent on? Also who was the Chief Financial Officer or acting Chief Financial Officer at the time? Who actually was involved in this financial fiasco? I think the residents and ratepayers have a right to know who failed us. Full transparency should be given, it was our money that was "unlawfully accessed". \$540 million cannot just disappear, we the residents and ratepayers have a right to know where it has gone. Shouldn't personal indemnity insurance of the councillors and management involved in this financial fiasco cover the loss? Will there be any criminal charges brought against those responsible? And if not, why not? I'm also puzzled if the money that was "unlawfully accessed" was for purpose A and instead used for purpose B, then surely the funds for B can be redirected to A. I anxiously await your reply.	Response sent to customer to thank for submission and advise feedback will be reported to IPART. Included link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting. Provided info on use of restricted funds and allegations of misconduct (D14474785)
29/01/21	04/02/21	Query as to impact	Email	D14463210	NOTE: SUBMISSION TO CEO. Before the council considers reduction of services to the community I would like to know what services they would consider cutting that have not already been reduced substantially previously by both Wyong Council and the amalgamated Central Coast Council over the last 5 years. I have lived for the past 5 years in the Long Jetty / Entrance area of the Central Coast Councils responsibility which is the main focus of this complaint. See email for issues with roads, kerbing, footpaths, street cleaning, park maintenance.	Response CM D14475048 - Thanked for feedback, provided link to IPART website, Administrator's 3 Month Progress Report, Council's Administrator, Council's Financial Situation, Your Voice Our Coast and information on Rates Harmonisation and Impacts on Rates and Council Services
29/01/21	04/02/21	General Council Concern	Email	D14464184	NOTE: SUBMISSION TO ADMINISTRATOR. SEE NOTE IN NEXT COLUMN. Firstly let me say we are against the 15% rate increase , a few matters make it harder to accept namely. Has the committee that hired the incompetent CEO been dismissed ? You say that restricted funds were unlawfully accessed ,what has happened to the people that acted unlawfully, investigation , police involved any charges? Have you requested the State Government to review the payout figures for ceo's etc so similar ceo's who are incompetant or crooked in the future won't get paid big money for their blunders . You are asking rate payers to reimburse the restricted funds. If we have to accept an increase 10% should be maximum , i can;t see how lpart would approve anymore than this . I have completed the survey .	Response sent to customer to thank for submission and advise feedback will be reported to IPART. Included link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting. Included info on use of restricted funds and allegations of corruption (D14474825)
29/01/21	04/02/21	General Council Concern	Email	D14462294	NOTE: SUBMISSION TO ADMINISTRATOR. What a total insult to rate payers with your dummy letter. Dont blame the environment for you incompetence you where in trouble months before Covid-19. People like you should resign, we have many dummies in Council Staff. I had the experience dealing with them.	Response sent to customer to thank for submission and advise feedback will be reported to IPART. Included link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting.(D14474856)
29/01/21	04/02/21	Against	Letter	D14462421	I do not agree with a rate rise because of your mistakes.	Letter sent thanking for feedback and provided information on Business Recovery Plan. D14472092
29/01/21	04/02/21	Against	Letter	D14462431	Yes 2020 was a difficult year, also the restricted funds you referred to being unlawfully accessed. The Authority that forced Gosford and Wyong Councils to merge were surely ware of the financial position, they should fix this mess, not the rate payers	Letter sent thanking for feedback and provided information on Business Recovery Plan. D14472119
29/01/21	04/02/21	General Council Concern	Letter	D14462393	Wants to know whether corruption was involved, queries re erosion funds	Letter sent thanking for feedback, provided information on Business Recovery Plan, addressed claims of corruption and explained what the restricted funds were used for. D14472196
29/01/21	02/02/21	Against	Email	D14467731 & D14468456	We object to the proposal of a rate rise. We didn't want the amalgamation of Gosford and Wyong Councils, in fact we strongly opposed it. The State Gov should accept responsibility for the financial mess created by the amalgamation, as it was forced on us.Why wasn't the deficit discovered by the auditor before it grew so huge ? Follow up email sent by customer 1/2 (D14468456)	Response sent to acknowledge feedback and advise it will be included in submission to IPART (D14468509)
29/01/21	01/02/21	Query as to impact	Phone call	CX210129-000367	Customer requested a call to discuss what the plan is for the council once the rate is sorted - wants more information before making his selection	Staff member phoned customer and answered all his questions. He said he was provided enough information.

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29/01/21	29/01/21	General Council Concern	Email	D14463825 & D14464983	The second survey is supposed to have the option of not agreeing to either planned increases, please advise why there is only an option for either increases in question 7 and zero option for no increase. Question 7 should not be used as a reason for justifying either rate increases by saying most people preferred one type of rate increase over another when the truth is they didn't want any increase. I have rang your office previously about this and they could not answer the question and were unable to put my call through to anyone who was able to answer the question and this survey will expire soon.	Response emailed explaining Q 7 & 8 Response: D14463839
29/01/21	29/01/21	General Council Concern	Email	D14464819	If the CEO was the one accountable, why was he essentially sacked - with a golden handshake? Rate payers do not want the same people in charge, to do again, what they have done over the years. Checks and balances, ears for the whistle blowers and outside auditors not attached to anyone in council ALL should be in place for future machinations of all areas of council. Transparency, honesty and accountability are the keys to a functional council.	Reply sent to thank for feedback, provide details of IPART website and link to Council survey.
29/01/21	29/01/21	Against	Email	D14465031	I absolutely won't complete it when at Question 7 you only have the two rate rise options, which to me is me voting for a rate rise, you should have 3 OPTIONS on Question 7. It's a rort.	Reply sent - thanked for feedback, provided details of IPART website and link to Council survey.
29/01/21	29/01/21	Against	Email	D14464975	NOTE: SUBMISSION TO ADMINISTRATOR. If I could post the below response in the survey I would, but will not answer Q7 in it's current form. I live in a rural area where, according to Councils website, the average rates for my suburb exceeds \$1,900. My actual rates are \$3,266. This is in contrast to urban suburbs where averages are \$1,100-\$1,200. Perhaps in Council's IPART submission include a decreasing sliding scale to capture some of the variations in land values, but not impose flat across-the-board increases. This is not fair and reasonable. Council has lost the respect and trust of the community for those reasons that have led to this situation. We understand that actions need to be taken, but please do not rub salt into this wound.	Reply sent - thanked for feedback, provided details of IPART website and link to Council survey.
29/01/21	29/01/21	General Council Concern	Email	D14464967	I'm sorry- but I don't buy the spin of spending restricted funds not being illegal .. and no repercussions. It's an absolute cop out and Council should hang their head in shame with this blatant act of incompetence with rate payers now having to pay back the funds. Theft/corruption I get that they didn't steal it, but there is gross negligence and incompetence at play. How will this not happen again and what do you plan to put in place so it won't happen again- I.e making individuals responsible for their actions. As a rate payer or over 20 years I am very disturbed by this!	Reply sent - thanked for feedback, provided details of IPART website and link to Council survey.
29/01/21	29/01/21	General Council Concern	Email	D14464841	I strongly object to the skewing of the second survey with Q7. It is superfluous and as I said previously it is just as bad as the first. It does not allow you to pass Q7 without conceding to a forced option one that I object to. This makes it an unfair and skewed survey with a leading question and the answer to Q7 will be used to corrupt the survey results. There is no 'if you had to choose...' scenario. One does not 'have to' choose either of those two options. And that is where the survey fails to provide a free choice. You are cornering residents and forcing a choice of limited options when there is another. The agreed rate rise is 2%. Residents must not be held responsible for council's financial mismanagement nor for repaying council's debt. I do NOT agree to any other rate rise except the IPART agreed 2%. Rehash the survey with the removal of Q7. It is an unnecessary question. Then the survey can be fair.	Reply sent - thanked for feedback, provided details of IPART website and link to Council survey.
29/01/21	29/01/21	General Council Concern	Email	D14464852	Are you kidding ? This is not a response from Hart ! It's a generic response You have constructed this response to placate the residents of the Central Coast. You have been reported to NSW ICAC by not only myself, but by many residents of the CC. You're an absolute disgrace.	Reply sent to thank for feedback, provide details of IPART website and link to Council survey.

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
29/01/21	29/01/21	General Council Concern	Email	D14462687	Thanks for the reply. I notice that no one has put their name on it, is that another cover up? Second, can you be more specific. The funds that were unlawfully spent, what were they spent on? Who was acting CFO at the time? What about the councils compliance team? There must have been more than one person involved and the response and councils letter seem like cover up. Full transparency should be given in all documents and make everything public. Lastly it seems to me, in absence of other info, if money was set aside for purpose A but spent on B then surely expenditure on B can be reduced for a few years to replace the money in A.	Response sent referring to Administrator's minute and business recover plan. Response: D14462690
29/01/21	29/01/21	General Council Concern	Email	D14464956	I have been a ratepayer for the past 40years plus under Gosford Council. Since Woolworths in Umina Beach was build my property which [REDACTED], I have had financial stress as having the property as a rental property. I strongly disagree for rate increases to help out with Councils financial recovery, Council is at fault and I the taxpayer should now be placed in a position to pay higher rates, not able to have our family home leased out to prospective tenants .	Reply sent to thank for feedback, provide details of IPART website and link to Council survey.
29/01/21	29/01/21	General Council Concern	Email	D14462377	I have completed your survey on line re: rate increase on YOUR questions but YOU have not considered to add in YOUR survey any COMMENTS that I may wish to add. Therefore I would like to address them directly to your acting chief executive Rick Hart if I may have his correct email to which I may send it to	Customer provided comments in separate email (D14464956) following response (D14462675)
29/01/21	29/01/21	Against	Email	D14465044	I strongly disagree with the increase, no so much about the money, but principle with regards of the mismanagement of funds and assets I understand the council need to find the way to recover from the incompetence of the use of taxpayer contribution, but seeking money from its current ratepayers is wrong and shouldn't be the only way to fix it. We should be looking at it from all aspects and the following should be considered: Staff consolidation Staff cross training to cover other roles Lean internal management policies Review of current Assets management Office leasing agreement consolidation of space Better Fleet leasing agreement Cut back on some no essential services Look of efficiency programs with technology and innovation as key to future programs to ensure you take the right path You Can't continue to increase fees every time the council misused the tax payers funds. Council need to fix the its problems from Within. I strongly Disagree With Any Rate Rise	Reply sent to thank for feedback, provide details of IPART website and link to Council survey.
29/01/21	29/01/21	Against	Email	D14464987	This survey is a complete joke when the questions are written to get the required answers. Not worth my time to complete, complete failure this merger waste of money and Gosford council has dragged wyong down into the gutter.	Reply sent to thank for feedback, provide details of IPART website and link to Council survey.
29/01/21	29/01/21	General Council Concern	Email	CX 210129-000007	Recently I contacted the your voice Council survey that was extended to Feb 1, 2021 (yes another very quick attempt at 'community consultation') but like others have found that "the survey is wrong. There is a question that you have to tick that you agree with either of the options of paying extra. You cannot leave the question out to progress through the survey. The intent of the survey is to get everyone to agree to either of the 2 extra payment options and then report that the survey participants agreed to extra payments.	Replied explaining reason for second survey and q7&8 and that her views will be sent to iPart. Response: D14463413
29/01/21	29/01/21	Against	Email	D14462296	Another survey, what a bloody waste of time. You still include 'if you had to choose' so that we commit ourselves whether we like it or not. We have seen this type of hoodwink used in surveys and referendums in the past. The answer required is conveniently placed in a manner that commits people even if they disagree with the fundamental question.	Reply sent to thank for feedback, provide details of IPART website and link to Council survey.

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
29/01/21	29/01/21	General Council Concern	Email	D14465011	If as you state the CEOs required performance was not met and as such his position was terminated, why was he paid out \$360K in supposed entitlements because apparently it's too hard & takes too long to audit. What a joke. Either way it's neglectful & a poor reflection on these councilors as it has now been stated as the worst financial mis-management by any local council authorities ever in Australia's history. Now we (The Residents & ratepayers) all have to pick up the pieces. So where's the accountability, I sure I'm not the only one asking this & our voices are not conveyed by these surveys correctly.	Reply sent to thank for feedback, provide details of IPART website and link to Council survey.
29/01/21	20/01/21	Against	Email	D14465022	The results from the first survey need to be excluded..... No matter how you skin it what you are asking for is outrageous	Reply sent - thanked for feedback, provided details of IPART website and link to Council survey.
29/01/21		Query as to impact	Email	D14465051	What are 'restricted' funds? What is the present balance is each 'restricted fund'? What are 'restricted funds' used for? How much was ██████████ " withdrawn from the 'restricted funds'? If it was possible to accumulate substantial amount in each fund does it mean that the source of the funds was too high, such as contribution from general rates? Will any increase be compounded each year or be an amount added to each year to the rate payable for that year?	Thanked for views sent and advised the Office of the Administrator will reply to specific questions on 'restricted funds'. D14469404
29/01/21		Query as to impact	Email	D14464994	Using the 15% increase, 2021-22 for residential rates from 1 July 2021 as an example, does this mean that for <ul style="list-style-type: none"> •Gosford residents their rates would increase to \$1123 from \$1015 and that •Wyang residents rates would decrease to \$1123 from \$1194 thus bringing about harmonisation of the two former Council areas? I note from your response below the following: "This will be a separate process to the SV and will also take effect from 1 July 2021 and will only affect general rates." Can you explain in a little more detail how this may relate to the Residential rates used in the above example? For example, what are "General Rates"?	Specific response provided about Rates. D14471539
29/01/21		Against	Letter	D14465293	NOTE: SUBMISSION TO ADMINISTRATOR & CEO. Substandard maintenance of road surfaces - go back to basics. Query re one off rate rise. Put in appropriate management that knows how to live within a budget.	Response is being prepared to be posted
29/01/21		General Council Concern	Letter	D14462470	Has ██████████ taken place? Will council use the debt recovery programme to address ██████████? Your rate increase will hurt the poor underprivileged and pensioners . For 8 weeks the tops of the sandstone on Terrigal beach walkway have been vandalised and removed with nothing being done	Response being prepared to be posted
28/01/21	28/01/21	Against	Email	D14461437	I have sent my own letter to IPART as you have a "required" question about whether we want 10% or 15%. This should not be included as required as how do we know you won't just use that questions results.	Acknowledgment of email sent
28/01/21	05/02/21	Against	Email	D14461919	The second survey still has the choice of only two rate rises. This should be eliminated as the next question includes the no extra rate increase. I can foresee that the survey results will still report that the majority agree with the 10% increase and dismiss the "No" preference.	Response sent to customer to thank for submission and advise feedback will be reported to IPART. Included link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting (D14475777)
28/01/21	04/02/21	General Council Concern	Email	D14461208	Your recent survey claims the option of a "no rate rise", yet there is still one question which only allows the 10 or 15% option, and I am pretty sure that this one will be the one that is accounted. This is NOT a fair questionnaire. It is a blunt and poor attempt at a con.	Response sent to customer to thank for submission and advise feedback will be reported to IPART. Included link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting (D14474235)
28/01/21	04/02/21	Against	Email	D14461431	I attempted to complete the survey but once again it endeavours to make me choose one of the administrators options and it is evident that no other options have been examined. I will not comply with such a disingenuous survey	Reply sent to thank for feedback, provide details of IPART website and link to Council survey. Response sent to customer to thank for submission and advise feedback will be reported to IPART. Included link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting (D14474646)

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
28/01/21	04/02/21	General Council Concern	Email	D14461344	Response to our response. So, what about the [REDACTED] councillors and their responsibilities to their ratepayers?	Response sent with link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting (D14474671)
28/01/21	04/02/21	General Council Concern	Email	D14461369/CX210128-000308	<ol style="list-style-type: none"> 1. How did the Central Coast Council (CCC), allow itself to get into such a disastrous economic situation?. 2. Why was the \$500m discrepancy not foreseen earlier, and what happened to create this disaster?. 3. Who in the CCC, had the responsibility to prevent this situation?. 4. What happened to the \$500m? 5. The previous CEO, CFO, Mayor and Councillors, what liability do they carry regarding this enormous shortfall?. 6. Why did the accounting firm employed by the CCC, not discover the discrepancy earlier?. 	Response sent with link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting. Included link to hardship info (D14474704)
28/01/21	04/02/21	Against	Email	D14460155	We are writing to voice our disgust, as we are forced to choose between a 10% or 15% rate rise in Survey 2. Question 7 on the survey has two alternatives and a choice is mandatory, as the survey will not continue without an answer, which we were choosing not to give, but we were forced to, in order to complete this appalling example of a biased survey. This is another example of an incompetent Council action. Who is the author of this survey?	Response sent with link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting. Included explanation of 2 survey options (D14474733)
28/01/21	04/02/21	General Council Concern	Letter	D14460380	Wants more information about what's been happening with the two separate councils - harmonisation - wants complete transparent facts and figures.	Letter sent thanking for feedback and provided information on Business Recovery Plan. D14465765
28/01/21	04/02/21	Against	Letter	D14460425	I oppose any rate rise on the grounds of what I perceive to be incompetency and lack of care on the part of Council Officers	Letter sent thanking for feedback, provided information on Business Recovery Plan. D14465891
28/01/21	04/02/21	Query as to impact	Letter	D14461209	Wants list of infrastructure/projects done	Letter sent thanking for feedback, provided information on Business Recovery Plan and explained what the restricted funds were used for. D14466101
28/01/21	04/02/21	General Council Concern	Letter	D14461198	This is a serious matter and requires more aggressive action than simply raising rates. Those responsible need to be identified and charged. Councillors who oversaw the spending should never again be eligible for Government election. It should not be the rate payers who are called upon	Letter sent thanking for feedback, provided information on Business Recovery Plan and addressed claims of corruption. D14465957
28/01/21	04/02/21	General Council Concern	Letter	D14460410	What guarantees will we have that we will not be called upon again to pay for mismanagement in our local government system.	Letter sent thanking for feedback and provided information on Business Recovery Pla. D14465808
28/01/21	04/02/21	Against	Letter	D14461280	Show a genuine attempt to manage this financial situation and department restructure, and I may be able to stretch my rate dollar a little further	Letter sent thanking for feedback, provided information on Business Recovery Plan, Rates Harmonisation and Debt Recovery and Hardship Policy. D14470883
28/01/21	04/02/21	Against	Letter	D14460419	You have a legal obligation to find out the cause - someone is responsible for that money. Not me. I am an insulted, disillusioned and confused as to where we are going rate payer and pensioner and cannot afford this rate rise.	Letter sent thanking for feedback, provided information on Business Recovery Plan and addressed claims of corruption. D14465860
28/01/21	04/02/21	General Council Concern	Letter	D14460415	Calculations of rate rise is misleading. Can't afford as is as self-funded retiree. Get your priorities right with infrastructure and services and you'll save a lot of money.	Letter sent thanking for feedback, provided information on Business Recovery Plan, specific Rate/Rates Harmonisation information and Debt Recovery and Hardship Policy. D14471435
28/01/21	03/02/21	General Council Concern	Email	D14459539	I cannot afford this ludicrous increase. I earn way below the average wage, but I earn my money. I work hard. The same cannot be said of Council going on what I see and know. If you have to cut some services, that maybe a few residents use, then so be it. If your priority is repayment of funds, get a loan with current record low interest rates. I have already done my bit. I am not going to suffer at the expense of a burden for future generations.	Responded thanking for feedback, provided details of IPART website, what else Council is doing and details of Hardship policy. D14472078

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
28/01/21	02/02/21	General Council Concern	Email	CX210128-000503	I have completed the survey in good faith and on face value in favour of a 15% increase but would like to note: Your poll is extremely biased and subjective. The questions are leading and you're almost holding people to ransom. If I don't support the 15% I feel like I am responsible for staff losing their jobs, facilities being closed and services being reduced. This may be very well the truth but by naming the options as you have, you've created a very disingenuous, leading and biased survey. It feels as though you are transferring the blame to the rate payers and that they are responsible for the financial mismanagement that the Coast has experienced. I don't work for council, but a clearly communicated plan on how you are going to manage change with your staff and how you are ensuring a positive culture and mitigating any further risk of bad financial management would be outstanding.	Staff member called customer and answered questions.
22/01/21	29/01/21	General Council Concern	Email	D14457225 & D14457374 & D14457364	NOTE: MULTIPLE EMAILS REGARDING RESTRICTED FUND USE Given this unlawful access of restricted funds by Council Officials, has the NSW Independent Commission Against Corruption (ICAC) been notified of these unlawful actions by same ? If not, why not given the gravity of this situation.	All emails address same matter. Response sent to most recent (D14457364) with link to Administrator's Report and info about unlawful activities. Advised on forensic audit and no evidence re the theft/corruption for prosecution. All CM records linked. Response: D14463192
28/01/21	29/01/21	Against	Email	D14461409 & D14461997	Once again you've got it wrong! The 2nd survey still makes me choose out of options 1 and 2 even tho I chose 3 the survey won't proceed. You people couldn't run a bath!	Thanked for feedback, provided details of IPART website and link to Council survey. Explained q7 and 8 need to be answered, however her opposition to the rate rise will be heard. Response: D14462007
28/01/21	29/01/21	Against	Email	D14466132 & D14468319	NOTE: SUBMISSION TO ADMINISTRATOR. Many reasons why your sought after IPART rate hike of 10% or 15 % is objectionable. Reviewing daily progress on website with updates answering questions. Survey 2 completed	Office of Administrator has acknowledged receipt of submission. Following up on further questions and attachment.
28/01/21	28/01/21	General Council Concern	Email	D14461326	I will not say 'thank you for your response' as it is clearly not a response to my email. You may have taken my name and details from my message but your response does not address the matters I raised.	Replied advising of forensic audit and recommended review of info on Council's website. Response: D14461377
28/01/21	28/01/21	Against	Email	D14461308	Strongly oppose the 15% and/or 10% level of rate increase. While I appreciate this might be put down to bad timing to seek such large rate increases, the fact remains the community cannot afford such large increase (albeit 10 or 15%) in these uncertain times, cut the services instead and get back to the basics that affect the community at large.	Reply sent to thank for feedback, provide details of IPART website and link to Council survey.
28/01/21	28/01/21	Against	Email	D14461926	Thank you for the amendment of the survey to include no support for a rate rise. Question 7 needs to have the third option - no support for a rate rise. Wording this question with only the two options is misleading.	Feedback acknowledged with note that submissions will be provided to IPART
28/01/21	28/01/21	Against	Phone call	D14461416	Please be advised that customer called Council to express her disappointment in the proposed SRV. She is 82 years old, a pensioner, does not have access to a computer to complete the survey online and is unable to attend a customer service centre or library. She is very concerned that she will not be able to afford the increase the rates and would like this feedback to be passed on.	Feedback included in IPART submission. No response required.
28/01/21		General Council Concern	Email	CX210128-000000	NOTE: SUBMISSION TO ADMINISTRATOR. There are several bowling clubs on the Central Coast leased by the council for minimal rents. They are wealthy gaming and liquor establishments catering more for the social customers than the sport of lawn bowls. The lawn bowling population is dwindling and in reality we have too many bowling clubs for the number of bowlers. The council is unwittingly providing an unfair competitive advantage to the detriment of private hospitality businesses. When we are in dire financial straights we should consider selling these valuable assets or at least earning a commercial rent. Please forward these comments to the Council Administrator.	No response required. Invalid email address
28/01/21		Query as to impact	Email	D14461134	NOTE: SUBMISSION TO ADMINISTRATOR. Several questions around how this will be prevented in the future.	Administrator's Office is preparing a response.

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28/01/21		Query as to impact	Email	D14461977	What does the phrase mean in the letter to residents and in survey 'one off 15 percent permanent'. Does that mean only for one year? Or does it mean 'permanent' for successive years? If it is for 1 year, that is a much smaller amount of additional rates than option 1 at 10 percent for 6 years. Little confused.	Responded explaining both the 10% and 15% are a one off increase to the Rates in 2021/2022, then 2.5% Rate pegging for the remaining years. The difference between the 10% and 15% is that the 10% after 7 years drops out of the Rating base whereas the 15% increase remains in the Rating base. Response: D14468961
28/01/21		Against	Email	D14466279	NOTE: SUBMISSION TO CEO. Concerns re outsourcing consultants at large cost without a total forensic review and the deletion or indefinite deferment of major projects no matter what perceived benefits may be postulated. A complete review of staffing and management positions to meet needs is required - not rate rise. Previous Councillors do not deserve the honour of occupying public office where the use of public funds is involved.	Response sent confirming receipt of submission and providing link to Administrator's 3 month progress report as well as other information on the website which address other questions. Response D14476840
28/01/21		General Council Concern	Email	CX210128-000408	Could you please make available on the CCC website the final annual reports (including audited financial statements) for Gosford Council and Wyong Council. I expect these are for the period 1 July 2015 to 11 May 2016 (the day prior to merger). It is not possible to make an informed submission to IPART on the proposed rate increases without these being made available.	Response being prepared
28/01/21		Against	Letter	D14460426	Frustrated and disappointed that rates are proposed to increase and current issues are not being rectified. Council has a duty of care to all its residents.	Response being prepared. Following up with Road Assets unit re issues. CX181029-000134 and customer advised Council is looking further into it.
28/01/21		Against	Letter	D14461415	We are 81 and 78 years old and do not need any of these facilities so why should we have to pay this increased rate amount. Our rates have already increased significantly since last year.	A response letter is being prepared to be posted
27/01/21	05/02/21	Against	Email	D14461118	As a resident and tax payer, it seems suburbs which barely see the grass verge cut and again paying for significant costs which benefit a wealthy cadre of residents and investment property owners - and increasing number from Greater Sydney which is seeing rising house prices and less affordability for locals. Could you explain what direct benefits I will see in Holgate in either of your options. There are significant issues in Holgate with poor road quality, excessive traffic over the Ridgeway, excessive parking around the Bamboo Buddha Cafe, a road surface voted NRMA worst in NSW, endless potholes, poor lighting, no town sewage, almost no verge and tree maintenance etc., what am I to expect to see for this increase? I ask this as I see Terrigal and Wamberal receive update after update to their infrastructure, services and of course property value. Secondly, is it true that the CEO of the council revived over \$300,000 redundancy.	Response sent confirming receipt of submission and providing link to Administrator's 3 month progress report as well as other information on the website which address other questions. Provided information regarding hardship policy as well as details of IPART Response: D14475610
27/01/21	5/02/2021	Query as to impact	Email	D14458078	NOTE: SUBMISSION TO ADMINISTRATOR. NOTE: I would like some clarification on a phrase which was used twice in the letter: "one-off permanent increase". What does this actually mean? The terms "one off" and "permanent" mean totally different things. One off= one time only Permanent= ongoing Should the phrase read "a 15% one off increase will get us there....." OR "a 15% permanent increase will get us there.."	Response sent clarifying terms
27/01/21	04/02/21	Against	Email	D14457940	NOTE: SUBMISSION TO ADMINISTRATOR. Along with many other Central Coast Council rate payers, I vote NO to any increase and suggest Mr Persson and Mr Hart put their heads together and come up with a more innovative strategy. This should include seeking compensation from the New South Wales Minister for Local Government who forced the amalgamation of the Wyong and Gosford councils to form Central Coast Council and the Auditors who provided inaccurate financial advice. I am also concerned about the secrecy surrounding the loans that Mr Persson has acquired and would like to understand what equity and voting rights he has given to the lender(s).	Response sent thanking for feedback and advising it will be included in submission. Advised of other work Councils is working on to source more income and provided link to further financial information. Response: D14473599

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27/01/21	04/02/21	Against	Email	D14458277	NOTE: SUBMISSION TO ADMINISTRATOR. It appears the options for increases advised are not related back to dollar averages for the past year which has resulted in higher figures given. Using the Gosford averages the residential increase is nearly 20% not 10% and again closer to 25% for the proposed 15% increase. This appears that the Gosford area of the Shire which I am part of at Mooney Mooney is taking the full brunt of the increase which is totally unfair and unjustified. What is happening to recover the monies that have been mis-allocated?	Response CM D14473818 - Thanked for feedback, provided link to IPART website, Rates Harmonisation and Impacts on Rates and Council Services, Financial situation and measures to address the financial situation and accountability.
27/01/21	04/02/21	General Council Concern	Email	D14459662	Why should we foot the bill? Your financial position seems to me to be caused by very bad management, negligence, and appalling Development Planning, especially in Terrigal .	Response CM D14473914 - Thanked for feedback, provided link to IPART website, information on financial situation and capital works expenditure
27/01/21	04/02/21	General Council Concern	Email	D14459055	NOTE: SUBMISSION TO ADMINISTRATOR. I will pay the rate increase with contempt and disgust for those who should not have caused this. A major turn around is required in a hurry	Response sent to customer to thank for submission and advise feedback will be reported to IPART. Included link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting (D14474200)
27/01/21	04/02/21	For 15%	Email	D14457932	NOTE: SUBMISSION TO ADMINISTRATOR. Customer provides suggestions for fund recuperation, largely regarding staff practices. We were fed propaganda of how an amalgamation would reduce costs. This clearly hasn't happened and in fact has resulted in huge debt with a very bleak outlook. Everyone needs to take a hit here, Ratepayers want to know that the rate increase they pay will have the desired effect. As I said previously there needs to be major change to work practices.	Response CM D14474099 - Thanked for feedback, provided link to IPART website, information on financial situation, Forensic Audit, accountability and the Impacts on Rates and Council Services
27/01/21	04/02/21	Against	Email	D14461296	Your proposal is for the application of "a 15% one-off permanent increase". What exactly is a "one-off permanent increase? Is it a one-off increase or a permanent increase? And what guarantees can you give that the delivery of council services and its projects, come in at their proposed budgets, (your financial management record, given the current situation to date, does not exactly instill us with much confidence) And what if the costs of the various projects and services blow out such that this "15% rate increase" is insufficient, or worse still, becomes a permanent additional charge??	Response CM D14474347 - Thanked for feedback, provide details of IPART website and link to Council survey. Explained proposed rate harmonisation and provided link to a fact sheet on Impacts on Rates and Council Services
27/01/21	04/02/21	Against	Email	D14459903	NOTE: SUBMISSION TO ADMINISTRATOR. I have survived for 40 years if you make financial mistakes you HAVE to pay the penalty for your mistakes but in any form of government NOBODY is accountable particularly for serious financial mismanagement and unlawful use of millions in restricted funds	Response Cm D14474725 - Thanked for feedback, provided link to IPART website, information on financial situation, rates harmonisation and the Impacts on Rates and Council Services
27/01/21	04/02/21	Against	Letter	D14465569	Surely the budget has to be managed. What has happened to the money? Why wasn't this picked up by the auditor?Gosford and Wyong Councils should never have been amalgamated.	Letter being prepared (D14471544) to be sent via post
27/01/21	04/02/21	Against	Letter	D14460499	Needs of community are not being met, financial situation sits squarely on the Council members and Councillors and their mismanagement of finances - not up to the community to pay	Letter being prepared (D14465738) to be sent via post
27/01/21	03/02/21	General Council Concern	Email	D14459060 & D14460345	NOTE: SUBMISSION TO ADMINISTRATOR. looks like the councillors elected are certainly not doing their job very satisfactorily – who got our wyong ratepayers into this mess and why are we expected to be charged more in rates when it was clearly appropriate that the Gosford shire was the one who was in the red – one councillor told me that it comes down to who has the majority of party members (party being political dopes) like the labour party and greens who put us in this mess. anyone with a brain can see council is not getting bang for our buck by the way road maintenance crews work – they must do about 3-4 hours work a day if were lucky	Response CM D14472332. Thanked for feedback, provided link to IPART website, Suspension of Central Coast Council Rates, Harmonisation and Impacts on Rates and Council Services
27/01/21	02/02/21	Query as to impact	Email	D14461094	Is the proposed rate increase only on the Ordinary Rate or is it also on the Waste Management? I feel this should have been made clear in the information that presumably has been sent to all ratepayers.	Thanked for feedback and provided specific information on rates and Rates harmonisation. D14467894

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
27/01/21	29/01/21	Against	Email	D14461252	We do not support either a 10% or 15% rate rise and in the present economic environment will only support a CPI (0.7%) increase. Council has an obligation to ratepayers to manage the financial affairs of the council honestly, lawfully and efficiently.	Thanked for feedback and explained how Council is sourcing more income through Business Recovery Plan. D14463466
27/01/21	29/01/21	Against	Email	D14461132	I understand that Council was amending/including a 3rd option on the "Rate rise survey". It looks as though Question 8 has been amended, but not Question 7. Are you going to issue a Version 3 ?	Thanked for feedback, provided link to IPART website and explained options for the second survey. D14463411
27/01/21	29/01/21	General Council Concern	Email	D14457804	I understand that Council was amending/including a 3rd option on the "Rate rise survey". It looks as though Question 8 has been amended, but not Question 7. Are you going to issue a Version 3 ? Snapshots from Council's website, taken just now, below.	Duplicate of query D14461132. Advised no further revisions of survey but feedback can be provided to IPART directly. (Response D14469747)
27/01/21	29/01/21	General Council Concern	Email	D14461271	I refer to your letter dated the 7/1/21 noting the requirement for increased rates well above the 2% peg. Can you please confirm what processes will be in place to ensure such spending doesn't happen again along with the action to be taken on the individuals for such behaviour	Thanked for feedback, provided link to IPART website, second survey, addresses claims of corruption and explained how Council is sourcing more income through Business Recovery Plan. D14463500
27/01/21	29/01/21	General Council Concern	Email	D14459646	Why is Q7 only giving 2 options? And is the first survey replaced by the second survey or will both still be used?	Responded explaining second survey. Response D14463690
27/01/21	29/01/21	Against	Email	D14461197	Just completed the second survey regarding the absolute disgrace that all the residents have inherited from incompetent counselors CEO & CFO. Not impressed with the format that won't allow you to proceed with the survey unless you pick Option 1 or Option 2. I wish to choose neither. In fact I would like to see a class action taken against the aforementioned directly from them as person(s) responsible. If anyone else in business did similar the creditors would take possession of property & assets to recoup the funds. Why are we now expected to pay more for a negligent and dare I say [REDACTED]	Thanked for feedback, provided link to IPART website, explained second survey options and addresses claims of corruption. D14463429
27/01/21	29/01/21	For 15%	Lettter	D14457844	NOTE: SUBMISSION TO ADMINISTRATOR. Hoping you can help me understand why we are not proposing to harmonise Gosford rates to Wyong rates	Response sent to customer with info about rates harmonisation (D14463848)
27/01/21	27/01/21	Against	Email	D14461276	We do not agree that as ratepayers, we should have to pay for the debt accrued by the council over the recent years. The councillors should be held accountable for this debt. The roadworks recently carried out in our area were not put forward, as suggested, but were years overdue.	Reply sent to thank for feedback, provide details of IPART website and link to Council survey.
27/01/21	27/01/21	General Council Concern	Email	D14461246	NOTE: SUBMISSION TO ADMINISTRATOR. Thank you for acknowledging the issues I had with the original survey. However, the second version is no better. There should have been a specific section purely for comments without ANY link to rate options!!!! As a rate payer I am not responsible for Council's mismanagement of funds. But again - the guilty get off Scott free while the innocent must pay and pay and pay	Reply sent to thank for feedback, provide details of IPART website and link to Council survey.
27/01/21		Against	Phone call	CX210127-000526	Customer would like to speak with the administrator in relation to the rate increase. He believes rate payers should not have to fit the bill and [REDACTED]	Phoned customer and left a message for him to call back.
26/01/21	03/02/21	Query as to impact	Email	D14461011	I would like to inform you that the letter I received about the possible rate rises and the survey arrived after the close of the first survey. It was post marked the 19th Jan 2021 and was NEVER going to reach me in time to actually do the survey. Why is this survey being done in prime holiday time when a lot of rate payers, either residents or tittle owners, could be away on holidays and unable to complete the survey? Unless better management is put in place no amount of rate increases is going to be enough for the over spending that has occurred while this council has been in place.	Response CM D14471883 - Thanked for feedback, provided link to IPART website, Rates Harmonisation and Impacts on Rates and Council Services
26/01/21	02/02/21	Query as to impact	Email	D14457387	Can I receive a copy via email (have read the online version) of the complete survey (helps viewing the whole of the survey). Can Council post me 3 copies of the survey.	Received customer feedback and thanked him for it. Response D14468443
26/01/21	02/02/21	Query as to impact	Phone call	D14457321	To ensure I understand and for the sake of transparency are we being offered a 15% increase on our present annual rate amount which includes a 2% rate peg as as one off for 2021/2022 with just the rate peg to be the increase for future years? Question 7 wants you to choose Option 1 or Option 2. or you cannot move on.	Staff member called customer to explain the Rate increase and Rate Harmonisation and she was happy with my explanation.

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
26/01/21	29/01/21	General Council Concern	Email	D14461026	I am sure the financial situation does need to be mended and that will be addressed one way or another, but regaining my trust and confidence after reading your letter will take much longer.	Thanked for feedback, provided link to IPART website, second survey and explained how Council is sourcing more income through Business Recovery Plan. D14463316
26/01/21	29/01/21	Against	Email	D14461044	Of course my answer is stick to the rate peg. I don't care if everything goes to rack and ruin, as we were forced to pay more rates only recently due to mismanagement, and look where that went! I'm just reflecting everyone else's views and you need to be more open and consultative with the rates question, otherwise, shock, horror, you'll get no replies and conclude we all agree to your disgusting "solution" and make us poor ratepayers the scapegoats (again).	Thanked for feedback, provided link to IPART website, second survey and explained how Council is sourcing more income through Business Recovery Plan. D14463333
26/01/21	29/01/21	Against	Email	D14461051	Either: - council workers cannot manage a budget and [REDACTED]. Under both scenarios, those responsible should be held to account.	Thanked for feedback, provided link to IPART website, second survey, addresses claims of corruption and explained how Council is sourcing more income through Business Recovery Plan. D14463360
26/01/21	28/01/21	General Council Concern	Email	D14457397	The council's letter says that money was unlawfully accessed. Clearly this was by a council officer exceeding his/ her authority. Why isn't the council's Professional indemnity insurance paying up? If the council did not have PI insurance then clearly the chief accountant, CEO and councillors are accountable for this and their PI should pay up. I have a long memory and remember when the council built the present council chambers instead of ensuring water supplies. Clearly the council officers etc should be accountable and pay up for unlawfully accessed money rather than the long suffering ratepayers.	Thanked for feedback, provided link to IPART website, second survey and addresses claims of corruption. D14459981
26/01/21	28/01/21	General Council Concern	Email	D14457377	Of relevance to raising more money from rates it is worthwhile noting that the Brisbane City Council charges an additional 10 percent on all rental properties. Also of relevance of raising more funds by the CCC we remark that a big part of the coastal facilities are used by non residents..... USER PAYis the way	Thanked for feedback, provided link to IPART website, second survey and explained how Council is sourcing more income through Business Recovery Plan. D14459994
25/01/21	05/02/21	General Council Concern	Email	D14460542	1. Why is there little to no facts/information available for people on the harmonisation of the former council rates? 2. With council services to "...remain as is with no increase..." (Fact sheet: Impacts on rates and Council services) under the best case scenario of the 15% SRV, does that mean the quality of services will remain the same as what it is currently today (during the financial crisis/restrictions) or to be "...maintained but not expanded" of the quality of service before the financial crisis (pre-October service quality). This is something I'm sure many residents would like clarified. 3. What is the possibility of privatising some services such as libraries and sporting/recreation facilities and cultural/leisure facilities? 4. If Council is only able to retain a 10% SRV or lower, does the council have a strategic plan for closures that won't disadvantage marginalised community members?	Response sent answering the customer's questions regarding the IPART process, service level, privatisation and service provision. Response: D14475559
25/01/21	05/02/21	Against	Email	D14457319	A number of queries in an attached letter. It is indeed unfortunate that we have to pay such a price to employ academic and professionals to meet our needs, then outsource the workloads to yet more consultants (more cost) then be called upon two additional professionals probable at a further cost over \$700,000 only to increase rates, fees and other charges. These actions without a total forensic review and the deletion or indefinite deferment of major projects no matter what perceived benefits may be postulated. A complete review of staffing and management positions to meet actual revised organisational needs, we will not exit this current financial crisis. I would greatly appreciate a reply as some correspondence to this Council generally does not manifest itself in a cordial and factual reply.	Response sent to customer acknowledging receipt of submission and providing links to Administrator's 3 month progress report and 30 day interim report. Response: D14476840
25/01/21	04/02/21	For 15%	Letter	D14460152	Content to pay 15% but disappointed Gosford still paying less than former Wyong ratepayers with more money spent in Gosford since amalgamation. Concerns re stalled projects and maintenance	Letter sent thanking for feedback, provided information on Business Recovery Plan, Rates Harmonisation, addressed claims of corruption and are following up on enquiries. D14465629

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
25/01/21	04/02/21	Against	Email / Letter	D14457343	Your table indicates that again the former Wyong residents and business owners will continue to pay more rates than that of the former Gosford constituents. I feel that everyone except for the ratepayers have conveniently escaped any prosecution, blame or punishment, including the State Government that started the ball rolling. I believe that pensioners should not have to pay the increase nor those in extreme financial circumstances with limited income.	Letter sent thanking for feedback, provided information on Business Recovery Plan, Rates Harmonisation and addressed claims of corruption. D14471153
25/01/21	03/02/21	General Council Concern	Email	D14460828	There is a lot of things that I am concern about CC local but since there is poor mismanagement that their big job was just blowing local budget I am afraid if anyone cares about it . Hereby I like to raise my disagreement with decision made for CC publics and I like councilors consider some alternative in this pandemic situation	Response D14472102 - Thanked for feedback and provided link to IPART website.
25/01/21	02/02/21	Query as to impact	Email	D14457291	I'm having trouble interpreting a couple of sentences in the letter. In the letter it says " a 10% one-off increase to its rate income that would stop after seven years" The letter then goes on to say " a 15% one-off permanent increase". How can a 15% permanent increase also be a "one-off" event?	Thanked for feedback and provided specific Rates information. D14467832
25/01/21	02/02/21	General Council Concern	Phone call	CX210125-000643	Customer would like to know the names of the Councillors who were in place at the time during Council going into debt. She would like to know where the money was lost and how much was lost. She would also like to know if any charges were being brought against the Councillors or the CEO who was employed to oversee the decisions at the time. Customer is finding the information in the survey contradicts itself.	Staff member called customer and answered all her questions
25/01/21	29/01/21	General Council Concern	Email	D14460512 & CX210201-000071	It will of course be difficult for a number of people to support this increase, especially given the recent malfeasance of Council that has come to light. For our part, we can most likely afford the rate rise and will be ok. What is difficult to swallow, however, is how overlooked we feel in our present circumstance. Customer raises concerns about unaddressed noise complaints.	Thanked for feedback, provided link to IPART website and second survey. D14463209. Service Request 210201-000071 assigned to relevant department to address noise complaints
25/01/21	29/01/21	Against	Email	D14457188	Once again, the self funded retirees get robbed as they are easy targets and have to pay for, at least, maladministration and at worst the folly of the GFC losses and other events which may not be dishonest but we will never be told. At least [REDACTED] was a gentleman, [REDACTED]	Thanked for feedback, provided details of IPART website and link to Council survey. Also provided info on hardship and asset sale (D14462704)
25/01/21	29/01/21	General Council Concern	Email	D14460983	Response to email that there is a second survey. Still unfair and skewed with a leading question and the answer to Q7 will be used to corrupt the survey results.	Thanked for feedback and provided information on second survey options. D14463296
25/01/21	29/01/21	General Council Concern	Email	D14460993	Sack council - Reduce staff - no more mayor	Thanked for feedback, provided link to IPART website, second survey and provided information on suspended Councillors. D14463279
25/01/21	29/01/21	General Council Concern	Email	D14457579	NOTE: SUBMISSION TO ADMINISTRATOR. On reading through the letter it states that a survey can be filled out online with the address provided, the letter also stated that you can have your say from the 8th of January ?, keep in mind, the letter was dated 13th of January ? and i received it on the 19th of January ?, also there was no mention anywhere in the letter of the cut off date for the survey ?, until you went online and then it stated that it finished on the 22nd of January ?.	Survey link sent to customer noting closing date of 1 Feb (D14463655). Outlook delivery failed email received. No alternative email provided in CX either
25/01/21	29/01/21	General Council Concern	Email	D14460808	Have just completed your survey and there is nowhere to voice your concerns re mismanagement of funds these councilors need to be held accountable now maybe back to basics is the way to go fix the roads, pick up garbage, mow council footpaths, clean the drains of leaves and litter so water actually runs into drains and not across roads, become non political so things get done, get rid of sister cities to stop overpaid junkets for councilors at ratepayers expense. maybe then you wont need to increase rates beyond the norm. have been a resident since 1976 and this last council has been the worst with regards to getting anything done. thanks	Thanked for feedback, provided link to IPART website, second survey and explained how Council is sourcing more income through Business Recovery Plan. D14463238

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
25/01/21	29/01/21	Against	Email	D14460549	I am writing to protest against ANY Rate rise for the residents of the Central Coast . I attempted to fill in the online survey but I couldn't progress any further than question 7 which required a "preference" for either 10% or 15% rate rise. Since I am reluctant to select either option for fear of that tick- in- the- box may be counted as agreeing to a rate rise. Hence this e mail - which I would like to be counted as absolutely rejecting ANY rate rise of any %. The whole Central Coast Council should be ashamed of themselves and any shortfall in Council revenue she be recompensed from the councillors' own pockets!	Thanked for feedback, provided link to IPART website and explained options for the second survey. D14463222
25/01/21	29/01/21	General Council Concern	Letter	D14457622	NOTE: SUBMISSION TO ADMINISTRATOR (pls write letter providing hard copy of the Administrator's Interim 30 day report and advise that it provides background which will address many of her questions) . Letter includes a number of queries regarding Council's financial situation, restricted funds and average rate increases.	Attempted to phone the customer but no answer Response being prepared with hard copy of the Administrator's Interim 30 day report and advice that it provides background which will address many of her questions.
25/01/21		General Council Concern	Phone call	CX 210125-000193	Customer advised he would like to see the administrator stay on instead of a mayor and councillors and hopes the administrator can choose a competent CEO. Customer is unhappy council were happy to pay 3.5 mil to clear the bush at budewoi to open a new woolworths. Customer also unhappy with all the sporting complexes we spend rates payers money on when many suburbs dont have K&G or footpaths to walk on. Customer wants Administrator to know his thoughts and does not appear to require a response.	No response required - feedback included in submission.
24/01/21	04/02/21	General Council Concern	Letter	D14458697	I do not trust the administrator, the council and your survey. I expect to receive more pleading letters throughout 2021.	Letter sent thanking for feedback, provided information on Business Recovery Plan and Debt Recovery and Hardship Policy. D14465294
24/01/21	02/02/21	For 15%	Email	D14455593	NOTE: SUBMISSION TO ADMINISTRATOR. Customer raises concerns about rate rise options, noting support for 15% as necessary, but cynical that it will secure future and eliminate similar issues occurring in future. Concerns noted about returning Councillors, role of Audit Committee, status of 'independent' financial controller. Includes specific questions about rate equalisation and application. Questions transparency as have previously contacted Council and received no response.	Response by Office of Administrator advising of progress report, extension of appointment and explanation of rate equalisation. Response: D14469018
24/01/21	01/02/21	Against	Email	D14460145	As the people who have allegedly allowed this to happen are still enjoying their freedom, perhaps the NSW State Government, who is ultimately responsible for local government, pick up the tab instead of pissing the spare millions up against the wall on the rich Conservative councils in the smoke and in the booted and horsed regions in the bush, then destroying the paperwork. There is no guarantee that this rate increase will provide a better future for the residents and rate payers.	Thanked for feedback, explained internal audit and what we are doing, explained the issue with the subscription form could be caused by using Internet Explorer and offered to add manually if he is still unable to subscribe using a different browser. Response: D14466221
24/01/21	29/01/21	Against	Email	D14457251	This survey is a joke, you only give 2 options, both of them rate rises, that rubbish you threw in at the last minute option 3 no rate rise, further on in the survey you still can only tick the first 2, not no rate rise.	Thanked for feedback, provided link to IPART website and second survey. D14462721
24/01/21	29/01/21	General Council Concern	Email	D14460175	It is of great concern to me that Central Coast Council is in so much debt because of the mismanagement of funds. Why should I have to pay for the council's mistakes? And will those mistakes be repeated in the future? I find your rate increase explanation to be ambiguous and confusing. How can a 'one off payment' be 'permanent'? I would like further clarification please.	Thanked for feedback, provided link to IPART website, second survey, explained how Council is sourcing more income through Business Recovery Plan and addressed specific questions on Rates. D14463055
24/01/21	29/01/21	General Council Concern	Email	D14460188	I would like a few questions answered: In relation to the restricted funds that were unlawfully accessed please advise. What Projects and Infrastructure were funded and where are they located and have these projects all been completed. Who / what department actually authorized this spending. In relation to the 'selling of underutilized assets' please advise What assets are these and where are they located Has the impacted communities actually been informed of these proposals.	Response provided regarding restricted funds and asset sale, as well as second survey link (D14463577). Forwarded CM record to appropriate officer for completion as second half relates to road works.
24/01/21	29/01/21	Against	Email	D14460158	Even though there is a "no rate rise" option at Q8 and a text box response at Q9 which allows respondents to "provide a reason for your choice", you cannot proceed (ie submit the survey) without choosing either 10% or 15% rate rise at Q7.	Thanked for feedback and explained how Council is sourcing more income through Business Recovery Plan. D14462994

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
24/01/21	28/01/21	Against	Email	D14457180	Council members haven't had a good metric value to their community, and now the community Have to pay for their ignorance, greed and selfishness. So I don't have any trust with council, my choice is made for me whether I like it or not as money Doesn't grow on trees, but comes from hard working people trying to live their lives honestly.Unless society improves their metric which I doubt as there will always be greedy selfish people working in the wrong job and getting away with it.	Thanked for feedback, provided details of IPART website and link to Council survey. Response D14460109
24/01/21	28/01/21	Against	Email	D14457177	Increasing prices after the 'annus horribilus' 2020 calendar year just proves that council thinks rate payers are a cash cow that can be milked at their whim. I do not expect a reply, as after all why should you change after 34 years being a ratepayer on the coast.	Thanked for feedback, provided details of IPART website and link to Council survey. Response D14460043
24/01/21	28/01/21	General Council Concern	Email	D14455616	I would like to respond to this announcement of the Rate rise but yourvoiceourcoast is not working. Can someone check it and advise?	Provided link to updated survey and a link to further information on the website. (D14460623)
24/01/21		Against	Email	D14460457	I find it disappointing that the council will even propose increased rates for the residents to me essentially bail out the council from financial bankruptcy. The council's performance over the past year in particular has been sub par, especially during the floods in February 2020. The council essentially neglected to do anything to alleviate the suffering of residents of Berkeley Vale, Chittaway bay and other suburbs affected by the flooding of Tuggerah Lake. And it is very interesting that the very same Council rushed to rescue the houses in Wamberal and North Entrance, to protect them from what essentially is a natural phenomenon., considering that these houses are built on sand. The public were initially told that the state government will be paying for this work. However it has now been revealed as per reports in Newscorp publications that the council has still not received any financial assistance for the repair works done in Wamberal in particular. It is only fair that the Council discloses the exact cost involved in the works done at Wamberal. In the light of such preferential treatment being meted out to different suburbs by the Council, it is only fair that residents will be livid at any suggestion of increasing rates. Particularly when the proposed rates increase is more Gosford than Wyong. As a resident of Wyong Shire, I am not only unhappy but feel insulted at the proposal to increase rates especially when the council has consistently adopted a step motherly attitude towards Wyong Shire.	Response CM D14471475 - Thanked for feedback, provided link to IPART website, Rates Harmonisation, Impacts on Rates and Council Services and Councils current financial situation.
24/01/21		General Council Concern	Email	D14460201	What I and all other thinking rate payers need is: 1.What activities does Central Coast Council engage in? 2.How many people are involved in each of these activities? 3.How much do each of these activities cost per annum? 4.What assets does Central Coast Council own? 5.What are each of these assets worth? 6.What could be sold? What could not? If not why not?	The Administrator's Office is preparing a response
24/01/21		General Council Concern	Letter	D14465130	NOTE: SUBMISSION TO ADMINISTRATOR. I would willingly pay more rates if promises were kept - experience tells me we will and do pay and nothing will change. Who is responsible? There have been no replies to my letters regarding episode of sewerage spillage in yard Dec 8 2020.	Response being prepared to be posted
23/01/21	05/02/21	Against	Email	CX210111-000536	I am absolutely disgusted by the carrying on of this council. The amount of money wasted by this council is absolutely disgraceful and they should be held accountable. I am very unhappy about having to pay for this councils reckless, incompetent behaviour but we will have no choice.	Confirmed receipt of submission and provided link to Administrator's 3 Month Progress Report and other information on the website. Provided details for IPART. Response: D14475464

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
23/01/21	03/02/21	General Council Concern	Email	D14459979	Despite the survey saying have your say, there is nowhere to actually type responses. The letter states that council has been open in sharing their financial position, which is great, except that it is completely false. The council did not share its financial position with its residents, nor has it made any attempt to even apologise for its gross mismanagement. Ignoring that, the residents of this council area should know if criminal charges are being placed on the former council members who got us into this position. If not, why not? The former CEO was paid out \$380,000 with a belittling excuse by the administrator. This person was negligent, if not fraudulent in their role and should have charges placed on them, not a reward for poor performance. The letter itself states that the use of some of these funds is unlawful. If this is the case, each and every member of council needs to be held accountable. It is their job to ensure that the council is functioning ethically and legally. Finally, why is there a disparity in the rates from the former Gosford shire compared to the former Wyong Shire. Allegedly we are all part of the same council area now, so the rates should be the same across the board. Especially when faced with the fact that the Gosford area has more facilities and council attention, meaning the Wyong residents are supplementing this, with a net reduction in services. I understand the need to increase the rates, however the rate rises should be done equitably	Thanked for feedback, addresses claims of corruption and explained how Council is sourcing more income through Business Recovery Plan and provided information on Rates Harmonisation. D14471027
23/01/21	03/02/21	Query as to impact	Email	D14460072	Having received your letter regarding rate increases we notice that the residential average for Gosford is \$179pa more then for Wyong based on the 10% option even more on the 15% option. Why is this so? We understand we are now one Central Coast Council so why should one part pay more?	Thanked for feedback and provided specific information on Rates. D14470187
23/01/21	03/02/21	Against	Email	D14459989	I would like to respond to Council's request for information from ratepayers regarding a rate rise in response to the current financial situation. Firstly, the credibility of your proposed increase has been totally undermined by the fact that you are asking us to respond to a 10 or 15% increase, yet the letter clearly shows that Gosford residents will incur an approximate 20 or 25% increase in the proposed scenarios due to the harmonisation of rates between the North and South of the Coast. Many residents I have spoken to are reluctant to respond due to this. The attempt to hide this simple fact has meant your survey does not provide a suitable feedback mechanism. If I was genuinely being asked to take a 10 or 15% increase I would give it serious consideration. But a 20 or 25% permanent increase is beyond reasonable - regardless of the sorry financial situation we've ended up with. If you want us to respectfully consider this, then at least be truthful in what you are asking of us! I believe that a 10-15% rise is bearable, but I also question whether council has sufficiently investigated alternatives such as borrowing to pay back the immediate cash requirements while interest rates are so low, then paying that off over time (given that any rate increase is likely to be permanent). I do not agree to the 10 or 15% proposed in addition to the rate harmonisation as it is simply too high.	Thanked for feedback, provided link to IPART website and provided information on rates harmonisation. D14470848
23/01/21	01/02/21	Against	Email	D14457152	The date of the letter of demand above is 13 Jan I received it on 21 Jan ... I haven't received any other as yet with a 3rd column of keeping council rates within inflation limits	Response CM D14464897 - Thanked for feedback, provided details of IPART website and link to Council survey.

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
23/01/21	29/01/21	Against	Email	D14459920	As a life long resident of the CC, it is a disgrace as to what has happened. If unlawful use of funds has occurred, the people, councilors, directors, management should be implicated for these actions, if any other person involved in a Government position was to commit such an act they would be charged accordingly. The rate payers should not be held to ransom as a result of the inept management of Council. Instead of holding the rate payers to ransom, you should be going cap in hand back to the state government & seeking assistance accordingly as this is a government bungle not the rate payers. Not only has this caused massive problems financially, the council merger never received any where near enough funds from the state government to ensure financial hardship was not caused, just look at what has happened as a result. It is not the rate payers fault that services may fall behind, the CC has always been behind when it comes to services & development. No I will not be adhering to this unethical rate rise as a result of a government problem.	Response sent to customer with link to second survey and info on restricted funds (D14463517)
23/01/21	28/01/21	Against	Email	D14457155	As pensioners, we do not accept that either of the proposed rate rises are necessary. Maybe you could recover some of the monies from the auditors who signed off on the yearly figures since 2016? Or from the successive Councillors and mayors who gladly approved them. We believe it is all too easy for the 15% annual 'permanent' rate increase to be increased at the whim of some 'progressive' new Council in the future.	Thanked for feedback, provided details of IPART website and link to Council survey. Included info on hardship (D14461397)
23/01/21	28/01/21	Against	Email	D14457247	You can not complete the survey if you don't pick an answer to question 7. I am not choosing an answer to question 7 as it is a default way of agreeing to one or the other. But I would like someone to know my feelings below. "We are in the middle of a pandemic. People are hurting. You want ratepayers to bail out the council for incompetent people who failed to do their job and for the people who put them into these positions. Why should ratepayers have to pay for the sins of people who were supposed to work for our benefit."	Thanked for feedback, provided details of IPART website and link to Council survey. Response D14460397
23/01/21	28/01/21	Against	Email	D14457172	With the mismanagement of the council in the last few years I do not think an increase in rates is the solution to incompetence of the council , so you should look at the running of and the management of the people in charge. In saying that if any increase in rates should be at a minimum	Thanked for feedback, provided details of IPART website and link to Council survey. Response D14460023
23/01/21	28/01/21	General Council Concern	Email	D14460049	We have read your letter and have a few issues requiring clarification. 1. If funds were "unlawfully accessed" what legal redress is available to "claw back" monies from the perpetrators of the unlawful act.? It may not be much, but make the bastards suffer for their ineptitude, like we will suffer this impost. 2. Personally, I think that council employees are so overpaid for what they do, I suggest that other than garbage collection, road and park maintenance, that council cease all other activity. Forget everything else, such as child care centres, community services, migrant services. You need to cut to the bone, otherwise, you will prolong the pain. Ignore the self interest groups, be dispassionate but fair. As for increasing rates, the proposal should seek to minimise increases to that absolutely necessary, as the rate paying people are not responsible for the disaster describe that needs repair. Furthermore, the oversight of council lies with the NSW Govt. They appear to have been asleep at the wheel with lax policies, practices and procedures that allowed this to happen. They should come to the party to relieve the excess of financial pain to beset innocent ratepayers	Thanked for feedback, provided link to IPART website, second survey, addresses claims of corruption, explained how Council is sourcing more income through Business Recovery Plan. D14460224

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
23/01/21	28/01/21	Against	Email	D14460088	I have tried to take part in your survey and find it astounding that I cannot complete it without electing one of the two options presented by you, meaning that you have already decided to lump your ratepayers with rate rises and your survey is tokenistic in the sense that nothing will change. Councillors and managers will just keep on mismanaging and not being held accountable. I have regrets to have recently moved part of my business to your area. I am now paying the price of this decision, having to fork out hard earned money to make up for your mismanagement. Maybe select people that are willing to cut out excesses and run a complex business as well as keep political pandering out of serving your area.	Thanked for feedback, provided link to IPART website, second survey, addresses claims of corruption and explained how Council is sourcing more income through Business Recovery Plan. D14460285
23/01/21	28/01/21	General Council Concern	Email	D14460033	I have just completed your survey re rates and am disappointed that there was no option to make a comment or pose a question at the end.. The letter I received in the post said that, "we have a legal obligation to reimburse the restricted funds that were UNLAWFULLY ACCESSED to bring forward projects..." I, as a rate payer, am paying to fix this up. My question is, who unlawfully accessed funds and apart from sacking the Council, what legal or criminal charges can be laid against this person/persons who "unlawfully" accessed funds.	Thanked for feedback, provided link to IPART website, second survey. and addresses claims of corruption. D14460240
23/01/21		General Council Concern	Email	CX210202-000022	How can I access the Administrators 30 Day Report? Thank you David Lonie	Sent link to 30 Day Report. Response: D14466874
22/01/21	05/02/21	General Council Concern	Phone call	CX210122-000714	Made an official complaint regarding the rate rise - and wants to know if the councilors will be losing their benefits and held accountable for their actions.	Rang the customer and read the relevant area from the Administrator's report.
22/01/21	05/02/21	General Council Concern	Email	D14458953	Thankyou for completely ignoring my questions and concerns in this reply. Youve stated by form letter again that this increase is to maintain required services, and yet there are multiple statements by the administrator that speak of council not appropriately using funds, overrunning budgets, not adjusting for losses (to the statement of council could be 50-100 million better off than currently), that funds were illegally appropriated from reserve funds etc etc etc. all of which show this isnt to pay for required services, but financial blunders. So i will ask again; why is council not being held accountable for financial mismanagement and instead foisting their mistake onto taxpayers yet again. Secondly you sent me a copy of the rates proposal. I asked why i hadnt received it already as everyone else i know has, and therefore my ability to engage in this conversation only occurred by luck. It would appear council does not actually want community engagement like it claims, but instead wishes this to be swept under the rug until after set dates where the response can become 'we gave you an opportunity to speak'. If i could actually get a real response this time to address legitimate concerns around the validity of this rate rise thatd be great.	Response sent to customer providing links to information regarding management of Council's finance and 30 Day Report and advising views will be included in application to iPART . Second response sent with link to Administrator's reports, including 3 month progress report, where this issue is addressed. Advised if customer has not received the letter we would investigate the possible reason if address is provided. Response: D14475494
22/01/21	04/02/21	Against	Email	CX 210122-000731 / D14457534	NOTE: SUBMISSION TO ADMINISTRATOR. Why should the rate payer have to pay such a ground amount of rate rise when it was not our fault that we are in so much trouble . I think the only true solution to this problem is we split the council back to the original Wyong and Gosford shires they both retain their assets and their money and let someone else sort the problem out	Response sent to customer to thank for submission and advise feedback will be reported to IPART. Included link to Administrators 3 Month Report as reported to 3 February 2021 Council Meeting (D14474132)
22/01/21	04/02/21	Against	Letter	D14457260	I DISAGREE STRONGLY ON THE CENTRAL COAST COUNCIL DESPERATELY TRYING TO MAKE IT OK TO GRAB MORE MONEY FROM RATEPAYERS.	Letter sent thanking for feedback, provided information on Business Recovery Plan, Debt Recovery and Hardship Policy and addressed claims of corruption. D14464838
22/01/21	04/02/21	For 10%	Letter	D14465164	NOTE: SUBMISSION TO CEO. concerned about duplication of letter posted. Requests total transparency re how efforts are succeeding, published in newspaper and on website. Please produce a rates policy for families on job seeker or job keeper to pay only 8% for the next financial year or at least until vaccinations are rolled out	Email sent to customer to thank for submission and advise feedback will be submitted to IPART. Provided link to Administrator's 3 Month Report as provided at 3 February Council Meeting. Advised duplication of letters was due to printing error which only went to some ratepayers before being rectified as well as provided info on hardship. (D14473939).

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
22/01/21	03/02/21	Query as to impact	Email	D14463716	NOTE: SUBMISSION TO ADMINISTRATOR. The dollar amount suggested at 15% is small for the first year, however a couple of matters do require clarification. 1.Is the proposal for a 15% increase, year on year, to infinity – one would hope not – or after the first year, would we then drop back to the annual % allowed under the rate capping convention i.e. around 2 or 3 percent per annum. 2.I have analyzed the numbers contained in the letter, specifically in relation to Wyong residential. Can you please advise why, when you are proposing a 15% increase in the average, the figures reflect only 6.1% for the Wyong residential average.	Response sent to clarify rate increase and harmonisation process (D14469669)
22/01/21	02/02/21	For 15%	Email	D14458605	In addition to rate raise can we have have different options for example to put forward on how to resolve this eg. Collaboration with homeowners regarding maintenance in community. I'd be happy to pay a portion of this work etc. I love the work that the council achieves and I'm so saddened to see redundancies. Is there any way of avoiding this? Some are essentially I get that but not all. I do t see how you will be able to deliver without the staff required and this means you will engage even more contractors to compete agreed works.	Thanked for feedback, explained how Council is sourcing more income through Business Recovery Plan and provided information of capital works expenditure and delivery of operational programs. Response sent D14468222
22/01/21	02/02/21	Query as to impact	Email	D14458633	I find that the letter is misleading to ratepayers in the Gosford area, such as myself. Your letter proposes 10% or 15% rate increases, but based on the table in the letter the actual increase for residential average rate payers is 19.4% (for what you label the 10% increase) and 24.8% (for what you label the 15% increase). I also note that for business average in Gosford that what you call a 10% increase is 37%, whilst for farming average in Gosford the average increase is nearly 50% despite it being labelled a 10% increase. Furthermore the letter refers to an average residential increase of \$3.20 a week, whilst your web site refers to an average residential increase of \$2.13 a week.	Thanked for feedback and provided specific information on Rates and Rates Harmonisation. D14468932
22/01/21	02/02/21	General Council Concern	Email	D14458949	If Council cannot publish a clearly understandable, street-by-street, expenditure listing on a 3 monthly basis, then no progress has been made in the Council's effort to right-the-wrongs, because obviously Council still does not know what it is spending on what, and Council does not know what it is wasting or could be doing otherwise, or if it does know, it does not want such information to be made publicly available for scrutiny and intelligent feedbacks.	Response CM D14468826 - Thanked for feedback and note will be included in submission and provided link to IPART website. Provided link to Administrators 30 Day Interim Report and noted forensic audit
22/01/21	29/01/21	Against	Email	D14459901	Feedback about restrictive survey and delay with comms - feels feedback has no weight. I am bitterly disappointed that CCC has proposed any form of rate rise as a result of its mishandling of funds. While your capital expenditure program delivered "upgrades to parks and sporting facilities", council couldn't even maintain its streets and kerbs. How pathetic. After a year of fires, COVID and mass scale employment losses, to have an inept council like this apply for a significant rates increase due to no fault but their own is woeful.	Response sent to thank for feedback and note will be reported to IPDART. Included link to impacts fact sheet and hardship payments (D14463226)
18/01/21	29/01/21	General Council Concern	Email	D14460916	No indication as to how you will address the very fundamentals of rectifying this broken system, other than financial address. Until you do that your request for a rate increase would appear totally premature.	Email reply sent to customer (D14463427) in place of letter as email address was provided. Details about second survey included, as well as advice on forensic audit and no evidence re the theft/corruption for prosecution.
22/01/21	29/01/21	General Council Concern	Email	D14457187	Feedback about restrictive survey and no ability to provide further comments	Response sent to thank for feedback, with info on second survey. Advised further comments could be sent in for forwarding to CEO Office if desired (D14462675)
18/01/21	29/01/21	General Council Concern	Email	D14460944	Clearly there is a case to be answered and hopefully the Administrator's final report will outline a course of action. No choice of no increase.	Email reply sent to customer (D14463427) in place of letter as email address was provided. Details about second survey included, as well as advice on forensic audit and no evidence re the theft/corruption for prosecution.

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
22/01/21	28/01/21	Against	Email	D14457281	I am very sure that NOBODY wants to pay any extra sent to cover Central Coast financial loss. I have been leaving in Wyoming for long 20 years and witnessed how BAD the council was during that time. NSW government is responsible for that as well by not providing financial audit. So, CCC staff and NSW government have to cover all money!!!	Thanked for feedback, provided link to IPART website and second survey. D14460038
22/01/21	28/01/21	Against	Email	D14457263	Please tell me the proposed Rate Rises are just a bad joke	Thanked for feedback, provided link to IPART website and second survey. D14460100
22/01/21	28/01/21	General Council Concern	Email	D14458699	<p>1. All councillors involved in spending these funds should be sacked and all rate payers explained that this has happened. It is not right that extra money is demanded only for this same situation to happen all over again. Nothing has been explained about this in the council letter. None of the existing parties involved are suitable to hold these roles and never should again.</p> <p>2. Before the joining of Gosford and Wyong, the Wyong council was profitable. It is there unfair that you make the Wyong residents accountable for some elses mistakes.</p> <p>3. Other than Rates, what else is being done to rectify the debt. Lets see the whole picture not just a letter to rate payers for an increase.</p> <p>4. Put better KPI's in place for all Council staff. We all joke about the laziness of council employees, the benefits they get and salary paid for what seems to be little or no action or lengthy delays in how long it takes for things to get done. However, I have worked for certain councils before and I can tell you life is pretty "relaxed". Many council employees could not work in the private sector and complain when they have to work too hard. What is being done about this ? It's time to set an example and put work requirements in place that are similar to the "real world".</p> <p>5. How much is Dick Perrson's company charging for this report and help ? I am sure it will be massive \$5mil, \$10 mil ?</p>	Thanked for feedback, provided link to IPART website and explained how Council is sourcing more income through Business Recovery Plan. D14459944
22/01/21	28/01/21	General Council Concern	Email	D14458659	I have just completed your survey and would like to say how disappointed I was with it. A vast majority of the public feel the council is in this position through incompetence and mismanagement. This survey left no room for comment and steered the survey taker in one direction. We all want to see accountability and heads roll for the position we are in but appears those who got us here are covering their behinds.	Thanked for feedback, provided details of IPART website and link to Council survey. Response D14461204
28/01/21	29/01/21	General Council Concern	Email	D14461936	I thank you for your answers. One more question, as the actions taken by persons resulting in the outrageous situation were illegal, is anybody going to be charged for fraud or theft? I imagine many other councils across Australia are in similar situations and have just not imploded yet.	Reply sent explaining no evidence of theft or corruption. Response: D14461945
22/01/21	28/01/21	General Council Concern	Email	D14458620	There are hundreds of Bushcare, Dunecare and other volunteers who donate their time to caring for our local environment in the Central Coast. I am suggesting that long term volunteers receive a rebate for their contribution which would come off their council rates. This could encourage more volunteering. They are, after all, doing council work. This would lessen the impact of a rate rise. Many of these volunteers are pensioners.	Response sent thanking for completing survey and advising comments re volunteers will be sent to the relevant area. Response D14461290

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
22/01/21	28/01/21	General Council Concern	Email	D14457239	The one aspect that was missing from the survey was the opportunity to prioritise the services that Central Coast Council provide. My focus for Central Coast Council would be <ul style="list-style-type: none"> • Get back to basics, roads, drainage etc. • Let Tourism operators fund and manage tourism • Increase the financial load on developers • Focus less on the arts • Complete the merger and generate the synergy that we know comes from it (I've worked on many of these and know that there are great untapped opportunities here). • Look at repetitive & manual functions and either digitise or outsource these Overall I think Council is doing a good job and the recent financial issues should not overshadow this. In difficult times the key message would be to focus on the core deliverables and don't be distracted by the loudest voices. We live in a great area and large part of the reason for that is the work done by Central Coast Council, good job	Responded thanking for completing survey and for comments provided. Response D14460268
22/01/21	28/01/21	Against	Email	D14457276	PLEASE STOP WASTING MY MONEY - I AM NOT A BOTTOMLESS PIT AND I CANNOT AFFORD A RATE INCREASE.	Thanked for feedback, provided link to IPART website and second survey. D14460086
22/01/21	28/01/21	Against	Email	D14458941	We were trying to complete the rate rise survey and came to question 7 where it is apparent that the survey is biased towards a rate rise regardless of my answers.	Thanked for feedback, provided details of IPART website and link to Council survey. Response D14461365
22/01/21	28/01/21	Query as to impact	Email	D14458946	Question about who can complete survey as more than ratepayers will be affected. Regardless of property owner status everyone in the community will be affected if services are reduced hence everyone needs an opportunity to have their say.	Confirmed all community members are encouraged to provide feedback. Provided survey link (D14461439)
22/01/21	28/01/21	General Council Concern	Email	D14458740	I note in all correspondence to date including online information that there is no mention of who is taking responsibility for the woeful mismanagement by both our elected councillors and senior Council officers. At present everyone is hiding behind financial jargon and finger pointing at each other. Ratepayers should know how this happened and how councillors and others propose to put all information in front of them each month with a clear independent (non government at any level) confirmation that the statements made are true and correct. Finally Ratepayers deserve a clear and unequivocal apology from all those responsible for the position we are now in, in public, in writing. This is not about shaming people or retribution it is about those involved demonstrating that they take ownership of what they have done to Central Coast ratepayers and recognise that they made errors rather than blaming everybody else.	Thanked for feedback, provided link to IPART website, second survey and addressed claims of corruption. D14459593
22/01/21	28/01/21	Against	Email	D14457256	Both my son and myself have lost our jobs due to covid. How do we afford this on top of living expenses and raising other children? How is this possible that the community is responsible to pay back the council debt?	Thanked for feedback, provided link to IPART website and second survey. D14460130
22/01/21	28/01/21	General Council Concern	Phone call	CX210122-000783	Customer requested call back to discuss below: Why did survey go live before letters were even drafted? (8th as opposed to 13th) What is actual level of debt? Why should ratepayers have to pay for this mess? (customer has no internet access)	Phoned customer and encouraged him to make a submission.
22/01/21	27/01/21	General Council Concern	Email	D14458824	Feedback regarding typographical errors in "Business Recovery Plan Status Update Stage 2" and online survey. I think one of the reasons the Council is in it's current position is due to a lack of attention to detail and I cannot understand how such a fundamental error was not picked up by someone before the document was made available for the public to read. It does not inspire confidence that there is any increase in the care and attention being shown.	Replied thanking for the feedback and for alerting us to the error. Response: D14458928
22/01/21	27/01/2021	General Council Concern	Email	D14454616	The resident of former Wyong Shire are burdening most of the rate rise because of negligence and incompetence of Financial officer and CEO and Mayor	Thanked for feedback, provided details of IPART website and link to Council survey. (D14457759)

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
22/01/21		General Council Concern	Email	D14460181 & D14460189	Can I ask why, if someone, i.e. those mentioned above, acted unlawfully, they have not had their positions terminated, and prosecuted, and perhaps more importantly why anyone acting outside the law would be paid a golden handshake termination payment. I would also inform you that until such time as I see council being proactive in recovering those funds and firing the people responsible, I will not be paying any rate increase over and above the rate of inflation, currently running at 0.75%	Responded explaining no evidence to support claims of corruption, that we have engaged a Forensic Audit and that all feedback will be submitted to iPART. Response: D14466214
22/01/21		Against	Letter	D14465229	I along with many others am fed up. Surely you must realise what I think you can do with your survey. I don't need your dodgy figures to work out how much extra this is going to cost me per annum.	Response being prepared to post to customer
22/01/21		Query as to impact	Letter	D14457296	Where has the money gone? Are the police charging the people in charge of Council? I say no to rate rise.	Letter prepared D14464879 to be sent via post
21/01/21	04/02/21	General Council Concern	Email	CX210121-000322	CCC (Central Coast Council) LGA how much did it cost to send an announcement letter (in the mail) to tell us ALL again that they have no money and rates are going UP?	Responded explaining a small number of letters were lodged with Australia Post dated 7/1/21. These rate payers received two letters due to an error that was picked up and rectified before further letters were sent dated 13/1/21. Advised a budget was allocated for community engagement when Council resolved to apply for SV. Response: D14474666
21/01/21	04/02/21	Against	Letter	D14457509	Don't wish to see any increases. No options for CPI increases or any other option. Query personal rates - figures do not look right with what I pay.	Letter sent thanking for feedback and addressed specific questions on Rates. D14469524
21/01/21	04/02/21	Against	Letter	D14457287	How can we generate further revenue from other sources rather than asking the rate payers to fund the entire amount.	Letter sent thanking for feedback, provided information on Business Recovery Plan. D14469484
21/01/21	04/02/21	Against	Letter	D14465552	NOTE: SUBMISSION TO CEO. Standards of services and maintenance is already a disgrace. What is 'based on a harmonised rating system?	Letter sent thanking for feedback, provided information on Business Recovery Plan and Debt Recovery and Hardship Policy. D14471467
21/01/21	03/02/21	General Council Concern	Email	D14463644	NOTE: SUBMISSION TO ADMINISTRATOR. What is the plan? Council is seeking money, but yet the community has no idea what its for other than to payback Councils mismanagement of funds. How do we know that in 7 years all we have done is payback a Debit and still not know how to manage a budget or service the community affectively in the future. What does the 10% increase look like verse the 15%? There must be significant detailing/work complete to understand the % claimed, otherwise we are just plucking a figure from the sky and hoping for the best .	Response CM D14471294 - Thanked for feedback, provided link to iPART website, Councils Financial Situation and Fact Sheet on the Impacts on Rates and Council Services
21/01/21	03/02/21	General Council Concern	Email	D14458081	NOTE: SUBMISSION TO ADMINISTRATOR. First off, will this negate you going for any other sort of supersized rate rise in the next 7-8 years? You might want to outline to residents what these brought forward projects were as I'm sure nobody knows and one would be fair in surmising it was for a couple of new links in the Mayoral chain or a junket to China! Secondly, if these funds were unlawfully accessed, is the community right in thinking that charges will be laid against the offenders, after all they have used ratepayer money which you are now asking us to reimburse to keep the shire afloat. Money we have previously paid in the expectation it would be used in the manner set out for the year in your minutes. Thirdly, you need to put the harmonisation notation in bigger bolder letters as I am sure you have sent many people into a spin, I was just about to contact you myself until I read the fine print. Pensioners will be worrying themselves unduly, especially those in Wyong who don't know to add the rates together, divide by 2 and times by 115%.	Thanked for feedback and provided specific information on Rates & Rates Harmonisation. D14471089
21/01/21	02/02/21	Query as to impact	Email	D14456690	Figures given in the table showing the increase in rates are anomalous in that they do not calculate back to the averages for the current year on an individual basis for Gosford or Wyong plus other queries re rates and what else is being done	Thanked for feedback, provided link to iPART website, second survey, addresses claims of corruption, explained how Council is sourcing more income through Business Recovery Plan and addressed specific questions on Rate calculations. D14467935

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
21/01/21	02/02/21	Against	Email	D14457325 (relates to D14438158)	Please explain your claim with your figures suggesting that a 10% increase on rates of \$3,131 is \$1,207 (or 38.55%) and an increase of 15% is \$1,416 (or 45.22%).	Thanked for feedback and provided specific information provided on rate calculations and rates harmonisation. D14467861
21/01/21	01/02/21	Against	Email	D14460875	I take offence to the Central coast CEO scapegoating the state governments responsibility in all of this. I also felt annoyed when I completed the Central Coast Council's "Your voice" survey- who are you kidding you, there is no choice we are being told we will have a rate increase further there exist two options. I would like our central coast council and our local parliamentary members to hold our premier and her centralised departments responsible for their contribution in the co creation of this mess	Response CM D14466096 - Thanked for feedback, provided details of IPART website. Provided info on the SV options and Forensic Audit and link to Administrator reports on Council website.
21/01/21	01/02/21	General Council Concern	Phone call	CX 210121-000688	Customer would like to know why he was not told about the 2nd Survey, how would he have known about it had I not returned his original call from 21/01/2021, how many customers have completed the 2nd survey and in what ways has Council been Open & Sharing.	Staff member phoned and left message - no answer. Customer returned the call and all his questions were answered.
21/01/21	29/01/21	Query as to impact	Email	D14461157	I cannot work out your figures in the letter and on this web site for the cost to rate payers of the proposed 15% increase in rates. Letter and web site shows average rates of \$1015.00 for Gosford. 15% of 1015.00 is \$152.25 thus the new total (average) is: \$1015.00 plus \$152.25 which equals \$1167.25 NOT the \$1267.00 total shown in the letter and on the web site. Is this a grab of \$100 per rate payer by stealth or someone can't do maths ???	Provided response to address rate questions D14462551
21/01/21	29/01/21	General Council Concern	Email	CX 210121-000785	I would like to enquire about something else. I have a letter informing me of a rate increase. I have no kerb and gutters, no storm water (but am being charged for it) and the strip of asphalt outside "read a road" has pothole shoulders and two passing cars is unreal. In effect we have 3rd world infrastructure. You have compared the rates here to Wyong with no comparison to their infrastructure, so i will contact the Omdudsman to let them know of my displeasure with this affair. CCC lost our money 3 times and 8 million in one hit - then tried to be an investment company losing even more millions. So what do you do - jack our rates. Unbelievable now i must contact the media as well.	Replied advising of second survey and that concerns will be included in submission to iPart. Response: D14462135
21/01/21	29/01/21	General Council Concern	Email	CX 210121-000640	I have just received a severely deficient and misleading letter from Rik Hart dated 13 January which offers generalities ie drought, fires, floods and then claims "we have been open in sharing with you". Zero accountability then moving swiftly to a 10 or 15% rate increase which is actually a 19 or 25% increase for Gosford residents! Treat people as intelligent - explain what went wrong in the Amalgamation and how/why Finance missed it, express regret and show what has been put in place to ensure it wont happen again. Then, and only then, ask for the increase you need	Response sent to customer providing links to financial information and Administrator's minute, plus advised of other things Council is doing. Thanked for feedback and advised it would be reported to iPart and he can provide directly to IPART. Response: D14463350
21/01/21	29/01/21	Against	Email	D14458219	NOTE: SUBMISSION TO ADMINISTRATOR. Extremely unfair to rate payers when bad management has been the fault for this situation to occur.	Thanked for feedback, provided details of IPART website and link to Council survey. Sent with links to various info on Council's website (D14463875)
21/01/21	29/01/21	General Council Concern	Letter	D14457600	Requesting financial information as well as rates information	Staff member phoned customer and answered all their questions
21/01/21	28/01/21	Query as to impact	Email	D14453037 & D14442266	***MULTIPLE CORRESPONDENCE, REFER TO REFERENCE NUMBERS*** Why was CCC allowed to unlawfully access restricted funds (for community infrastructure) when clearly it was UNLAWFUL? DO THE COUNCILLORS RESPONSIBLE UNDERSTAND THESE ISSUES, or just ignoring them (like they did the whistle blowers)?	Thanked for feedback, provided link to IPART website and second survey. Responded regarding unlawful spending of restricted funds and former CEO and CFO. D14459315

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
21/01/21	28/01/21	Against	Email	D14457153	I see an enquiry is on. Bet it will be nobody's fault (CEO leaving with 1 years' salary instead of being sacked and legal and action ensuing). Suggestions •Reduce the amount of vehicle being used for staff •Measure productivity and compare to private enterprise and act on the results •Reduce staff •Reduce projects •Audit the processes and enforce the outcomes •Sack the Mayor and all staff.	Response sent to thank for feedback and note will be reported to IPART. Included link to asset sale info (D14461317)
21/01/21	28/01/21	Query as to impact	Email	D14452927	1) When will the allegedly culpable Council Officers, both employed and elected, be charged under the relevant section of the Crimes Act and 2) Has consideration been given to pursue those allegedly responsible for this 'unlawful' expenditure or their indemnity insurers via civil remedies for recovery of those amounts unlawfully disbursed? * Unhappy with no option to comment + no option to select "no rate rise"	Thanked for feedback, provided link to IPART website and second survey. Responded regarding unlawful spending of restricted funds and former CEO and CFO D14459287
21/01/21	28/01/21	General Council Concern	Email	D14453892	Whilst I trust the money was used correctly, there is one area where this council overspends and no other council seems to be so generous. The matter I am referring to is council clean ups. Six rubbish and 6 green kerbside collections is ridiculous and is surplus to everyone's needs. Most households would never require this degree of servicing. I am not happy with the rate increase, but please be mindful it is the rate payers money, not the councils and it needs to be thoughtfully spent.	Response sent to thank for feedback and note will be reported to IPART. Also included info on what else Council is doing to generate funds (D14460537)
21/01/21	28/01/21	Query as to impact	Email	D14456729	Please clarify a "Permanent" One off. Is there a site where ratepayers can actually review and understand the complete financial picture? Are you able to provide an overview of the complete list of actions you are undertaking? What other avenues exist for hard rationalisation? Is there an opportunity to merge with a Council that has strong fiscal capabilities and could manage our affairs with a degree of trust and professionalism? You state that the "restricted funds" were unlawfully accessed. Are criminal charges being brought for this unlawful activity?	Thanked for feedback, provided link to IPART website, second survey, addresses claims of corruption and explained how Council is sourcing more income through Business Recovery Plan. D14461224
21/01/21	28/01/21	Against	Email	D14457160	The survey is a joke. It doesn't allow people to vote for no rate rise. Why should I be responsible for the misconduct of council employees who have been paid a wage for mismanagement. They should have to return the money they [REDACTED] obtained. Who's footing the Administrators bill?	Thanked for feedback, provided details of IPART website and link to Council survey. Response D14459923
21/01/21	28/01/21	Query as to impact	Email	D14452904	Unhappy there was no option to add a comment - wants to know if those who are responsible will be charged and held accountable - How will the administrator ensure that the level of financial competency and governance is raised in both the elected body and responsible Officers?	Thanked for feedback, provided link to IPART website and second survey. Responded regarding unlawful spending of restricted funds and former CEO and CFO D14459276
21/01/21	28/01/21	For 15%	Email	D14459992	My responses are based on accepting the projections provided. I feel that the one-off 15% is the best option but wonder how optimistic the projections are. One extra piece of feedback I would like to give is about differentiating between essential and discretionary services by council. Garbage, water, sewerage and infrastructure maintenance are absolutely essential. Other services such as libraries, leisure centres, pools and gyms, while good for the people who use them are not essential. I would propose that the full costs of non-essential services be passed on to the users. Council's financial trouble will bring financial trouble to many residents by way of rate increases. It is fair that those who want to have council provide non-essential services should be the full cost, otherwise other non-user ratepayers are subsidizing non-essential services.	Thanked for feedback and explained how Council is sourcing more income through Business Recovery Plan. D14460250
21/01/21	27/01/21	Against	Email	D14453789	The fix is a management issue: appoint a competent GM who understands how to run a business; appoint a competent CFO who can reduce costs; ensure only one Council Chambers with everybody together under the one roof and reduce staffing levels at the same time as training supervisory staff to use suitable KPIs to get a full day's work out of all the staff. Unacceptable that no option for no rate rise in survey	Thanked for feedback, provided link to IPART website, second survey and explained how Council is sourcing more income through Business Recovery Plan. D14458295

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
21/01/21	27/01/21	Query as to impact	Email	D14452972	Unhappy there was no option to add a comment - wants to know what the consequences are for those who engaged in unlawful activity - why did previous audits not pick up on these issues - what guarantees are there that this unlawful behaviour will not occur again?	Thanked for feedback, provided link to IPART website and second survey. D14457699
21/01/21	27/01/21	Against	Email	D14456681	We the residents did not cause this disaster you the council did. Tighten your belts and fix it your selves. Leave the residents alone.	Thanked for feedback, provided link to IPART website and second survey. D14457766
21/01/21	27/01/21	Against	Email	D14452942	Opinion we are only seeking money from current rate payers and offers her suggestions (eg. redundancies, wage reviews ect).	Thanked for feedback, provided link to IPART website, second survey and explained how Council is sourcing more income through Business Recovery Plan. D14457667
21/01/21	27/01/21	Query as to impact	Email	D14452911	Received letter today 21/01/21. Believes the time frame for replies needs to be extended as mail to arrive is so slow. It took 8 days for the letter to arrive.	Thanked for feedback, provided link to IPART website and second survey D14457640
21/01/21	27/01/21	Against	Email	D14456733	I believe this fundamental lack of information has not really been explained to the shareholders. This conclusion comes about because of the following statement from Acting CEO's letter on the Special Rate Variation (SRV). "We have a legal obligation to reimburse the restricted funds that were unlawfully accessed to bring forward projects and infrastructure that has undoubtedly benefited the community" I believe this is misleading and contrary to the findings by NSW Auditor General (March 2020). The SRV is a quick and easy solution that I believe can't be justified while the existing Executive team remain unaccountable.	Thanked for feedback, provided link to IPART website and second survey. D14457799
21/01/21	27/01/21	Against	Email	D14453436	This is a council legal problem and not a ratepayer problem. I will pay the usual annual increase and no more.	Thanked for feedback, provided link to IPART website and second survey. Response: D14457216
21/01/21	27/01/21	Against	Email	D14453058	Unhappy there was no option to add a comment or 3rd option "no rate rise". The Service we receive and have for a very long time on the Central Coast from our council has been poor at best so why would I even consider contributing more. Parks and reserves are never maintained unless continuous complaints are lodged, no new recreation facilities, no curb and guttering, things are left to deteriorate with graffiti for example the fish co-op at Gorokan and directly opposite the concrete jungle which has just sat there dormant for years, so no I am not paying more for services that have never delivered in the first place.	Thanked for feedback, provided link to IPART website and second survey. D14457720
21/01/21	27/01/21	Query as to impact	Email	D14452962	We want to hear that competent Council members have been appointed and have now replaced 'acting' or 'interim' management. We would like to receive a plan from Council with a financial forecast which would include what Council proposes to "sell off" and to what value. Council needs to review the pensioner rebates, an increase is in order. NOWHERE ON YOUR SURVEY DO YOU GIVE US A CHANCE TO HAVE ANY SAY. WHY IS THERE NOT AN OPEN FORUM ABOUT THIS?	Thanked for feedback, provided link to IPART website, second survey and explained how Council is sourcing more income through Business Recovery Plan. D14457686
21/01/21	27/01/21	General Council Concern	Email	D14452874	Blaming amalgamation	Thanked for feedback, provided link to IPART website and second survey D14457625
21/01/21	27/01/21	Against	Email	D14453978	I can't hold my hand out if I need to pay bills so why should you? I tried to find the survey - it didn't appear on the website under council services. At any rate I think your letter will come across a little patronising	Response CM D14458639 - Thanked for feedback, provided details of IPART website and link to Council survey
21/01/21	27/01/21	Against	Email	D14452997	Unhappy there is not a third option of "no rate rise"	Thanked for feedback, provided link to IPART website and second survey. D14457704
21/01/21	27/01/21	Against	Email	D14456742	I am writing to firmly object to both proposed rates rises of 10% and 15%. This is NOT the solution and is unacceptable. The agreed rates rise from IPART is 2%. And that is where it should remain. Residents should not be held responsible for Councils financial mismanagement.	Thanked for feedback, provided link to IPART website and second survey. D14457818
21/01/21	27/01/21	Against	Email	D14456684	I totally object to your useless survey which doesn't allow objections.	Thanked for feedback, provided link to IPART website and second survey. D14457770

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
21/01/21	27/01/21	General Council Concern	Email	D14453900	On the 13 January 2021 we received the "Securing your future" letter from council, today the same letter arrived by post. I'm extremely concerned that Council asking rate payers to fork out an additional 15% to cover debt incurred by bad financial management is still wasting money by resending the "Securing your future". Really, perhaps you could have used this money to fix our roads.	Response CM D14458844 - Thanked for feedback, provided details of IPART website and link to Council survey.
21/01/21	27/01/21	General Council Concern	Email	D14453688	Unhappy there is no opportunity to comment/provide feedback + no 3rd option to "no pay rise" - Basically, for 40.5 years my rates have not been used to maintain or better the area in which I live. And now I am being asked to pay extra rates so Council's debt can be cleared!!!!	Thanked for feedback, provided link to IPART website and second survey. D14457727
21/01/21	27/01/21	Query as to impact	Email	D14452893	Opinion that we should be looking at options of getting money from tourists/traffic coming into the area rather than charging higher rates for residents	Thanked for feedback, provided link to IPART website and second survey D14457630
21/01/21	27/01/21	Against	Email	D14456697	If council staff can not or willnot live within their budget it is time we found someone with leadership skills that can achieve there necessary outcomes stop stealing money from the rate payers	Thanked for feedback, provided link to IPART website and second survey. D14457781
21/01/21	27/01/21		Email	D14453789	Unhappy there is no option for feedback or third option of "no rate rise" - would like someone to follow up on [Incident: 210112-000254]	Thanked for feedback, provided link to IPART website, second survey and explained how Council is sourcing more income through Business Recovery Plan. D14457739
21/01/21	25/01/21	Against	Email	D14452824	Firmly objects both proposed rate rises - believes residences should not be held responsible for Councils financial mismanagement.	Responded thanking for feedback and advising of second survey. Response: D14456772
21/01/21	25/01/21	Against	Email	D14452772	Unhappy there was no option to add a comment - wants to know if Councillors are going to be criminally charged - Offers a personal example of mismanagement of household funds	Responding thanking for feedback and advising of second survey. Response: D14456767
21/01/21	25/01/21	Query as to impact	Email	D14452736	Unhappy there was no option to add a comment. Customer touches on mismanagement of funds, rate rise resulting in visible improvements, sustainable development ect.	Responded thanking her for the feedback, explaining what more Council is doing and management of finances. Response: D14456761
21/01/21	25/01/21	Against	Email	D14452717	Does not support a rate rise - unhappy there was no option to add a comment	Responded thanking for feedback and advising of second survey. Response: D14456751
21/01/21	25/01/21	Query as to impact	Email	D14452608	Claims the The State Government is liable for losses - Fraudulent use of funds is a criminal offence	Responded thanking for feedback and advising of second survey. Response: D14456722
21/01/21	25/01/21	Against	Email	D14456645	I totally disagree an rate rise as it was the lack of money management of the council .	Thanked for feedback, provided details of IPART website and link to Council survey. Response: D14456666
21/01/21	25/01/21	Against	Email	D14452702	Unhappy there is not a 3rd option to select "no rate rise"	Responded thanking for feedback and advising of second survey. Response: D14456599
21/01/21		Query as to impact	Email	D14457325	NOTE: REPLY TO PREVIOUS COUNCIL RESPONSE Thank you for taking the time to reply to my letter of concerns. To minimise the time you might require to once again respond I will endeavour to be succinct as possible. Please explain your claim with your figures suggesting that a 10% increase on rates of \$3,131 is \$1,207 (or 38.55%) and an increase of 15% is \$1,416 (or 45.22%). Regarding the difference in rates between Woy Woy and Patonga I am perfectly happy to accept the difference in LV's but my understanding is that the Rates % of LV is higher in Patonga than Woy Woy, am I correct. If this is the case I am not happy to accept the fact.	Staff member telephoned customer and explained his increase is above the 15% due to harmonisation and how high his land value is. His figures are correct.

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
21/01/21		General Council Concern	Email	D14453527	<p>1. Who is Council's auditor for the annual report financial statements?</p> <p>2. How many years has the current auditor been auditing council's financials?</p> <p>3. If the answers to the above questions are the State Government's auditor for the last 2 years, are there actions being considered to hold the auditor and therefore the State, accountable?</p> <p>4. What actions have been undertaken to hold those executive staff responsible, accountable for their actions?</p> <p>5. If the use of restricted assets was "unlawful" are any charges been/going to be laid?</p> <p>6. Is there going to be a full investigation into the actions of senior staff, Councillors and any one else who might have deliberately been "unlawful" and/or grossly negligent, by the NSW Ombudsman and/or ICAC?</p> <p>7. Does the 13% rise effectively last forever, penalising future generations for unlawful, negligence and maladministration?</p> <p>8. Will decision making and related processes be identified and revised in light of one of the most significant failures in the governance and administration of local government in the history of NSW, to prevent such failures ever happening again?</p>	The Administrator's office is preparing a response
21/01/21		Query as to impact	Phone call		Left telephone message seeking more information regarding the proposed rate rise.	Council rang and left a message - no answer
21/01/21		General Council Concern	Phone call	CX210121-000704	Resident is requesting a call back to discuss financial situation how did we get here - was the [REDACTED]	Phoned customer and encouraged her to make a submission
20/01/21	04/02/21	General Council Concern	Letter	D14460972	Phoned 1300 number as I don't have a computer and customer service said they don't assist anybody and they don't post it either. With this kind of service you are asking for an increase in rates?	<ul style="list-style-type: none"> - Staff member called customer on 01/02/21 to assist with filling out the survey. - Relevant area contacted to confirm mowing schedule with customer. - Letter sent thanking for feedback, provided information on Business Recovery Plan and Debt Recovery and Hardship Policy. D14465075
20/01/21	03/02/21	Against	Email	D14463212	<p>I will not support your lies of a 15% increase, when in fact, for Gosford, it will be 43%. It's no bloody wonder that you're in the mess that you're in and expect rate payers to bail you out. What phoney accounting and blind siding is this? I tried to take the survey but I could not for the life of me, go further than to accept 10 or 15%, again, all rigged to make your figures look like that I'm accepting your proposal and this is why I am writing to you Rik! lets do the MATHS, Rik, on your council letter, you state that the business average for Gosford is \$2593 and will rise to an average of \$3728. This is on average representative of 43.77% Rik. NOT 15%.</p> <p>Who does your phoney hood winking accounting? Rik Did you check for yourself or do you just mention these figures, just to fool the majority of the people some of the times? Wyong on the other hand, will receive a 4.7% decrease, on the surface.</p>	Response CM D14470970 - Thanked for feedback, provided link to IPART website, information on Rates Harmonisation and Impacts on Rates and Council Services
20/01/21	03/02/21	For 15%	Email	D14465704	In favour of a rate increase to solve problems and harmonisation of Gosford rates to Wyong rate levels would achieve this and keep Central Coast Council compliant with the Local Government act. Why are we not following this path?	Provided specific information on Rates. D14471539
20/01/21	01/02/21	Query as to impact	Email	D14451411	Having read through your notification letter – "Securing your Future" and replying to your survey you need to make urgent changes to your communication to ensure you are not in breach of your obligations to disclose total commercial impact to your rate payers. If any of the rate payers choose to take you to court on this you will end up paying more fines and costing us the rate payers more money. NOTE: there are several questions/suggestions in email.	Response CM D14465985 - Thanked for feedback, provided link to IPART website, second survey and Council's financial situation.

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
20/01/21	29/01/21	Against	Email	D14456386	NOTE: SUBMISSION TO OTHER GOVERNMENT BODIES, COUNCIL WAS CC'D IN How can they justify an increase or how this can be approved given they are only afforded the 2% approved peg increase. Also given the councils merged , shouldn't former Wyong residents who have paid a higher rate be given a refund? A review of the survey seems to indicate council is interested in sourcing demographics and forcing a choice of 10% or 15% from residents to get statistics to cherry pick in supporting its application for rate increases.	Thanked for feedback, provided link to IPART website and second survey. Included info on rate harmonisation and difference in WYG/GOS rates (D14462584)
20/01/21	29/01/21	Query as to impact	Email	D14452542	Wants to know personally how much the 10% & 15% options will cost him before making a decision	Thanked for feedback, provided link to IPART website and second survey. D14462733
20/01/21	29/01/21	Query as to impact	Email	D14451119	I do not understand what you mean by saying 'a 10% one-off increase remaining in the rate base for 7 years.' If it is one-off how can it continue for the next 7 years? Surely 'one-off' means this year only and then it is taken out? The same question relates to 'a 15% one-off increase remaining in the rate base permanently.' I fail to see how it can be described as a one-off increase if it is remaining permanently.	Response sent clarifying the 10% increase v the 15% increase and response about former CEO and CFO D14462437
20/01/21	28/01/21	Against	Email	D14456597 & D14463617	I do not support this increase at all and will be ensuring the relevant bodies of the government are aware of this. You state in your letter that the money was used on projects and infrastructure that benefit the community. This is not true. There has been nothing that has benefitted the community. Roads are still an absolute mess	Acknowledged feedback and advised of second survey link and info on comparative rates (D14461230)
20/01/21	28/01/21	Against	Email	D14457133	We cannot afford the rate rise and we are disgusted that you would send out a letter to make our community feel guilty and expect your rates payers to pay for our Councils incompetence! Your survey does not give us a choice to voice our opinion. Totally disgusted and threatened. We were given 2 options but not a 3rd option to say NO! We will not be paying you a cent of our hard earned money.	Response sent to thank for feedback and note will be reported to IPART. Included second survey link and info on hardship (D14461273)
20/01/21	28/01/21	Query as to impact	Email	D14452497	Is legal action being taken against those responsible regarding the unlawful spending	Thanked for feedback, provided link to IPART website, second survey and addresses claims of corruption. D14459252
20/01/21	28/01/21	Query as to impact	Email	D14452553	Disappointed there was no option to leave a comment in the survey - would like to know if legal action being taken against those responsible - wants to know if the playground redevelopment at Green Point, Sun Valley Road is still going ahead	Thanked for feedback, provided link to IPART website and second survey. Responded regarding unlawful spending of restricted funds and former CEO and CFO D14459269
20/01/21	25/01/21	Against	Email	D14452319	DVA Pensioner - Upset there is no option to select "no rate rise" - Why should ratepayers shoulder the brunt?	Thanked for feedback, provided link to IPART website and second survey. Response: D14456159
20/01/21	25/01/21	General Council Concern	Email	D14452331	Would like Councillor elections to be placed on hold until problem is solved & remove senior staff who did not control budgets.	Thanked for feedback, provided link to IPART website and second survey. Noted it is a matter for the Minister with regard to Councillors. Response: D14456286
20/01/21	25/01/21	Query as to impact	Email	D14452474	Wants to know if any action will be made against those who got us in this mess - unhappy with Kincumber tip closure	Thanked for feedback, provided link to IPART website and second survey. Response: D14456715
20/01/21	25/01/21	Against	Email	D14452311	There should be no rate rise, none at all, I for one will not be paying a rate above the CPI, why should the rate payers pay for incompetence. What exactly did the restricted funds pay for ?	Responded re second survey and added link to Administrator's minute outlining what restricted funds paid for. Response: D14456130
20/01/21	25/01/21	Query as to impact	Email	D14452508	Claims the average rate increase data provided is misleading and we used the lowest average amount.	Responded thanking for feedback and advising of second survey. Response: D14456718
20/01/21	25/01/21	Against	Email	D14451164	NOTE: ex IT Contractor (more info in letter). I reject your proposal and wish to leave my council rate payments as is. I advise you to recoup your losses by further removing a number of your incompetent staff and counsellors and selling off some of more of the assets - i.e. \$10m of software licenses you've never used as a starting point.	Thanked for feedback, provided link to IPART website and second survey. Email forwarded to Rik Hart. Response: D14455843
20/01/21	25/01/21	Against	Email	D14451195	You have received \$20 million from the Federal Government to clean Tuggerah Lake. What have you done? NOT an INCREASE. NO we do not agree with your point.	Thanked for feedback, provided link to IPART website and second survey. Response: D14455859

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
20/01/21	25/01/21	Against	Email	D14451173	I do not support any rate increase. The appropriate course of action is to dismiss and [REDACTED] Clearly not a rock star!	Thanked for feedback, provided link to IPART website and second survey. Response: D14455837
20/01/21	25/01/21	Query as to impact	Email	D14452327	Feels the survey strategically falls short of the mark in addressing certain issues surrounding CCC and its situation.	Thanked for feedback, provided link to IPART website and second survey. Response: D14456173
20/01/21	25/01/21	Query as to impact	Email	D14451333	I completed the survey but it did not provide for comments. My comment is my request that you allow monthly rate payment. Some other councils have done this. This would assist in ratepayer cash flow and money management thus making things a little easier.	Responded advising of second survey, options for weekly, fortnightly and monthly direct debits for rate payment and info on Hardship assistance. Response: D14456147
20/01/21	25/01/21	For 15%	Email	D14452435	Disappointed there was no option to leave a comment in the survey - offers suggestions to fix internal issue	Thanked for feedback, provided link to IPART website and second survey. Response: D14456713
20/01/21	25/01/21	For 10%	Email	D14452417	Possible income for CCC - let the existence two dwelling properties on a piece of land can be subdivided. Therefore it may issued two Rates bills, Council may collect double income of a block of land.	Thanked for feedback, provided link to IPART website and second survey. Response: D14456320
20/01/21	25/01/21	General Council Concern	Letter	D14455910	Request a meeting to discuss possible alternatives to a large rate rise which does not have community support.	A meeting with customer is being arranged by the Mayor's Office
20/01/21	25/01/21	Against	Email	D14451143 & D14452798	***MULTIPLE CORRESPONDENCE, REFER TO REFERENCE NUMBERS*** How ridiculous to fill out a survey online, either 10% or 15% increase. You are just being clever, you are going back to IPART and saying that residents have approved a 10% or 15% increase, not that residents want NO increase. Comparing Central Coast Council to other Council areas who are in worse situations is irrelevant. How does that justify incompetence. Have you looked at our demographics lately? Vast parts of the Central Coast are considered to be in poverty.	Replied advising of second survey, what else Council is doing and Hardship Policy. Response: D14455762
20/01/21	22/01/21	Query as to impact	Email	D14451125	Suggestions of increasing revenue - Provide more developments and rezone areas to allow more residential lots. As a developer I believe there is not enough lots as I am currently finding it difficult to secure lots to build houses. Introduce parking meters. By introducing parking meters in main areas will also generate revenue.	Thanked for feedback, provided link to IPART website and second survey. D14454250
20/01/21	22/01/21	Query as to impact	Email	D14451137 & D14451151	As a resident of the Wyong Shire and with the average currently stated as being \$1194/annum, why is it that the rates I pay are \$2002.80/annum? Address is 3 Parklake Close, Wyongah. An explanation is needed and is expected. In attempting to partake in your survey I was prevented from furnishing the council with my attempts to be included, as question 7 would not allow me to finish it with my preferred answer with that being: NO RATE RISE.	Thanked for feedback and provided link to second survey. D14454282 Addressed specific Rates questions in separate response (D14454082)
20/01/21	20/01/21	Query as to impact	Phone call	N/A	Call disconnected	
19/01/21	05/02/21	Query as to impact	Phone call	CX210119-000668	Would like to speak to Rik Hart's office in regards to a letter he has received. Does not want to give any further information.	CEO's office attempted to phone customer twice but unable to get through.
19/01/21	29/01/21	Query as to impact	Email	D14453585 & D14447945	I am not 100% clear on how the two options CCC has resolved to request actually calculate. A "10% one-off increase that would stop after 7 years" and a "15% one-off permanent increase" don't make sense to me. I've attached a simple spreadsheet that I've created to try to get a clear picture of the impact.	Thanked for feedback, provided link to IPART website and second survey. Provided details on rates harmonisation D14463703
19/01/21	27/01/21	Against	Email	D14453784	the survey didn't ask for any options about the rate from and the only question that was really asked missed one of the potential options for a rate rise - "normal CTP rise". Three options described and the mandated question only offering two of the 3 options over preference. You have taken away the freedom of choice in doing so.	Thanked for feedback, provided link to IPART website and second survey D14457992
19/01/21	27/01/21	Against	Email	D14454046	Why is it when budget deficits occur the attention immediately turns to increasing revenue and decreasing services? How about a critical look at expenditure as it appears you are not getting value from an extensive workforce and contractual agreements. Are executive salaries fair?	Response CM D14458359 - Thanked for feedback, provided link to IPART website and second survey

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19/01/21	27/01/21	General Council Concern	Email	D14453860	I understand that nothing we could say will stop these increases! But it's outrageous that we get to pay for Councillors incompetence. Wyong council does nothing for the community. Take a look at the parks and recreation areas where the grass is up to people's knees! It is a disgrace and a shame; that areas like Toukley are so neglected by Council.	Thanked for feedback, provided link to IPART website and second survey. D14458852
19/01/21	27/01/21	General Council Concern	Email	D14453706	Rate rises – what a mess you blokes and gals have put the whole community in – look at the debt we have and who mis going to own up to who put us in this mess – no responsibility on anyones part – it just happened – how did we get into so much debt – Living beyond our means and not enough work done for the dollars spent – u only have to look at how hard your road maintenance crews work to see where the costs are – no one is game to oversite the work done by council workers – they must have the best job in Australia	Thanked for feedback, provided link to IPART website and second survey D14457908
19/01/21	25/01/21	Against	Email	D14453604	Unhappy with lack of consultation and communication - not encouraging/welcoming public feedback and no 3rd option for "no rate rise" - other entities have provided financial relief to individuals by accepting reduced payments, reducing interest or suspend payments altogether, Council is taking the opposite path, reaching deep into the public's pockets.	Responded thanking for feedback and advising of second survey. Response: D14455565
19/01/21	25/01/21	Query as to impact	Email	D14446656	I have completed the survey, however there was no option for comment.Should you actually want the residents opinion on such important matters, I suggest providing a verbatim question.	Thanked for feedback, provided link to IPART website and second survey. D14455436
19/01/21	25/01/21	Query as to impact	Email	D14453522	Pensioner - Pensioners do get a rebate, which is gratefully accepted, but that rebate will need to be increased or there is going to be an older section of the population that will have to forgo meals. This is no exaggeration.	Thanked for feedback, provided link to IPART website and second survey. Informed of Hardship Policy. Response: D14468717
19/01/21	25/01/21	Against	Email	D14446860	There is no way I will agree to pay any increase to get this council out the trouble it got it self into through poor management and neglect. It's not happening and not ONE rate payer I've spoken to will support this theft. Your letter states we have until 8/1/21 to object, we didn't get out letter dated 2/12/20 until today 19/1/21.	Thanked for feedback, provided link to IPART website and second survey. D14455472
19/01/21	25/01/21	Query as to impact	Email	D14453564 & D14453836	As a pensioner I don't understand why we have to pay for the councils incompetence, we didn't ask for the merger we didn't ask you to run up a debt, but we are the ones who have to pay	Thanked for feedback, provided link to IPART website and second survey. Informed of Hardship Policy. Response: D14455542
19/01/21	25/01/21	Against	Email	D14453675	Unhappy there was no consideration to ratepayers doing it tough - suggests cutting staff, close buildings ect - was on leave when letter was sent	Thanked for feedback, provided link to IPART website and second survey. Informed of Hardship Policy. Advised of other things Council is doing, plus Hardship Policy. Response: D14455608
19/01/21	25/01/21	Query as to impact	Phone call	CX210113-000607	Would like to speak to the manager in revenue or the administrators office regarding his concerns around the financial situation and rate rise.	The rate payer received a phone call and queries were answered
19/01/21	22/01/21	Against	Email	D14444634	My husband and I object to the survey CCC have set up as it is clearly designed to manipulate to what is the quickest and easiest solution, we give the council more money. We would accept no more than 5% as our part of the solution and would expect some of the highly paid problem solvers to come up with another part of the solution.	Thanked for feedback, provided link to IPART website and what measures are been taken to address the financial situation. D14454075
19/01/21	22/01/21	Against	Email	D14447193	I am utterly disgusted that the council could be in so much debt AND you expect us to pay, as rate payers, for this debt AND you will be reinstating the councillors who got us into this mess.Not only did i receive ONE letter, i received TWO letters exactly the same. And you wonder why you are in so much debt. How many \$\$\$\$ have you just lost/spent sending rate payers the same letter twice. You can go jump when it comes to the increase. I will be paying what i normally pay and not a penny more!!!!	Thanked for feedback, provided link to IPART website, second survey and details on Councillor suspension D14454219

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
19/01/21	22/01/21	Against	Email	D14451075	I noticed in the survey a pie chart showing the income stream for the council but not one for all the expenses. Why wasn't that disclosed in detail? I prefer my Option 3: the council be disbanded and another council assume responsibility to the ratepayers, or a fourth way which also includes the council Executive being fired and the NSW Premier being asked to bailout the council using the exorbitant Land Tax I pay or redirect funding from traffic fines the state is addicted to for revenue.	Thanked for feedback, provided link to IPART website and second survey D14454750
19/01/21	22/01/21	Against	Email	D14447555	First of all the NSW Government stuffed up by giving us the Ratepayers on the Coast an amalgamation we did not want. Sack the Council. Now you want the Ratepayers to bail you out. You people are a disgrace. We need new blood not old Councillors who keep putting their hand up year after year. Clean up your act or leave. We the Ratepayer's do not need you.	Thanked for feedback, provided link to IPART website and second survey D14454700
19/01/21	22/01/21	Against	Email	D14451112	My option would be to peg the rates @2% a year then the federal government subsidise the rest according to the cost of living, this is fairer to council to do the job.	Thanked for feedback, provided link to IPART website and second survey D14454775
19/01/21	19/01/21	Query as to impact	Email	D14447152	I understand Council is selling between \$40-60 million worth of underperforming assets. Would you please supply a list comprising what the items are, their addresses, and asking price? What are the terms of settlement? Would appreciate receiving as requested as a matter of urgency. I sent an email in, asking the same on Thursday 14/01/21, I got an automated response back. Who is the person disposing of the assets and what is their phone number?	Email sent with details of resolution. Request sent to staff for details of who is managing the sale of assets
19/01/21		Query as to impact	Email	D14453886	Are the people responsible for the illegal use of our money being brought to account? Have the people involved in this matter of misuse of rate payers money been removed from their positions? As this is the second time council has misspent funds what is being put in place to ensure it doesn't happen again? As rate payers we need more transparency around financial matters. You are asking for \$303 rate rise from us when we already don't see value for money. The council cant even effectively fix the group of potholes out the front of our house. Will we still see an annual rate rise each year on top of the immediate rise? I do not trust council to do the right thing moving forward.	Response CM D14458892 - Thanked for feedback, provided link to IPART website and second survey
14/01/21		Query as to impact	Email	D14441104	Query with multiple questions regarding restricted funds and steps to prevent repeat of unlawful use.	Responded thanking for feedback and referring to website for financial situation, advised on forensic audit and no evidence re the theft/corruption for prosecution. Response:D14465913
18/01/21	29/01/21	Query as to impact	Email	D14453459 & D14445180	Our residential rates were increased by 32.5% in the rate instalment notice 01.07.2020 to 30.06.2021. So if the proposed 15% increase for 2021 -2022 is approved, we will have had a total of a 47.5% increase in a 3 year period. Yes, the land rates are based on the Valuer Generals Office valuation but really 32.5% in one year	Response sent (D14461930) thanking for feedback, providing link to IPART website, second survey and details of their land value and rates harmonisation.
14/01/21		Query as to impact	Email	D14440538	Is it reasonable to expect that the Council or other appropriate authorities prosecute the unlawful expenditure? Which Minister is dealing with this matter? Can you please outline/explain what if any prosecution is taking place on behalf of the ratepayers, residents, and community that has been so severely affected by these actions?	Response sent acknowledging feedback, providing links to reports on website and explaining no evidence to support claims of theft or corruption. Response: D14477268
22/01/21	29/01/21	General Council Concern	Email	D14458938	Feedback about restrictive survey and limited time. Questions about use of restricted funds, impacts on family and suggestions for alternative fund recuperation. Rather than choosing the easy option of having ratepayers fund CCC's problem, surely the better solution would be for the State Government, who helped facilitate the problem to now step in and provide an interest free loan to CCC.	Response sent to thank for feedback and note will be reported to IPART. Advised on forensic audit and no evidence re the theft/corruption for prosecution. Included link to fact sheet on impacts (D14463047)
18/01/21	27/01/21	Against	Email	D14454187	Will the special rate variation apply to water accounts as well? I do think an independent administrator should be appointed. There didn't appear in the online survey to be a section for comments - survey not comprehensive enough.	Response CM D14458316 - Thanked for feedback, provided link to IPART website and second survey

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
18/01/21	22/01/21	Against	Email	D14453449	Pensioner - would like those who caused the issue prosecuted - not happy that there is not a 3rd option "no rate rise"	Thanked for feedback, provided details of second survey and link to Debt Recovery and Hardship Policy. D14454640
18/01/21	22/01/21	Query as to impact	Email	D14444627	Why I have not received any notification of this from council? A friend at work last week mentioned receiving their rates, with the two options listed, and I didn't even know it was in the pipeline. The back end of last year I had heard that council was significantly in deficit and now under administration, and that was it. So why have we, as a homeowner and ratepayer on the central coast for many years now, not been appropriately and officially informed of any of this transpiring?	Thanked for feedback, provided link to IPART website and copy of letter sent to all ratepayers. Advised of measures taken to address the financial situation. D14453351
18/01/21	21/01/21	Query as to impact	Email	D14444592	This exercise is designed to deliver support for one of two results, 10% or 15% increase in rates. Hardly a gauge of ratepayer sentiment on the colossal mismanagement of ratepayer funds. Where is the accountability for what has happened? Why are the senior directors not being held accountable? How in good conscience can the same people that caused the mess continue in their roles? The people that caused the problem cannot solve the problem! Council requires a NEW management team with accountability as their guiding principal.	Thanked for feedback, provided link to IPART website and further details about measures taken to address financial situation. D14453071
17/01/21	27/01/21	General Council Concern	Email	D14453875	To say that I have no faith in the current Administration would be an understatement. I have never agreed with local councils as there has been too many biases from the various factions elected and am not surprised that they find themselves and us rate payers in the current predicament. The situation unfortunately is not going to fix itself so as per your letter it is up to the rate payers to foot the bill. I am absolutely appalled at the situation and I wish add my vote of no confidence in the current Administration.	Thanked for feedback, provided link to IPART website and link to second survey. D14458868
17/01/21	27/01/21	General Council Concern	Email	D14453881	I pay \$1400.00 a year and although I get a pensioner discount I still find it to expensive. You have to charge the last Council for miss handling of the tax payers money, and don't say we voted them in not everyone voted for the sitting councillors. The system is wrong if elected councillors with no experience and no qualifications can run a council and expect the tax payers to pay for their stuff ups	Thanked for feedback, provided link to IPART website and details of second survey. D14458873
17/01/21	25/01/21	General Council Concern	Email	CX210119-000400	Lack of a real survey - non-mathematical, non-researched mechanism to gain support. There are other options in righting the financial mismanagement.	Replied explaining second survey, other things we are doing and thanking for suggestions. Response: D14455039
17/01/21	22/01/21	Query as to impact	Email	D14442349	Why can't some savings come from cutting the wages of current councillors by the same 15% as the preferred option of one-off rate rises. Will we get a new mayor once administration is finished? Will current council be re-installed or will we get the chance to re-elect another council? Why are developers allowed to serve on council?	Thanked for feedback, provided details of IPART website and link to Council survey. Noted current suspension ends 29 January and Councillors will return unless the suspension is extended for another 3 months and an election is to be held in September this year. Response D14454322
17/01/21	21/01/21	Query as to impact	Email	D14442285	My view is that you would get more accurate feedback from the general public with active Councillors from each ward, door knocking, using the pub test, associating with community groups and listening to the public in general. The other important aspect of this is to NOT have gag orders or controls put on them by Council Administration as has been the case in the past. The bureaucracy of this council is detrimental to our area.	Sent response acknowledging feedback and explaining options. Response: D14453108
17/01/21	21/01/21	Against	Email	D14442281	I am writing to object to the bias in the survey for the potential to increase CCCouncil rates, and to formally declare my unwillingness to agree to further rates rises.	Responded with options re survey and hardship policy info. Response: D14452966
17/01/21	21/01/21	Query as to impact	Email	D14442340	Rather than further stealing from the residents of the Central Coast in the form of continual legislated theft please explain why the council does get back to basics. What legal action is being taken to recover those funds that were accessed outside of the legislation and hold the individuals personally and legally accountable?	Responded acknowledging feedback and explaining management of council's finances. Response: D14453111
16/01/21	28/01/21	Against	Email	D14457229	I was not able to complete the Administrator's survey as it forced me to vote on either option and at this stage I object to both and refuse to participate in a survey does not acknowledge my protest	Responded advising of second survey with third option for no rate rise. Response D14460153

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
16/01/21	27/01/21	General Council Concern	Email	D14453866	My question is have senior staff and Council been advised that they will have to sacrifice all of their entitlements including Accrued Annual Leave and long Service Leave plus All Superannuation Entitlements Personnel and Company. That would make most if not all Ratepayer/Owners feel that the one's that did wrong should and must pay dearly.	Thanked for feedback, provided link to IPART website and link to second survey. D14458863
16/01/21	22/01/21	Query as to impact	Email	D14453806	Securing your future! Don't you mean you and your mates future, I think you have this around the wrong way.	Thanked for feedback, provided details of IPART website and link to Council survey. Response D14454613
16/01/21	21/01/21	Against	Email	D14442266	All people are asking for is the honest answer to 'where has all our funding gone?'...along with the excessive \$500m in the red.	Thanked for feedback, provided details of IPART website and link to Council survey. Additional reference to Administrator's 30 Day Report on website. Response: D14452519
16/01/21	21/01/21	Against	Email	D14442255	We strongly object to any rate increases by central coast council. Your survey did not allow this option for a preferred outcome and is misleading as well...The last special variation to our rates was never revoked and became permanent	Response explaining reason for two options only. Response: D14452377
16/01/21	21/01/21	Against	Email	D14442277	Regardless of what I receive as a rate statement, I will not pay anything above a 2.5% increase on the previous years charges. The same will apply for all subsequent years too. Find a different way to recoup moneys - perhaps reduce services, reduce staff levels?!	Responded explaining two options and providing information re other things Council are doing. Response: D14452908
16/01/21		Query as to impact	Email	D14453816	NOTE: SUBMISSION TO CEO AND ADMINISTRATOR The whole Council has a real credibility problem & I would like to know how you are going to fix it.	Response sent thanking for feedback and providing links to financial information on the website. Response: D14477325
15/01/21	05/02/21	Against	Email	CX210115-000658	In my view the entire council which is the board is responsible and each councillor should face some sort of penalty and approbation. The administrator needs to make operating cuts so that the rate increase is 5% only. Get on with it.	Confirmed receipt of submission, provided link Administrator's 3 Month Progress Report and other information regarding the Council's financial situation. Provided to IPART details. Response: D14475427
15/01/21	04/02/21	General Council Concern	Letter	D14453537	Whoever is responsible for financial losses should be held accountable and refund the rate payers' money entrusted by them.	Letter sent thanking for feedback, provided information on Business Recovery Plan and addressed claims of corruption. D14464707
15/01/21	29/01/21	General Council Concern	Email	D14453974	I am somewhat intrigued, with the current financial mess the council has got us in, why do the council continually have men & machinery coming to drain the Terrigal Lagoon either on a weekend or during the evenings when this could be done during normal business hours. It must be costing us a bundle in continuous overtime!! They can get weather forecasts easy & they know when rain is coming & plan for it. I do realise there is the odd time when a freak weather event happens but as I stated I CANNOT RECALL IT BEING DRAINED INSIDE NORMAL BUSINESS HOURS. Again what a waste of money & if you are using contractors they must be thinking how good is this lurk. I would assume other on the Central Coast would like to hear about this & I intend to take this further with the media but I thought I would like to hear what sort of lame excuse council can provide.	Thanked for feedback, provided link to IPART website, link to second survey and addressed concerns of corruption. D14462645 Staff have also responded to his concerns re Terrigal Lagoon. D14464810
15/01/21	29/01/21	General Council Concern	Email	CX 210115-000547	Feedback about online survey. Question 7 is insufficient - third option for 'no rate rise' should be available. Concern that selection of 10% or 15% suggests support of option when that is not case. Queried if survey was designed in-house or by consultant	Replied explaining second survey and confirming survey was designed in-house. Suggested he send submission to iPART. Response: D14462539
15/01/21	27/01/21	General Council Concern	Email	D14453857	I am always concerned when governments sell off "underperforming assets" usually they are sold well below true value and do not take into account future potential for the assets. Please provide list of assets and financial performance and the revenue stream in your report.	Thanked for feedback, provided link to IPART website and link to second survey. D14458837
15/01/21	27/01/21	Query as to impact	Email	D14453833	No way! Where is the survey? Its not on the link	Thanked for feedback, provided link to IPART website and link to second survey. D14458823

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
15/01/21	27/01/21	Against	Email	D14453829	The miss management of the council as well as the absolute grubby look of basically all the coast..With rubbish, grass and weeds popping out of the concrete everywhere . Should I mentioned what should be beautiful bushland round Narara is just infested with noxious weeds. All impossible to get rid of , so council keeps letting them breed. Given I'm an aged pensioners and my rates are already 50% higher than your Gosford average.On your estimate I'll be paying council at least 20% of my pension.	Thanked for feedback, provided link to IPART website and link to second survey. D14458810
15/01/21	27/01/21	Against	Email	D14453838	Before any rate changes are considered, the council should review its core responsibilities such as: 1. To providing and maintaining the road system, footpaths and stormwater drainage, and any other basic infrastructure necessary for the municipality to function. 2. Proper planning of the municipality for houses, shops, units and public facilities (hospitals,parks,schools) to promote the social and economic development of local communities. 3. The council is responsible to the community to provide these functions.It is not responsible for grandiose structures or festivities to glorify the ego of its councillors. In an environment of low inflation, high unemployment, collapsing dividends and cash investment interest rates close to zero, the breathtaking arrogance of the proposal to increase rates 15% is totally unacceptable, and shows a complete lack of understanding of the living conditions in the community.	Thanked for feedback, provided link to IPART website and link to second survey. D14458827
15/01/21	22/01/21	Query as to impact	Email	D14453397	How do I participate in the rate rise survey?	Thanked for feedback and provided details for survey completion. D14453438
15/01/21	21/01/21	Query as to impact	Email	D14442242	Would you please supply us with the information (ie explanation) about what has caused the financial problems, why Council has been replaced, and how much this cost the ratepayers and how much needs to be recovered.	Thanked for feedback, provided details of IPART website and link to Council survey. Additional reference to Administrator's 30 Day Report on website. Response: D14452316
15/01/21	20/01/21	Query as to impact	Email	D14442253	How is council going to spend/save any increase in rates to avoid the current mess recurring in another few years? I have read the information but it is very vague on savings and also on where the overspending occurred.	Response sent to thank for feedback and note will be reported to IPART. Response: D14449886
15/01/21	20/01/21	Query as to impact	Email	D14441757	If Council, as represented by yourself, really want to find out what the community thinks then other options should be on the table, or at least an option which says "other", which people can complete if they wish.	Thanked for feedback, provided link to IPART website and link to second survey. Response: D14449847
15/01/21	20/01/21	Query as to impact	Email	D14441563	I understand that it was the incompetence of various employees that led to the current deficit. However, the state auditor general, on more than one occasion, signed off on the 'books'. Therefore I believe that the state government should also contribute. I would like the administrator to lobby for this.	Thanked for feedback, provided link to IPART website and link to second survey. Response: D14449792
14/01/21	29/01/21	General Council Concern	Phone call	CX 210114-000252	Pls call customer as he has multiple questions regarding the SV letter sent, including: What is actual \$ amount to be repaid to restricted funds? (as numbers seem to be changing). After this is repaid, will the excess collected by SV go into a "slush fund"? What recompense/action will Council be taking if it is found that the past Auditor/s have been negligent? Also customer wished it to be known that he has worked in the finance industry for 50yrs and so is expecting our responses to his questions to be delivered in an "appropriately educated fashion".	Customer was phoned and encouraged to make a submission to iPart.
14/01/21	28/01/21	Query as to impact	Email	D14453801	Request to provide comparison of rates from other councils across Sydney.	Thanked for feedback, provided link to second survey and link to FAQ regarding IPART rate comparison map (D14460595)
14/01/21	28/01/21	General Council Concern	Email	D14461402	With respect to the proposed Council rate hike in response to gross financial mismanagement by Council Executives, can you please provide a response to each of the questions (9 questions in email re financial situation)	Response sent to thank for feedback and note will be reported to IPART. Further email sent answering each question. Response: D14461573
14/01/21	27/01/21	Against	Email	D14453795	Everyone knows you mismanaged \$700 million dollars and "lost" this money through pathetic mismanagement. You should be ashamed of yourselves and immediately resign. And also leave the rates as they are. Less of your services would probably benefit the community!!!	Thanked for feedback, provided link to IPART website and link to second survey. D14458764

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
14/01/21	27/01/21	Query as to impact	Email	D14453923	Can you please explain how a 15% increase on approx \$2500 (Gosford business) ends up to be April \$3700?...by my calculations that is about a 50% increase! I am giving myself the benefit of the doubt given your recent record with calculating finances. Fair is fair...\$2500 plus 15%=\$2875...please go back and do your calculations again.	Response CM D14458722 - Thanked for feedback, provided link to IPART website and second survey.
14/01/21	22/01/21	Against	Email	D14453774 & D14453663	Pensioner - Unhappy there was not a 3rd option "no rate rise" - Doesn't believe the average rate is correct - says he is going public (radio & TV).	Response sent D14454800 clarifying 10% and 15% rate increase plus details or rates harmonisation and link to Debt Recovery and Hardship Policy. Additional response D14454513 thanking for feedback and providing details of second survey.
14/01/21	22/01/21	Query as to impact	Email	D14453654	Can you please clarify "15% one off permanent increase". Is it a "one off" or is it "permanent"?	Thanked for feedback and provided clarification around 10% and 15% increases D14454409
14/01/21	22/01/21	Query as to impact	Email	D14453629	Put some parking meters in Terrigal and main street. Put everywhere, no brainer. Newcastle charges for parking.	Thanked for feedback. D14454565
14/01/21	21/01/21	Against	Email	D14438617	Who decided a rate increase was 'Securing Our Future'?	Response sent re options, referenced other things Council are doing + hardship policy. Response: D14451884
14/01/21	21/01/21	Query as to impact	Email	D14439825	Rather than just increase everyone's rates, perhaps the Council should be looking at ways to streamline their spending and use the fund which they do have available in the most effective manner.	Acknowledged feedback and referenced other things Council is doing from the Council report. Response: D14451188
14/01/21	21/01/21	Query as to impact	Email	D14439842	We were not given any details on how the 10% or 15% were calculated so how can we give a correct opinion/answer. We are just told these are the magic figures to fix the problems. Questions like what are the cost savings being implemented, projects deferred, other revenue options etc	Response sent re options, apologised for incorrect phone number, referenced other things Council is doing from the Council report. Response: D14451814
14/01/21	20/01/21	Against	Email	D14440552	The survey is not a valid survey as it canvasses only a rate rise as the only solution. This rise is exorbitant and should be abandoned immediately.	Thanked for feedback, provided details of IPART website and link to Council survey. D14449735
14/01/21	20/01/21	Query as to impact	Email	D14439276	Limited response options - have you any idea of the demographic or variety of inhabitants and their income streams?	Thanked for feedback, provided details of IPART website and link to Council survey. D14449713
14/01/21	20/01/21	Query as to impact	Email	D14439333	The combined Council does not have a good track record for accounting, management oversight of projects and accounts and accountability. Some assurances that you have the necessary controls in place is of more importance to us and we would have thought a reference to this in your "rate increase" notice would have been appropriate.	Thanked for feedback, provided details of IPART website and link to Council survey. D14449658
14/01/21		Query as to impact	Email	D14439267	Wishes to speak through a number of the issues with the signatory of the letter that went to rate payers regarding the rate rise	Called to discuss, however customer specifically wants to speak to the CEO. Details to be passed on.
22/01/21	28/01/21	General Council Concern	Email	D14458943	<ol style="list-style-type: none"> 1. If restricted funds were unlawfully accessed, what charges have been laid, and against whom. 2. To suggest that this over-expenditure was for the benefit of the community and therefore should be accepted without question shows breathtaking arrogance. 3. You expect ratepayers to now cover the cost of the [REDACTED] use of Council funds without any explanation of how this situation arose and 4. Appallingly, threaten the withdrawal of services if we do not accede to your demands. 5. Ratepayers trust in Council to behave in a fiscally responsible manner has been totally betrayed and we are expected to accept this without question 6. I received the letter informing me of the survey yesterday morning, one afternoon before the closing time. I knew of its existence by word of mouth. Was this an attempt to minimise responses and enable you to claim majority acceptance? 7. Council has taken advantage of the complacency of the community at large to arrive at this point. There is no doubt there will now be far more attention paid to your actions and your claims to be prioritising the community's best interests. 	Thanked for feedback, provided link to IPART website, second survey. Advised on forensic audit and no evidence re the theft/corruption for prosecution. D14459895
14/01/21		Against	Email	D14453668	Unhappy there was not a 3rd option "no rate rise"	Thanked for feedback, provided link to IPART website and second survey. D14454595

Contact Date	Response date	Theme of enquiry	Contact method	Reference (CX or CM)	Customer enquiry	Customer response
18/01/21	28/01/21	Against	Email	D14443920	I find your wording explaining the rate increases to be misleading and confusing. 1. re: 15% option - does this mean that in 7 years I would have paid an extra year's worth of rates (7 x 15% = 105%) - and the annual amount will also be increasing yearly as well? 2. your table on page 2: \$1212 is an increase of 19.4% on \$1015 /\$1267 is an increase of 24.8% on \$1015	Thanked for feedback. Advised on forensic audit and no evidence re the theft/corruption for prosecution, as well as info on SV amounts. Response D14461226
13/01/21	03/02/21	Against	Email	D14435823	Strongly object to either option - absolutely disgraceful. As a resident ratepayer for 38 years, long serving council employee, why should we as ratepayers have to foot the bill for Council mismanagement. Absolutely appalling - definitely disagree with both options. Why did the CEO walk away with a severance payout of \$382,000 and we are left to pick up the pieces. And employ an administrator and sidekick - Rick and Dick to fix the problem, to be told, sorry rates will increase. No No No Definitely No. I am absolutely ashamed after nearly 40 years of service at Central Coast Council to say i work for Central Coast Council. Please come up with another solution and really quickly - do not allow this disgraceful behaviour to continue. Thank you for the opportunity to provide feedback.	Thanked for feedback, apologised for delay in responding. Provided details of IPART website and what else Council is doing to secure income. D14471480
13/01/21	03/02/21	Against	Email	D14439327	I have sent about ten inquiries over the past few months and haven't had a reply. Is there anybody working there that will answer my inquiries. The one i object to is the increase in rates to cover the [REDACTED]. Also why didn't the government cover all the costs of the amalgamation when the people had no say in it.	Thanked for feedback, apologised for delay in responding. Provided details of IPART website and details regarding former CEO and CFO. D14471678
13/01/21	03/02/21	General Council Concern	Email	D14439318	Why don't previous Councillors give back the pay increases they were given last year? It'd be a start in recouping some of the money spent wrongly.	Thanked for feedback, apologised for delay in responding. Provided details of IPART website, what else Council is doing to secure income and details of Councillor suspension. D14471626
13/01/21	03/02/21	Query as to impact	Letter	D14453544	Queries re rating systems, whether rates are based on weighted average, harmonisation	Response sent explaining rate harmonisation and advised that General Rates are the Land Rates based on your Land value and are the first line on your Annual Rate Notice. It does not include your garbage charges which are included in your total payable on your Annual Rate Notice. Response: D14469668
13/01/21	29/01/21	General Council Concern	Email	CX 210113-000837	Feedback about restrictive survey and comment options. Would like more details about restricted fund use, independent investigations, role of Local/State governments. While supportive of more funding it is unreasonable to expect people to blindly support these measures. We need to understand that ICAC or some other independent body has investigated and recommended the amelioration. Otherwise we are merely increasing funding to a floored system for further abuse	Response sent to customer and closed in CX (D14463348) Thanked for feedback, provided details of IPART website and details of second survey. Answered query regarding what restricted funds were used for and provided links to Administrator reports on website
13/01/21	27/01/21	Against	Email	D14453787	When I have kerb and gutter and no sitting water for days after rain between the road and my driveway then ask me again if I'm prepared to pay more rates. What a joke.	Thanked for feedback, provided details of IPART website and details of second survey. D14458183
13/01/21	27/01/21	General Council Concern	Email	D14453792	Why when I fill out the survey for Rate rise options with Survey Monkey & click Submit it goes blank? It should say something like Thankyou for submitting your response.	Thanked for feedback, provided details of IPART website and details of second survey. D14458305
13/01/21	27/01/21	General Council Concern	Email	D14453771	It's a bit hard to do the survey when you are limiting the options available and not allowing us to give our honest opinion. How much is this useless survey costing us the ratepayers? Really disappointed !	Thanked for feedback, provided details of IPART website and details of second survey. D14457977
13/01/21	27/01/21	Against	Email	D14453750	You have to be joking trying to increase rates by 10 or 15%. The administration of the council has always been lousy as can be seen by going into receivership on more than one occasion. Sort yourselves out and stop trying to force your debts on to the ratepayers.	Thanked for feedback, provided details of IPART website and details of second survey. D14457921
13/01/21	27/01/21	General Council Concern	Email	D14453785	Questioned other works yet to be completed by Council	Thanked for feedback, provided details of IPART website and details of second survey. D14458173

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13/01/21	27/01/21	Against	Email	D14453765	Seriously? You want more funds to incompetently manage? The merger between the two councils was hijacked by Wyong and this crisis is a direct result. No way will I ever support an increase	Thanked for feedback, provided details of IPART website and second survey and advised what else Council is doing in regard to measures to address the financial situation. D14457960
13/01/21	22/01/21	Query as to impact	Email	D14446996	Why do you send a e mail that you cannot answer properly. The Council should not have got into this position of making the residents pay for their miss management. I don't believe that we are in error the council is.	Thanked for feedback and advised Council has made a second survey available and provided details of IPART website. D14454224
13/01/21	21/01/21	Against	Email	D14438158	No provision for a 'neither' answer to question 7	Responded thanking for suggestions, referencing other things Council are doing and advising Valuer General sets land value - advised how rate rise would affect his area. Response: D14452739
13/01/21	19/01/21	Against	Email	D14438586	Your survey includes only two options, being a 10% increase or a 15% increase. NEITHER of those are acceptable and I entirely reject both	Thanked for feedback, provided details of IPART website and link to Council survey. D14448647
13/01/21	19/01/21	Query as to impact	Email	D14436042	Please advise who are the comparable neighbouring Council's that are paying less than if we had a 15% rate rise?	Emailed table and link to : Administrator's Minute - Special Rate Variation application by Council D14404038. (Response: D14448583)
13/01/21	19/01/21	Query as to impact	Email	D14438111	There are only two options in the survey - SRV – 10% and SRV - 15%. What happened to no SRV ie only the base amount increase?	Thanked for feedback, provided details of IPART website and link to Council survey: D14448638
13/01/21	19/01/21	Against	Email	D14438598	The current survey re rates needs a 3 option to question 7	Thanked for feedback, provided details of IPART website and link to Council survey. D14448658
13/01/21	13/01/21	Against	Phone call	210113-000368	Unhappy about lack of option for "no rate raise" in survey.	Explained avenues to send in feedback about survey (project email, or putting in a submission to IPART). Also explained to place objection in free text area of survey and we will report this.
12/01/21	04/02/21	Query as to impact	Email	D14453486	Why is CCC advertising for 3 x executives during this time - needs info on rates harmonisation - questions average rate amount on letter	Responded explaining harmonisation and provided personal rates projection. Advised submissions can still be made directly to iPART via their website until 1 March 2021. Response: D14477396
12/01/21	1/02/2021	Against	Email	D14435770	Question 7 does not give adequate choices for a response	Response regarding reasons for q7 & 8 in survey, forensic audit and what else Council is doing. Response:D14465733
12/01/21	28/01/21	General Council Concern	Email	D14453356	I spent over half an hour reading the material and completing 38% of the survey according to the gauge at the bottom, when I got shut out with the above message. What a waste of my time! Please pull the survey app and fix this before you waste other people's time. It is hard enough to remain positive about the future of this Council without getting frustrated by the process of trying to contribute my views on possible solutions.	Apologised for technical issues experienced. Thanked for feedback and advised Council has made a second survey available and provided details of IPART website. D14459334
12/01/21	27/01/21	General Council Concern	Email	D14453757	Your survey is stacked. Add a third option of no rate rise. Don't ask for community feedback and then stack the feedback tool.	Thanked for feedback and advised Council has made a second survey available and provided details of IPART website. D14457936
12/01/21	27/01/21	Against	Email	D14453354	I am unable to complete your survey and express my opinion due to question 7 not giving Adequate choices for a response.	Thanked for feedback and advised Council has made a second survey available and provided details of IPART website. D14457845
12/01/21	19/01/21	Query as to impact	Email	D14433807	Please advise if the numbers in your table are inclusive of water rates	Responded advising that the numbers in the table are not inclusive of water charges. Water charges are determined separately by IPART and are dependent, in part, on usage. Response: D14448510
11/01/21	19/01/21	Against	Email	D14433318	I consider neither option is feasible.	Thanked for feedback and provided with details of IPART website and also encouraged them to reconsider and complete the online survey. D14448454
16/12/20	22/01/21	Query as to impact	Email	CX201216-000498 & D14452840	Wants specific information regarding rates in former Wyong Shire vs former Gosford Shire and wants it published re how unfair the rate burden has been	Email sent explaining other things Council are doing and explaining the rate increase/harmonisation.

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11/12/20		Against	Letter	D14400547	Why cannot those in Council responsible for this outrageous debt, pay for it out of their own salaries, their superannuation, their savings and their assets? I cannot ask for an increase in my pension on the grounds of my incapability of balancing my pension. We ratepayers, through no fault of our own will be forced by Council to bail it out of its own horrendous misuse of funds by applying to IPART to double dip rate increase !	Administrator's office has prepared a response to be posted.
09/12/20	27/01/21	Against	Email	CX201209-000303	As a long-term resident of the Central Coast, I am disgusted that through Council's incompetence, you are going to increase our rates. How about selling off some assets and taking a pay cut yourselves. It is your fault that you are in this predicament. It's not the fault or the problem of rate payers to dig you out of this mess.	Responded advising of second survey and other things Council are doing. Response: D14458963
08/12/20	23/12/20	Query as to impact	Phone call	201208-000638	Does the SRV mean that Council will seek to increase rates above what is normally applied?	Apologised for the delay in responding and advised of details regarding Council's potential application to IPART.