

Residential rates by former Council	Land Value	Current rates 20-21	Harmonised 21-22 Yr1	Transition 21-22 Yr1	\$ Diff Current to Harmonised	\$ Diff Current to Transition	% Change Harmonised	% Transition	Transition 22-23 yr 2	\$ Diff	%	Transition 23-24 yr3	\$ Diff	%	Transition 24-25 yr4	\$ Diff	%	Transition 25-26 yr5	\$ Diff	%
<b>Parramatta</b>																				
15.00%	10th	72,500	766	650	(116.14)	(116.14)	-15.16%	-15.16%	700.92	50.92	7.83%	708.00	7.08	1.01%	716.85	8.85	1.25%	721.89	5.04	0.70%
20.00%	20th	104,500	770	650	(119.55)	(119.55)	-15.54%	-15.54%	715.00	65.00	10.00%	785.00	70.00	9.79%	860.00	75.00	9.55%	860.00	0.00	0.00%
30.00%	30th	167,323	791	650	(141.02)	(141.02)	-17.83%	-17.83%	715.00	65.00	10.00%	785.00	70.00	9.79%	860.00	75.00	9.55%	860.00	0.00	0.00%
40.00%	40th	290,714	806	650	(155.93)	(155.93)	-19.35%	-19.35%	715.00	65.00	10.00%	785.00	70.00	9.79%	860.00	75.00	9.55%	860.00	0.00	0.00%
50.00%	50th	457,000	824	958	133.71	67.04	16.23%	8.13%	904.86	13.71	1.54%	914.00	9.14	1.01%	925.43	11.43	1.25%	931.93	6.51	0.70%
60.00%	60th	513,000	853	1,075	221.71	146.87	25.98%	17.21%	1,015.74	15.39	1.54%	1,026.00	10.26	1.01%	1,038.83	12.83	1.25%	1,046.13	7.30	0.70%
70.00%	70th	535,000	894	1,121	227.65	149.60	25.47%	16.74%	1,059.30	16.05	1.54%	1,070.00	10.70	1.01%	1,083.38	13.38	1.25%	1,090.99	7.62	0.70%
80.00%	80th	572,000	949	1,199	249.55	166.10	26.29%	17.50%	1,132.56	17.16	1.54%	1,144.00	11.44	1.01%	1,158.30	14.30	1.25%	1,166.44	8.14	0.70%
90.00%	90th	617,000	1,016	1,293	277.42	187.40	27.31%	18.45%	1,221.66	18.51	1.54%	1,234.00	12.34	1.01%	1,249.43	15.43	1.25%	1,258.21	8.78	0.70%
95.00%	95th	688,000	1,112	1,442	330.41	230.03	29.72%	20.69%	1,362.24	20.64	1.54%	1,376.00	13.76	1.01%	1,393.20	17.20	1.25%	1,402.99	9.79	0.70%
<b>Total increase/(decrease)</b>							<b>0.20%</b>	-6.74%			<b>3.38%</b>			<b>3.04%</b>			<b>3.30%</b>			<b>0.52%</b>
<b>Auburn</b>																				
10.00%	10th	101,321	594.62	650	55.38	55.38	9.31%	9.31%	715.00	65.00	10.00%	785.00	70.00	9.79%	860.00	75.00	9.55%	860.00	0.00	0.00%
20.00%	20th	169,422	594.62	650	55.38	55.38	9.31%	9.31%	715.00	65.00	10.00%	785.00	70.00	9.79%	860.00	75.00	9.55%	860.00	0.00	0.00%
30.00%	30th	221,796	594.62	650	55.38	55.38	9.31%	9.31%	715.00	65.00	10.00%	785.00	70.00	9.79%	860.00	75.00	9.55%	860.00	0.00	0.00%
40.00%	40th	274,000	594.62	650	55.38	55.38	9.31%	9.31%	715.00	65.00	10.00%	785.00	70.00	9.79%	860.00	75.00	9.55%	860.00	0.00	0.00%
50.00%	50th	458,000	718.25	960	241.67	37.45	33.65%	5.21%	801.50	45.80	6.06%	870.20	68.70	8.57%	893.10	22.90	2.63%	933.97	40.87	4.58%
60.00%	60th	547,000	834.14	1,146	312.31	68.41	37.44%	8.20%	957.25	54.70	6.06%	1,039.30	82.05	8.57%	1,066.65	27.35	2.63%	1,115.46	48.81	4.58%
70.00%	70th	590,000	899.71	1,237	336.87	73.79	37.44%	8.20%	1,032.50	59.00	6.06%	1,121.00	88.50	8.57%	1,150.50	29.50	2.63%	1,203.15	52.65	4.58%
80.00%	80th	666,000	1,015.61	1,396	380.26	83.29	37.44%	8.20%	1,165.50	66.60	6.06%	1,265.40	99.90	8.57%	1,298.70	33.30	2.63%	1,358.13	59.43	4.58%
90.00%	90th	770,000	1,174.20	1,614	439.64	96.30	37.44%	8.20%	1,347.50	77.00	6.06%	1,463.00	115.50	8.57%	1,501.50	38.50	2.63%	1,570.21	68.71	4.58%
95.00%	95th	885,000	1,349.57	1,855	505.30	110.68	37.44%	8.20%	1,548.75	88.50	6.06%	1,681.50	132.75	8.57%	1,725.75	44.25	2.63%	1,804.72	78.97	4.58%
<b>Total increase/(decrease)</b>							28.09%	4.04%			7.32%			8.97%			4.92%			3.00%
<b>Holroyd</b>																				
10.00%	10th	112,640	662	650	(11.84)	(11.84)	-1.79%	-1.79%	715.00	65.00	10.00%	785.00	70.00	9.79%	833.69	48.69	6.20%	839.55	5.86	0.70%
20.00%	20th	153,333	718	650	(67.78)	(67.78)	-9.44%	-9.44%	715.00	65.00	10.00%	785.00	70.00	9.79%	860.00	75.00	9.55%	860.00	0.00	0.00%
30.00%	30th	216,000	804	650	(153.93)	(153.93)	-19.15%	-19.15%	715.00	65.00	10.00%	785.00	70.00	9.79%	860.00	75.00	9.55%	860.00	0.00	0.00%
40.00%	40th	361,000	1,003	757	(246.64)	(140.47)	-24.58%	-14.00%	824.89	(37.91)	-4.39%	785.00	(39.89)	-4.84%	860.00	75.00	9.55%	860.00	0.00	0.00%
50.00%	50th	464,000	1,145	972	(172.35)	(35.89)	-15.05%	-3.13%	1,060.24	(48.72)	-4.39%	988.32	(71.92)	-6.78%	939.60	(48.72)	-4.93%	946.21	6.61	0.70%
60.00%	60th	497,000	1,190	1,042	(148.55)	(2.38)	-12.48%	-0.20%	1,135.65	(52.19)	-4.39%	1,058.61	(77.04)	-6.78%	1,006.43	(52.18)	-4.93%	1,013.50	7.08	0.70%
70.00%	70th	531,000	1,237	1,113	(124.03)	32.14	-10.03%	2.60%	1,213.34	(55.76)	-4.39%	1,131.03	(82.31)	-6.78%	1,075.28	(55.76)	-4.93%	1,082.83	7.56	0.70%
80.00%	80th	574,000	1,296	1,203	(93.02)	75.80	-7.18%	5.85%	1,311.59	(60.27)	-4.39%	1,222.62	(88.97)	-6.78%	1,162.35	(60.27)	-4.93%	1,170.52	8.17	0.70%
90.00%	90th	664,000	1,420	1,392	(69.72)	167.18	-1.98%	11.78%	1,517.24	(69.72)	-4.39%	1,414.32	(102.92)	-6.78%	1,344.60	(69.72)	-4.93%	1,354.05	9.45	0.70%
95.00%	95th	760,000	1,552	1,593	41.14	264.66	2.65%	17.06%	1,736.60	(79.80)	-4.39%	1,618.80	(117.80)	-6.78%	1,539.00	(79.80)	-4.93%	1,549.82	10.82	0.70%
<b>Total increase/(decrease)</b>							-7.96%	3.57%			-1.61%			-2.81%			-1.17%			0.50%





CUMBERLAND  
CITY COUNCIL

Dear Resident/Ratepayer,

Council is writing to seek your input on your preferred option about how we can harmonise rates across our Local Government Area (LGA).

Since the establishment of Cumberland City Council in May 2016, Council has maintained high levels of service for the community and continued to provide new infrastructure including buildings and roads.

As a result of the merger of the three former Council areas (Holroyd, Auburn and part of Parramatta), Council inherited three different rate structures. A four year rates freeze was imposed by the State Government, which did not allow Councils to adjust rates in the first four years after amalgamations. This rates freeze will expire on 1 July 2021. Before this date, Council is required to have a plan in place about how we will gradually transition ratepayers to a consistent way of calculating rates across our LGA.

In order for Council to determine the preferred rates structure for our LGA, a thorough community consultation process needs to be undertaken.

As you would be aware, Council has recently experienced budgetary pressures which we have been working to address. The demands created by 40,000 additional residents, increased operating costs and loss of income for a variety of reasons, has made it necessary for Cumberland City Council to look at options to make sure it stays financially sustainable in the longer term.

The current challenge for Council is balancing community expectations with future financial sustainability. There is a growing gap between the cost of providing services and facilities and the funding available to meet those costs.

Even though we have put in place a range of savings across Council's operations, if Council does not address the future funding gap, either through reducing service levels or increasing rates, the condition of our community assets will deteriorate.

The above shows that Council has two immediate challenges: (a) the requirement to harmonise rates and (b) the need to generate additional income to secure long term financial sustainability.

Whilst the harmonisation of rates is a mandatory requirement, the generation of additional income from rates is optional and largely based on the results of our community consultation. Both of the options identified below allow Council to harmonise rates. Only Option 2, however, addresses Council's need to generate additional income which is required for the reasons outlined above.

Council is now seeking your views about your preferred option in terms of how we address the challenges outlined in this correspondence.

#### Option One: Harmonise rates across Cumberland City

This option sees Council transition to a consistent way of calculating rates for all ratepayers across the LGA, over a five year period, commencing from 1 July 2021, but does not generate any additional income over and above the mandatory rate cap established by the NSW Government.

Essentially this means a redistribution of the total rates income so that all ratepayers have their charges calculated in the same way. The total rates income remains unchanged and therefore the financial pressures outlined above are not addressed by this option.

## Option 2: Harmonise rates across Cumberland City and apply a 2% increase for all rates in the first year

Council will adjust rates over 5 years across the whole Local Government Area, starting from 1 July 2021, with an additional special rate variation of 2% on top of the annual rate increase, for the first year only.

This option will allow Council to collect \$10 million over the 5 year period to recover income lost as a result of the merger and increase our investment in community infrastructure and facilities to better meet the needs of our growing population.

### Minimum rates

There are 24,000 units within Cumberland City Council paying minimum rates which is an average of \$678 per annum and 46,000 houses paying an average of \$1,210 per annum. Council has agreed to consult residents on a proposal to increase the minimum rate as outlined below.

- Year 2021-2022, apply to IPART for a minimum rate of \$700
- Year 2022-2023, apply to IPART for a minimum rate of \$770
- Year 2023-2024, apply to IPART for a minimum rate of \$840
- Year 2024-2025, apply to IPART for a minimum rate of \$900

The impact of increasing the minimum will mean the unit dwellings will increase from average \$678 to \$900 by financial year 2024-2025. This issue has been created by an out of date NSW legislation that no longer reflects the reality for all residents of Cumberland City Council. In making this change Council is trying to share the burden of future costs more equitably.

To understand the impacts of each of the above options for you, please see the attached document which summarises the changes by area.

To inform Council's decision on the preferred option, we want to know what you think. With the current climate surrounding the COVID-19 pandemic and current health measures in place a range of mechanisms have been implemented to allow our community to provide feedback about their preferred option, and to seek further information about the requirement for the proposed changes and the options we have identified to meet these obligations.

The mechanisms available for you to get more information and convey your views are as follows:

- Consultation Sessions via <https://cumberland-rates-consultation.eventbrite.com.au>
- Have Your Say
- Email Council directly at [rates.harmonisation@cumberland.nsw.gov.au](mailto:rates.harmonisation@cumberland.nsw.gov.au)
- For more information, session times or to make a submission, please visit [www.cumberland.nsw.gov.au/rates](http://www.cumberland.nsw.gov.au/rates), or contact us on (02) 8757 9000.

Hamish McNulty  
GENERAL MANAGER

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# Changes to your rates

Our rates structure for application of rates across Cumberland City changed on 1 July 2021.



## About Rates Harmonisation

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### What has changed?

The NSW State Government required Cumberland City Council to adopt and implement a rates structure for the 3 former Council local government areas of Holroyd, Auburn and

have their rates calculated in the same way. Whilst your rates may change, the total rate revenue received by Council will not increase.

## Why did we harmonise rates?

All amalgamated councils were required, by law, to have one rating structure by 1 July 2021. Council has utilised provisions under the Local Government Bill 2021 to achieve gradual rate harmonisation over a 4-year period, commencing 1 July 2021.

During the merger process in 2016, the NSW State Government imposed a rates freeze which meant councils could not change the way rates were calculated. This means we have been applying three different rates structures from the councils that were amalgamated into Cumberland (Auburn, Holroyd and part of Parramatta) and as a result, the way rates are calculated varies.

The rates freeze ended on 30 June 2021 and Council will gradually harmonise the rate paths of the former Councils over a 4-year period to achieve a single, fair and equitable across the entire LGA.

## What are the changes?

Council is introducing new minimum rates for both residential and business properties.

From July 2021, the method of calculating rates will be ad valorem based (according to the land value) and subject to the following minimums:

- Residential minimum amount will be \$650 (This will increase by 10% for three years subject to approval).
- Business rate minimum amount will start at \$1,200 and increase annually by the rate peg, as determined by the Independent Pricing and Regulatory Tribunal of New South Wales (IPART).

To assist with reducing the rates burden on general business and residential properties, Council will also be introducing business sub-categories for properties where the dominant use is of an industrial nature and multi-level shopping centres where additional infrastructure is required.

If the property is used for a purpose shown on the Industrial land classifications list then a business sub-category of 'Business Industrial' will apply.

2020, seeking feedback from ratepayers about their preferred option and the impacts associated with each option.

A letter was sent to all ratepayers, which included a flyer in 4 languages, and rates harmonisation had both a dedicated webpage on Council's website and a 'Have Your Say' page. Rates harmonisation was also featured on Council's Facebook page, as well as in the 7<sup>th</sup> July edition of e-News.

We received 550 written submissions during the consultation period, of which 65% supported Option 1, being no Special Rate Variation increase and a transition over 5 years to a single rates structure across the Local Government Area commencing from 1 July 2021. We also carried out a community survey, which revealed 63% of residents and businesses also supported Option 1.

## What's happening with rates harmonisation?

As part of the harmonisation process, Council will be applying to the NSW Independent Pricing and Regulatory Tribunal (IPART) to increase the minimum rate from \$650 to \$715 for the 2022/2023 financial year, \$785 for 2023/2024 and \$860 for 2024/2025 (an increase of close to 10% per year up to 2024/2025).

The impact of increasing the minimum rate results in enabling a more equitable way of charging rates, which would largely impact higher density housing who, despite having lower land values, have the same access to Council facilities and infrastructure as houses with higher land values. Additional income is not raised from this process, and the increase in minimum rates will only enable Council to change the way the rates are levied to ratepayers.

A Hardship Application for Rate Relief form is available if you are experiencing genuine financial hardship.

## For further details, view the Rates Harmonisation Brochure (PDF, 300KB)

## FAQs

What are rates?






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What options are available to me if I feel the changes will cause me financial pressure? 

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# RATES

## HARMONISATION



Council will be looking to stage the harmonisation over a number of years to minimise the impact on rate payers.

There are 2 options for consideration.



### 1 Harmonise rates across Cumberland City

1

Harmonising the rates over 5 years, without proposing an additional increase to the rate income.

This option means that the current provision of community facilities will remain the same and upgrades to the facilities will be delayed even when population and demand increase.

### 2 An additional increase in the total rate for the first year

2

Harmonising the rates over 5 years, with the intention to increase the rate income over 5 years by \$10M.

This option of an increase in the rates income means the current provision of infrastructure such as community facilities and associated upgrades can keep up with increased population and demand over the coming years.

**RESIDENTIAL**  
RATE PAYER

Current average annual rate: **\$986**

	CURRENT AVERAGE	WITH YEAR 1 CHANGES	DIFFERENCE YEARLY
HOLROYD	\$1,102	\$1,101	-\$1
PARRAMATTA	\$929	\$971	\$41
AUBURN	\$812	\$865	\$53
CUMBERLAND	\$986	\$1,010	\$25

**BUSINESS**  
RATE PAYER

Current average annual rate: **\$7,374**

	CURRENT AVERAGE	WITH YEAR 1 CHANGES	DIFFERENCE YEARLY
HOLROYD	\$8,706	\$8,706	-
PARRAMATTA	\$6,475	\$6,540	\$65
AUBURN	\$6,014	\$6,435	\$421
CUMBERLAND	\$7,374	\$7,558	\$184

**RESIDENTIAL**  
RATE PAYER

Current average annual rate: **\$986**

	CURRENT AVERAGE	WITH AN ADDITIONAL INCREASE FOR YEAR 1 ONLY*	DIFFERENCE YEARLY
HOLROYD	\$1,102	\$1,128	\$26
PARRAMATTA	\$929	\$994	\$65
AUBURN	\$812	\$885	\$73
CUMBERLAND	\$986	\$1,030	\$44

**BUSINESS**  
RATE PAYER

Current average annual rate: **\$7,374**

	CURRENT AVERAGE	WITH AN ADDITIONAL INCREASE FOR YEAR 1 ONLY*	DIFFERENCE YEARLY
HOLROYD	\$8,706	\$8,924	\$218
PARRAMATTA	\$6,475	\$6,702	\$227
AUBURN	\$6,014	\$6,585	\$571
CUMBERLAND	\$7,374	\$7,706	\$332

\* The first year will include an additional 2% increase to the 2.5%

\* The first year will include an additional 2% increase to the 2.5%

## Your rates have contributed to these projects in 2020



The Granville Centre



Town Centre Upgrades



Wentworthville Pool



Granville Park - Community Sports Pavilion



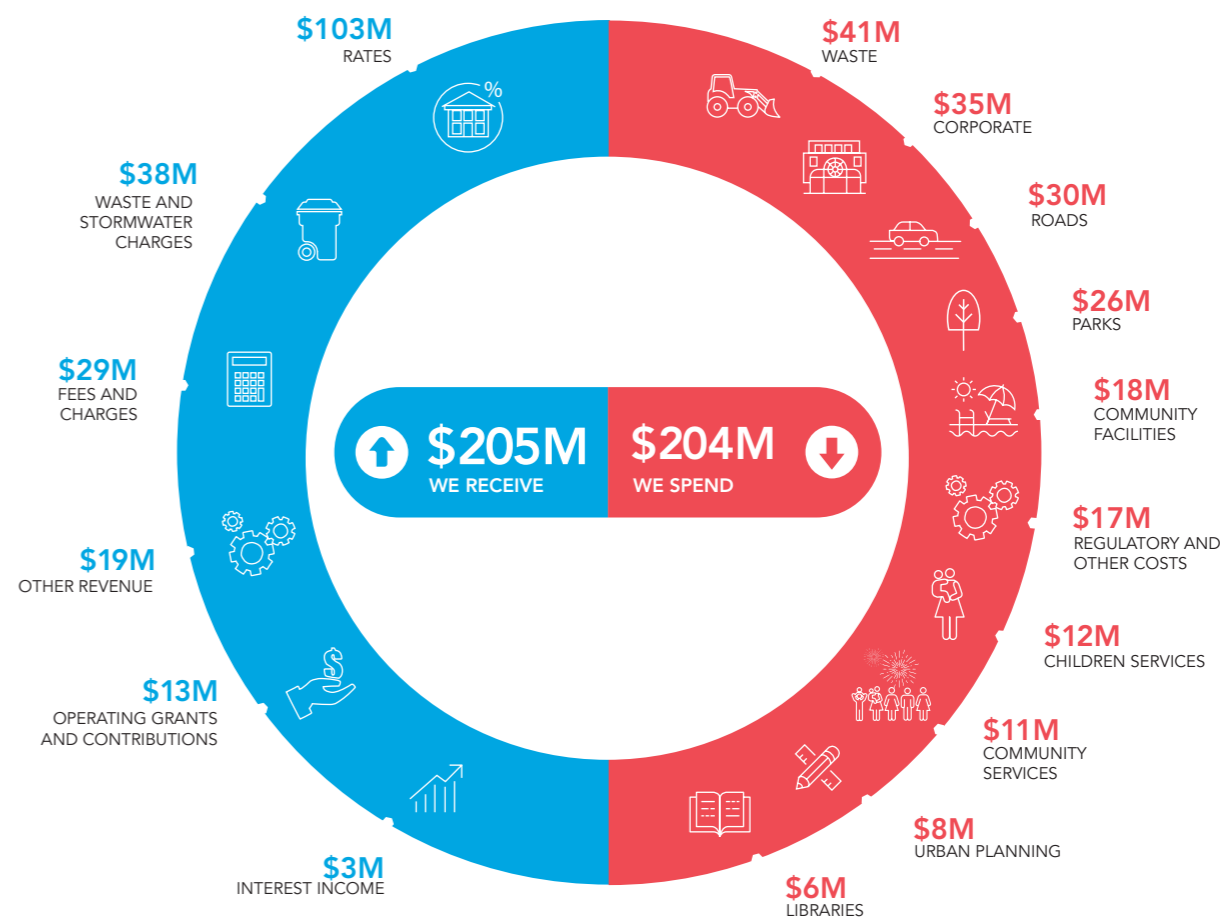
Merrylands Stormwater Upgrade

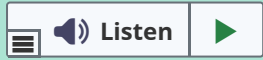


Roads

## Operational Income and Expenses

Council is now facing a number of cost pressures with providing services to the growing community, specifically to the operating and maintenance of assets as the gap between funding and receiving funds from rate payers becomes larger.





## Rates Harmonisation - Have Your Say

Cumberland City Council is moving towards a single rates structure. Find out what this means for you. Submissions closed 30 September 2020.



## Are you a property or business rate payer in Cumberland City?

As a result of the merger of the three former Council areas (Holroyd, Auburn and part of Parramatta), Council inherited three different rate



Live Chat

the existing rates of three former rates systems into a single consistent structure and look at options to make sure it stays financially sustainable in the long term.

In order for Council to determine the preferred rates structure for our Local Government Area, a thorough community consultation process will be undertaken to seek your input and feedback on 2 proposals to harmonise rates.

## Council is considering two options to harmonise rates

### Option 1:

This option sees Council transition to a consistent way of calculating rates for all ratepayers across the LGA, over a five year period, commencing from 1 July 2021, but does not generate any additional income over and above the mandatory rate peg.

Essentially this means a redistribution of the total rates income so that all ratepayers have their rates calculated in the same way. The total rates income remains unchanged and therefore the financial pressures created by an increasing population are not addressed by this option.

### Option 2:

Council will adjust rates over 5 years across the whole Local Government Area, starting from 1 July 2021, with an additional special rate variation of 2% on top of the annual rate increase, for the first year only.

This option will allow Council to collect an additional \$10 million over the 5 year period to recover income lost as a result of the merger and increase our investment in community infrastructure and facilities to better meet the needs of our growing population.

Whilst the harmonisation of rates is a mandatory requirement, the generation of additional income from rates is optional and largely based on the results of our community consultation.

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Both of the options identified above allow Council to harmonise rates. Only Option 2, however, addresses Council's need to generate additional income required to meet the demands of a growing population.

Council's preference to harmonise rates over a five year period will require changes to legislation. In the event that these changes are not made, Council will be forced to harmonise rates in one year.

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Council rates are a property tax and are a source of Council revenue.

Rates are used to provide essential infrastructure and services. This includes footpaths, resealing roads, and stormwater drainage as well as community facilities (parks, gardens, libraries and pools).

## What does rates harmonisation mean?



Rates 'harmonisation' is a process where Council reviews the existing rates being paid to move to a single system that uses the same method to calculate rates.

## Why is Cumberland City Council harmonising rates?



We are required to 'harmonise' rates by law.

During the merger process, the State Government imposed a freeze which meant that amalgamated councils could not change the way rates were calculated. This means we have been applying three different rates structures from the councils that were amalgamated into Cumberland (Auburn, Holroyd and parts of Parramatta) and as a result, the way rates are calculated varies.

In July 2021, the freeze will lift and we will be required to ensure we use the same method to calculate rates for every rate payer in our local government area.

## When will harmonisation occur?



The Local Government Act 1993 requires that rate harmonisation must commence by July 2021 and we are proposing a single rates structure start from this date.

## How much will (my) rates change?



This will depend on where your property is located. Please refer to the [infographic](#) that has been developed, which summarises what the changes will mean for you.

## What happens if we do nothing about this?



The State Government requires that Council's harmonise their rates harmonisation, or have a plan in place to move to a single rates structure, by 1 July 2021.



We are conducting community consultation and we want to hear from rate payers on their preferred option and the impacts associated with each option.

Once community consultation concludes, we will be providing a report outlining the views of the community and recommending the preferred option.

Council will lodge an application with IPART to vary minimum rates and/or the rate cap. If approved by IPART, new rates will take effect from 1 July 2021.

We will keep the community informed of our progress and will provide regular updates.

## What options are available to me if I feel the proposed changes will cause me financial pressure?



Council's existing [Rates Hardship Policy](#) will be available to assist rate payers who are eligible for assistance.

Rate payers can also apply to pay their rates using an instalment plan instead of paying them as a

## How can I find out more?



All rate payers will receive detailed information about the rates harmonisation process and will start receiving letters this month. Council will provide information in its community newsletter as well as its website.

## Have your say

**Consultation has closed on Council's proposed Rates Harmonisation and submissions are now being reviewed.**

**Thank you to everyone who provided feedback.**

### View the Rates Harmonisation Video in other Languages

Rates Harmonisation - Arabic Language

Rates Harmonisation - Chinese Language

Rates Harmonisation - Korean Language



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# RATES

## HARMONISATION



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#### Simplified Chinese

##### 纳税人重要须知

市政府正在就一项关于调整Cumberland市地方政府管辖区市政稅的提议广泛征求纳税人意见。自2016年Cumberland市政府由3个市政府（Holroyd、Auburn和Parramatta的一部分）合并成立以来，Cumberland市地方政府管辖区一直实行3种不同的市政稅标准。因合并后新增40,000居民、成本上涨和收入损失，Cumberland市政府必须考虑各种选择方案，以确保财政的可持续性，继续提供和维护社区设施及服务。

现就2个拟议方案征求您的反馈意见。请访问我们的网站 [www.cumberland.nsw.gov.au/rates](http://www.cumberland.nsw.gov.au/rates)，观看这些方案的讲解视频。您也可以致电131 450联系翻译与传译服务处，然后要求他们接通市政府电话（02）8757 9000咨询相关问题。

#### Turkish

##### Emlak vergisi ödeyecekler için önemli bilgiler

Belediye, Cumberland Yerel Yönetim Bölgesindeki emlak vergilerinde ayarlama yapma önerisi hakkında görüşlerinizi almak istiyor. Cumberland Belediyesinin 2016 yılında daha önceki 3 Belediyenin (Holroyd, Auburn ve Parramatta'nın bir kısmı) birleşimi olarak kurulmasından bu yana Cumberland'da 3 farklı emlak vergisi yapısı bulunmaktadır. Birleşme sonucunda 40.000 yeni sakinin eklenmesi, maliyetlerin artması ve gelir kaybı nedeniyle Cumberland Belediyesinin mali açıdan sürdürülebilirliği, korumaya ve topluma yönelik olanakları ve hizmetleri sunmaya devam etmesini sağlayacak seçenekleri değerlendirmesi önemlidir.

Tavsiye ettiğimiz 2 seçenekle ilgili görüşlerinizi almak istiyoruz. [www.cumberland.nsw.gov.au/rates](http://www.cumberland.nsw.gov.au/rates) adresine giderek bu seçeneklerin açıklandığı videoyu izlemenizi rica ediyoruz. İsterseniz 131 450'den Yazılı ve Sözlü Çeviri Servisi'ni (Translating and Interpreting Service) arayıp sorularınız için (02) 8757 9000'den Belediyeye bağlanmak istediğinizi belirtebilirsiniz.

You can contact the Translating and Interpreting Service (TIS) on 131 450 and ask them to call Council on (02) 8757 9000 to speak to someone in your language.

## Find out more and Have Your Say!

We're inviting residents to book a phone information session to ask questions and to find out more about the options.



BOOK A ONE ON ONE PHONE SESSION:

(02) 8757 9000

OR



BOOK ONLINE:

[www.cumberland.nsw.gov.au/rates](http://www.cumberland.nsw.gov.au/rates)



CONTACT COUNCIL ABOUT THIS MATTER BY EMAIL AT:

[rates.harmonisation@cumberland.nsw.gov.au](mailto:rates.harmonisation@cumberland.nsw.gov.au)



#### Arabic

##### معلومات مهمة لدافعي الضرائب

يسعى المجلس للحصول على ملاحظتكم حول اقتراح بشأن تعديل رسوم المجلس في أرجاء منطقة الحكومة المحلية بمدينة كمبرلاند. منذ تأسيس مجلس مدينة كمبرلاند في عام 2016 من 3 مجالس سابقة (هولرويد وأوبورن وجزء من باراماتا)، ظلت هناك 3 هيئات مختلفة لرسوم المجلس في أرجاء مدينة كمبرلاند. ومع ازدياد عدد السكان بواقع 40,000 نسمة إضافية، وزيادة التكاليف وفقدان الدخل نتيجة الاندماج، صار من المهم لمجلس مدينة كمبرلاند أن يبحث عن خيارات للاستدامة المالية وأن يستمر في تقديم والحفاظ على المرافق المجتمعية والخدمات.

هناك خياران مقترحان نسعى للحصول على ملاحظتكم بشأنهما. يرجى زيارة موقعنا الإلكتروني [www.cumberland.nsw.gov.au/rates](http://www.cumberland.nsw.gov.au/rates) حيث يمكنك مشاهدة مقطع فيديو يشرح هذه الخيارات. ويمكنك أيضاً الاتصال بخدمة الترجمة التحريرية والشفهية على الرقم 131 450 وتطلب منهم توصيلك بالمجلس على الرقم 8757 9000 (02) ليحبك على أية أسئلة لديك.

#### Korean

##### 납세자에게 중요한 정보

카운슬은 컴벌랜드 시 정부 관할지역의 지방세 조정안과 관련해 여러분의 의견을 구하고 있습니다. 2016년 기존의 3개 카운슬 (홀로이드, 어번, 파라마타 일부)을 통합한 컴벌랜드 시 카운슬이 설립된 이후 컴벌랜드 시에는 3가지 다른 지방 세제가 공존해 왔습니다. 통합으로 인해 4만 명의 주민이 새로 늘어나고 비용 증가와 세수 손실이 발생한 지금, 컴벌랜드 시 카운슬은 재정적 지속 가능성을 보장하며 지역사회 시설 및 서비스를 제공하고 유지할 수 있는 방안을 검토해야 합니다.

카운슬은 2가지 제안에 대해 여러분의 의견을 구하고자 합니다. 카운슬 웹사이트 [www.cumberland.nsw.gov.au/rates](http://www.cumberland.nsw.gov.au/rates)에서 해당 제안을 설명하는 동영상을 보실 수 있습니다. 통번역 서비스 전화 131 450 번으로 연락하신 후 카운슬 전화 (02) 8757 9000번으로 통화를 요청하시면 궁금한 사항에 대한 안내도 받으실 수 있습니다.



# RATES

# HARMONISATION

For more information visit  
[www.cumberland.nsw.gov.au/rates](http://www.cumberland.nsw.gov.au/rates)



DO YOU OWN  
PROPERTY IN THE  
CUMBERLAND LOCAL  
GOVERNMENT AREA?



Cumberland City Council  
is seeking your *feedback*  
on proposed changes to  
your rates

To Have Your Say visit:  
[haveyoursay.cumberland.nsw.gov.au/rates](http://haveyoursay.cumberland.nsw.gov.au/rates)

## Why does Council need to introduce new rate structures?



Following amalgamation, Cumberland City Council inherited three different rates structures for the Local Government Area (LGA).

As a result, there is inconsistency in the way rates are calculated and we are now legally required to develop a plan to transition all rate payers onto a single structure.

Council is inviting community feedback on the two options being considered to align the three former Council areas into one rates structure.

One of these options addresses only the issue of rates harmonisation and the other option addresses both rates harmonisation and Council's current and future financial sustainability.

This document outlines the two options and the impacts of each option on rate payers, as well as providing you with details about where to get more information and Have Your Say on your preferred option.

IMPORTANT

#### Cumberland City Council

16 Memorial Avenue, PO Box 42, Merrylands NSW 2160.

T 8757 9000 W [cumberland.nsw.gov.au](http://cumberland.nsw.gov.au)

E [rates.harmonisation@cumberland.nsw.gov.au](mailto:rates.harmonisation@cumberland.nsw.gov.au)

f Cumberland City Council Sydney

@ [cumberlandcitycouncil](https://www.instagram.com/cumberlandcitycouncil)

If you require assistance or have further questions contact our Customer Service Team on: (02) 8757 9000

# RATES

## HARMONISATION



Council will be looking to stage the harmonisation over a number of years to minimise the impact on rate payers.

There are 2 options for consideration.



### 1 Harmonise rates across Cumberland City

Harmonising the rates over 5 years, without proposing an additional increase to the rate income.

This option means that the current provision of community facilities will remain the same and upgrades to the facilities will be delayed even when population and demand increase.

### 2 An additional increase in the total rate for the first year

Harmonising the rates over 5 years, with the intention to increase the rate income over 5 years by \$10M.

This option of an increase in the rates income means the current provision of infrastructure such as community facilities and associated upgrades can keep up with increased population and demand over the coming years.

### RESIDENTIAL

RATE PAYER

Current average annual rate  
**\$986**

	CURRENT AVERAGE	WITH YEAR 1 CHANGES	DIFFERENCE YEARLY
HOLROYD	\$1,102	\$1,101	-\$1
PARRAMATTA	\$929	\$971	\$41
AUBURN	\$812	\$865	\$53
CUMBERLAND	\$986	\$1,010	\$25

### RESIDENTIAL

RATE PAYER

Current average annual rate  
**\$986**

	CURRENT AVERAGE	WITH AN ADDITIONAL INCREASE FOR YEAR 1 ONLY*	DIFFERENCE YEARLY
HOLROYD	\$1,102	\$1,128	\$26
PARRAMATTA	\$929	\$994	\$65
AUBURN	\$812	\$885	\$73
CUMBERLAND	\$986	\$1,030	\$44

\* The first year will include an additional 2% increase to the 2.5%

### BUSINESS

RATE PAYER

Current average annual rate  
**\$7,374**

	CURRENT AVERAGE	WITH YEAR 1 CHANGES	DIFFERENCE YEARLY
HOLROYD	\$8,706	\$8,706	-
PARRAMATTA	\$6,475	\$6,540	\$65
AUBURN	\$6,014	\$6,435	\$421
CUMBERLAND	\$7,374	\$7,558	\$184

### BUSINESS

RATE PAYER

Current average annual rate  
**\$7,374**

	CURRENT AVERAGE	WITH AN ADDITIONAL INCREASE FOR YEAR 1 ONLY*	DIFFERENCE YEARLY
HOLROYD	\$8,706	\$8,924	\$218
PARRAMATTA	\$6,475	\$6,702	\$227
AUBURN	\$6,014	\$6,585	\$571
CUMBERLAND	\$7,374	\$7,706	\$332

\* The first year will include an additional 2% increase to the 2.5%

## Your rates have contributed to these projects in 2020



The Granville Centre



Town Centre Upgrades



Wentworthville Pool



Granville Park - Community Sports Pavillion



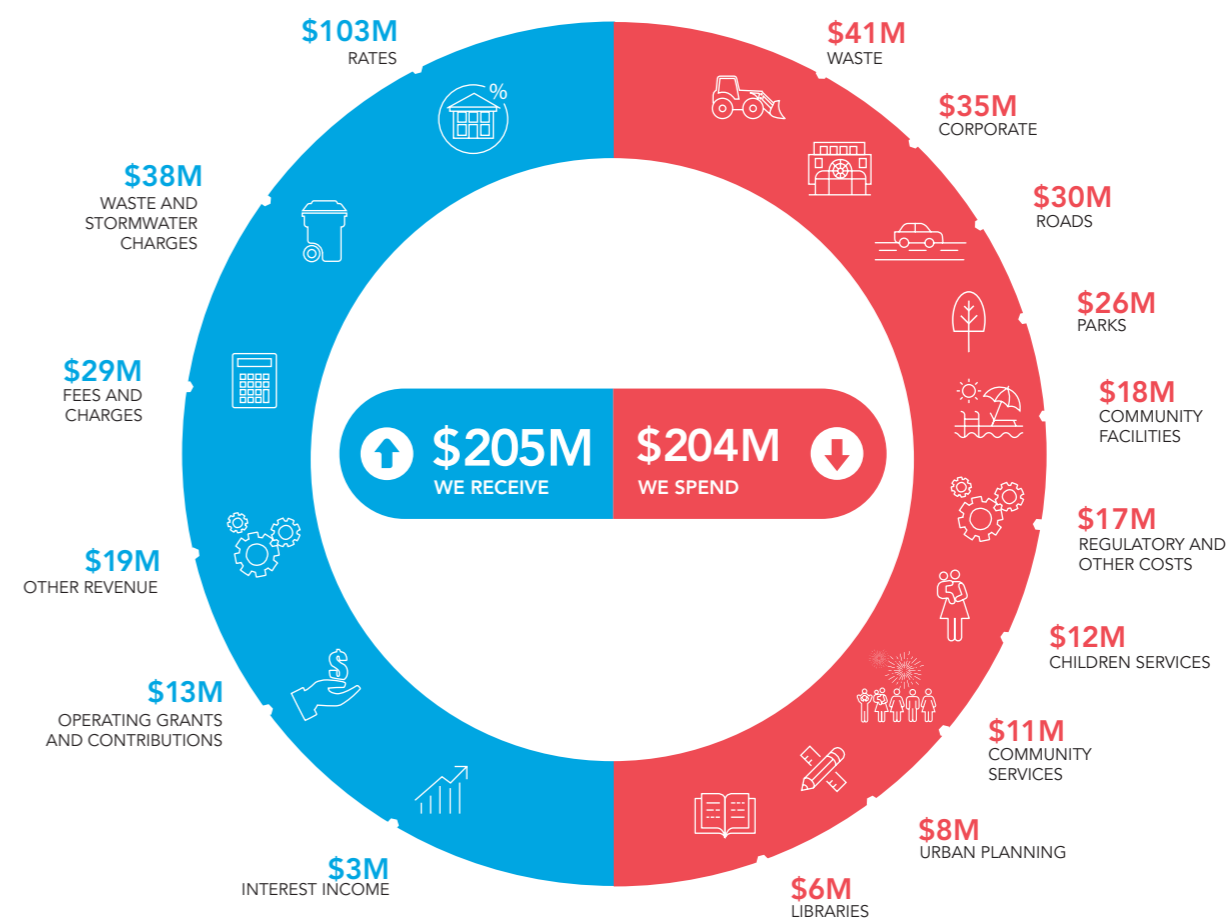
Merrylands Stormwater Upgrade



Roads

## Operational Income and Expenses

Council is now facing a number of cost pressures with providing services to the growing community, specifically to the operating and maintenance of assets as the gap between funding and receiving funds from rate payers becomes larger.





CUMBERLAND  
CITY COUNCIL

Dear Resident/Ratepayer,

Following the merger process in 2016, Cumberland City Council is required to harmonise its rates, moving from three different rates structures (Holroyd, Auburn and Parramatta Council) to one. Council is introducing a consistent way of calculating rates for all ratepayers across the Cumberland City Local Government Area.

Essentially, a single rates structure means a redistribution of the total rates income so that all ratepayers have their rates calculated in the same way. It does not involve an increase in Council's total rates revenue.

We expect these changes to commence from 1 July 2021.

### What are rates?

Council rates are a property tax and are a source of Council revenue. Rates are used to provide essential infrastructure and services. This includes footpaths, resealing roads, and stormwater drainage as well as community facilities (parks, gardens, libraries and pools).

### How are rates calculated?

The method of 'ad valorem' (rate per dollar multiplied by land value) and minimum rates are used to determine what rates are paid by each property owner. If the valuation multiplied by the rate per dollar falls below the minimum rate, the minimum rate will be charged.

### How will rates change?

The residential minimum amount will start at \$650 and increase by 10% for four years (subject to approval). The business rate minimum amount will start at \$1,200 and increase annually by the rate peg, as determined by IPART.

The estimated average impact to the former Council areas for the 2021/2022 year is shown below.

Council Area	2021-22 % Change Harmonise 1 year	2021-22 % Change Harmonise (transition) 4 years
Auburn	23.24%	9.21%
Holroyd	-6.28%	-1.97%
Parramatta	-1.22%	2.45%
Cumberland Rate Peg	<b>2.00%</b>	<b>2.00%</b>

16 Memorial Avenue, PO Box 42, Merrylands NSW 2160  
T 02 8757 9000 E [council@cumberland.nsw.gov.au](mailto:council@cumberland.nsw.gov.au) W [cumberland.nsw.gov.au](http://cumberland.nsw.gov.au)  
ABN 22 798 563 329

Welcome *Belong* Succeed

A staged approach, which would occur over 4 years, will require legislative changes that are supported by the NSW Government.

If the proposed legislation is not supported by the NSW Government, our Council will be required to introduce these changes in one year and this will mean a greater impact to some ratepayers.

To assist with reducing the rates burden on general business and residential properties, we will be introducing business sub-categories for industrial areas and multi-level shopping centres where additional infrastructure is required. Ratepayers will be notified shortly if their rating category changes.

Special Rates previously approved for the former council areas will no longer be shown on your Rates & Charges Notice and will be incorporated into the single ordinary rates charge.

**What community consultation occurred and what did it show?**

We conducted community consultation, between 20 March 2020 and 30 September 2020, and asked ratepayers about their preferred option and the impacts associated with each option.

We received 550 written submissions of which 65% supported Option 1, being no Special Rate Variation increase and a transition over 5 years to a single rates structure across the Local Government Area, commencing from 1 July 2021. We also carried out a community survey, which revealed 63% of residents and businesses also supported Option 1.

**What happens from here?**

Council will lodge an application with the Minister for Local Government to harmonise minimum rates. If approved, new rates will take effect from 1 July 2021. We will keep the community informed of our progress and will provide regular updates.

If you would like further information, please visit: [www.cumberland.nsw.gov.au/rates](http://www.cumberland.nsw.gov.au/rates) or contact Council's Rates team on (02) 8757 9099.

Yours faithfully,

**Hamish McNulty**  
GENERAL MANAGER

# RATES

# HARMONISATION



Cumberland City Council is making *changes* to the residential rate for those who own a unit or pay the minimum rate.

Rating Year	Minimum Residential Rate	Annual increase
2021/22	\$650	-
2022/23	\$715	10%
2023/24	\$785	9.79%
2024/25	\$860	9.55%



Dear ratepayer,

After the amalgamation of three former council areas in 2016, Cumberland City Council inherited three different rates structures which caused an inequity in how rates were being charged across the Local Government Area (LGA). Council was required, under legislation, to undertake a rates harmonisation process.

Council is working towards keeping rates relatively low through this rates harmonisation process whilst ensuring that essential community services are being delivered and vital infrastructure is being managed.

The implementation of the four year rates harmonisation process commenced on 1 July 2021 to ensure rates are equitable for Cumberland City Council ratepayers.

As a part of the legislated rates harmonisation process, the minimum residential rate will increase by \$65 from 1 July 2022 and continue to increase until 2024/25 as outlined in the table.

Unlike many other Metropolitan Councils which implemented Special Rate Variations and increased revenue to maintain services, Cumberland City Council will not generate any additional rates revenue (over and above the IPART determined rate peg) as a part of this harmonisation process.

This will impact ratepayers who own a higher density dwelling who historically paid lower rates (due to having lower land values) but have the same access to Council services and infrastructure.

In delivering this rates harmonisation, Council will continue to work in the best interests of the community and ratepayers to minimise the financial impact during this process. A breakdown of Council's income and expenditure is provided on the following page.

Hardship Application for rate relief is available if you are experiencing genuine financial hardship.

If you would like to make a comment or have questions regarding the rates harmonisation process, please email [council@cumberland.nsw.gov.au](mailto:council@cumberland.nsw.gov.au) or call 8757 9000.


## Cumberland City Council

16 Memorial Avenue, PO Box 42, Merrylands NSW 2160.

T 8757 9000 W [cumberland.nsw.gov.au](http://cumberland.nsw.gov.au)

E [council@cumberland.nsw.gov.au](mailto:council@cumberland.nsw.gov.au)

 Cumberland City Council Sydney

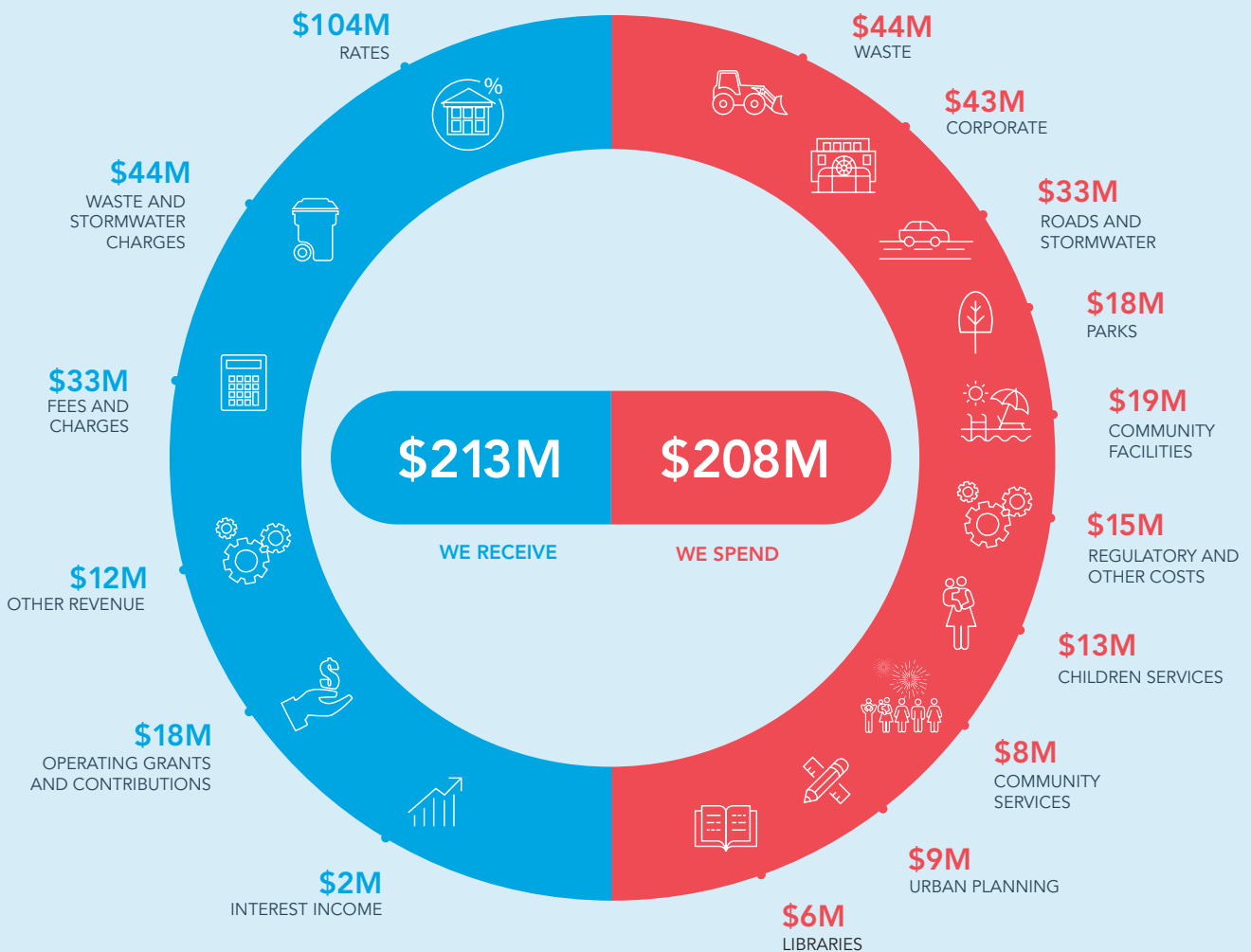
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# RATES

# HARMONISATION

## Operational Income and Expenses



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16 Memorial Avenue, PO Box 42, Merrylands NSW 2160.

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## Rates Harmonisation 'Have Your Say'

### What's Happening with Rates Harmonisation?

**Plan A:** As previously discussed through our Community Consultation and listening to our ratepayers, it is Council's aim to harmonise rates over four years commencing 1 July 2021. Council is waiting on legislation to be passed (Local Government Amendment Bill 2021) to continue with the four year harmonisation of rates. This will enable Council to:

- 1) Harmonise rates over a four year period to lessen the impact of higher rates being charged and distribute the burden over all our ratepayers.
- 2) Rates will be calculated by multiplying the land value by an approved Rate in the Dollar, which will be subject to a Minimum Rate of \$650 for Residential properties and for Business properties, a Minimum Rate of \$1,200 will apply and will increase each year by the rate peg as determined by IPART (Independent Pricing & Arbitrary Tribunal).
- 3) Sub Categorise business industrial properties on their actual use where higher levels of services & infrastructure are needed. Letters will be sent shortly to notify ratepayers if this affects their property.
- 4) Sub Categorise Multi Level Shopping Centres on their actual use for higher levels of services & infrastructure is required.

**Plan B:** If legislation is not passed and to allow Council to transition & harmonise the rates over a four year period using current legislation of the Local Government Act 1993. The process to include:

- 1) Harmonise rates over a four year period by incorporating a Special Rate on specific areas that will benefit from projects, services, facilities or activities. Project information will be shown in Council's Operational Plan.
- 2) Rates will be calculated by multiplying the land value by an approved Rate in the Dollar, which will be subject to a Minimum Rate of \$650 for Residential properties and for Business properties, a Minimum Rate of \$1,200 will apply and will increase each year by the rate peg as determined by IPART.
- 3) 14 new sub categories of Business Industrial Centres of Activity will be created to apply a higher distribution of rating for those Centres where additional services and infrastructure are required.
- 4) 2 new sub categories of Business Multi Level Centres of Activity will be created to apply a higher distribution of rating where additional services and infrastructure are required.

Please click on the [Rates Calculator](#) and enter the land value of your property, this will show the estimated rates for the 2021/2022 year, for either Plan A or Plan B. Please note, this does not include Waste or Stormwater charges.

Any increases experienced is due to the harmonisation process and the land value component. Council's overall income will increase only by IPART's approved 2%.

If you would like to make a comment or have questions regarding the Rates Harmonisation process, please go to [council@cumberland.nsw.gov.au/have](mailto:council@cumberland.nsw.gov.au/have) your say





☎ 02 8757 9000 (skype:02 8757 9000?call)

✉ council@cumberland.nsw.gov.au (mailto:council@cumberland.nsw.gov.au)

Select Language ▼



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# Proposed changes to your rates

**Consultation has closed on Council's proposed Rates Harmonisation**



## February 2021 Update

Community consultation (20 March 2020 and 30 September 2020) showed the majority being in favour of Option 1 – no Special Rate Variation increase (SRV) and a transition over 5 years to a single rates structure across the Local Government Area commencing from 1 July 2021.

Council received 550 written submissions during the consultation period, of which 65% supported Option 1. Council also carried out a community survey, which revealed 63% of residents and businesses also supported Option 1.

Subsequently, Council considered a Rates Harmonisation report, Item No: C10/20-582, at the Ordinary Meeting of Council held on 21 October 2020 (see report here (<https://cumberland.engagementhub.com.au/projects/download/8788/ProjectDocument>)), whereby Council adopted Option 1 (no SRV) and in principle a gradual harmonisation of rates (see Council resolution here ([http://cumberland.infocouncil.biz/Open/2020/10/C\\_21102020\\_MIN\\_2697.PDF](http://cumberland.infocouncil.biz/Open/2020/10/C_21102020_MIN_2697.PDF))), noting current legislation has no provision for a phased implementation of rates harmonisation and requires Council to have one rating structure in place by 1 July 2021. A draft bill is being considered by the State Government and if enacted, will allow gradual harmonisation over 4 years. This is Council's preference as it will reduce impact on ratepayers.

In late 2020, Council lodged an application with the Minister for Local Government to harmonise minimum rates and, if approved, the new rates will take effect from 1 July 2021.

Council has written to ratepayers to advise them of the upcoming changes that, if approved, will take effect from 1 July 2021.

You can find more information on **Changes to your rates page** (<https://www.cumberland.nsw.gov.au/changes-your-rates>) on the Council website.

---

## October 2020 Update:

The survey is now closed, and submissions are now being reviewed. Thank you to all who provided feedback.

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## March - September 2020 Consultation:

Council is seeking your feedback on a proposal to adjust rates across the Cumberland City Local Government Area.

Since Cumberland City Council was established in 2016, there have been 3 different rate structures across Cumberland City. With an increase of 40,000 new residents, increased costs and loss of income through the merger of Councils, it is important for Cumberland City Council to look at options to make sure it stays financially sustainable and continue to provide and maintain community facilities services.

The process of rates harmonisation requires Council to lodge an application with the Independent Pricing and Regulatory Tribunal (IPART). Find out more information about IPART **on their website** (<https://www.ipart.nsw.gov.au/Home>).

Council will be looking to stage the harmonisation over a number of years to minimise the impact on ratepayers. There are 2 proposed options which we are seeking your feedback on.

<p><b>Harmonise rates across Cumberland City</b></p> <p>1</p>	<p><b>An additional increase in the total rate for the first year</b></p> <p>2</p>
<p>Harmonising the rates over 5 years, without proposing an additional increase to the rate income.</p> <p>This option means that the current provision of community facilities will remain the same and upgrades to the facilities will be delayed even when population and demand increase.</p>	<p>Harmonising the rates over 5 years, with the intention to increase the rate income over 5 years by \$10M.</p> <p>This option of an increase in the rates income means the current provision of infrastructure such as community facilities and associated upgrades can keep up with increased population and demand over the coming years.</p>

**Please note that submissions on this proposal closed on Wednesday 30 September 2020.**

For more information, please download the information flyer or read the Frequently Asked Questions (FAQs).

If you have any other questions, **please visit the Council website**

(<https://www.cumberland.nsw.gov.au/changes-your-rates>), or contact Cumberland City Council at

[Rates.Harmonisation@Cumberland.nsw.gov.au](mailto:Rates.Harmonisation@Cumberland.nsw.gov.au) (<mailto:Rates.Harmonisation@Cumberland.nsw.gov.au>)

or **(02) 8757 9000 (tel:0287579000)**.

SUBMIT YOUR FEEDBACK ON THE PROPOSAL

Have your say on the proposed changes to your rates

All submissions may be subject to a request for access by any interested persons under the *Government Information (Public Access) Act 2008*. You may request for your personal information to be suppressed under *Section 58 of the Privacy and Personal Information Protection Act 1998*. Please note suppression applications are subject to the consideration of Council officers.

Consultation has closed on Council's proposed Rates Harmonisation.

### Project Timeline



### March 2020 - Consultation commences

Council is inviting your feedback on the proposed changes to your rates. You can provide feedback online or face-to-face.



### October 2020 - Review of feedback received

Contributions to this consultation are closed for evaluation and review. The Project team will report back to Council and the community on key outcomes.



### November 2020 to March 2021 - Notification of outcomes

Council will provide an update on rates harmonisation and inform ratepayers of the expected impact to ratepayers and businesses using both the one-year and gradual transition options.



### July 2021 - New rates come into effect

If IPART approves the proposed rates harmonisation, the new rates will come into effect in July 2021.

## Your Language

### Your Language

To translate this page into another language, use the '**Select Language**' dropdown at the top of the page.

### Call us using an interpreter

To call us using an interpreter service, call the National Translating and Interpreting Service on 131 450, and ask them to call us on 8757 9000.

## Video



## Relevant Documents

**Council reports**



**Letter to Ratepayers**



<b>Council resolutions</b>	↓
<b>Fact sheet</b>	↓
<b>Council policy</b>	↓
<b>Flyer</b>	↓

## Who's Listening



### Rates Harmonisation

Cumberland City Council

P: 8757 9000

E: Rates.Harmonisation@Cumberland.nsw.gov.au

## LATEST NEWS

News Item	Published Date
January Podcast Episode - with Ronni Kahn AO (/cumberland-conversatio...	24 Jan 2022
December Podcast Episode - with an update from the GM (/cumberland-c...	17 Dec 2021
November Podcast episode - special Recycling episode (/cumberland-con...	25 Nov 2021
October Podcast Episode - local business initiatives (/cumberland-convers...	28 Oct 2021

[View All News \(/show-all-global-news\)](/show-all-global-news)

## UPCOMING EVENTS

Event	Date
Weeds – Dancing with nature in the garden webinar (/sustainable-gardening/ev...	09 Feb 2022
Climate action through gardening webinar (/sustainable-gardening/event/weed...	23 Feb 2022

## USEFUL LINKS

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- [Customer Service: Request a Service \(https://www.cumberland.nsw.gov.au/request-service\)](https://www.cumberland.nsw.gov.au/request-service)
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# Consultation starts on rates harmonisation for Cumberland

Cumberland City Council has started work on harmonising its rates structure, with public consultation set to begin on Friday, 20 March 2020.

20 MAR 2020 - GENERAL NEWS



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“This process will deliver much-needed reform to our rates structure and ensure that as a Council we can maintain the same level of service and existing and new public assets and infrastructure.”

Mr McNulty said a growing gap has emerged between the funding that Cumberland receives from rate payers and the funding that is needed to maintain infrastructure and services.

“When boundaries were drawn up in 2016, Cumberland missed out on revenue that would have come from rate paying businesses in the Auburn industrial area and Sydney Olympic Park, Newington and Wentworth Point.

“Despite this, Cumberland has been expected to maintain the same service level for an additional 40,000 residents.

“Based on the rates structures we inherited from the merger, some residents and businesses have been paying higher rates and have been carrying a greater financial burden than other parts of the LGA. We need to address this.”

Council will be writing to 70,389 residential ratepayers and 4,369 business owners providing further information on rates harmonisation, as well as holding online and telephone surveys.

“Council is yet to form a position on the preferred option to harmonise rates but we will be working closely with residents and businesses in each of our wards to ensure a fair outcome and that we have their input,” Mr McNulty said.

“All rate payers are encouraged to provide their feedback to Council or find out more by visiting our website.”

Consultation on the first round options closes on Monday 1 June 2020.

Following council elections in September this year, Council will undertake a second round of consultation before new rates are to be adopted in June 2021.

---

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Consultation starts on rates harmonisation for Cumberland - Arabic



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CUMBERLAND  
CITY COUNCIL

***Embargoed until 12pm, Friday 20 March 2020***

## **Media Release**

### **Consultation starts on rates harmonisation for Cumberland**

Cumberland City Council has started work on harmonising its rates structure, with public consultation set to begin on Friday, 20 March 2020.

Council's General Manager, Hamish McNulty said that in accordance with State Government requirements all existing rates structures have maintained following the merger of three councils in 2016 (Holroyd, Auburn and a significant part of Parramatta Council).

"Cumberland has been maintaining three different systems since the merger in 2016 and in line with the Local Government Act, we are now required to harmonise our rates into a single structure," Mr McNulty said.

"This process will deliver much-needed reform to our rates structure and ensure that as a Council we can maintain the same level of service and existing and new public assets and infrastructure."

Mr McNulty said a growing gap has emerged between the funding that Cumberland receives from ratepayers and the funding that is needed to maintain infrastructure and services.

"When boundaries were drawn up in 2016, Cumberland missed out on revenue that would have come from rate paying businesses in the Auburn industrial area and Sydney Olympic Park, Newington and Wentworth Point.

"Despite this, Cumberland has been expected to maintain the same service level for an additional 40,000 residents.

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Council will be writing to 70,389 residential ratepayers and 4,369 business owners providing further information on rates harmonisation, as well as holding online and telephone surveys.

"Council is yet to form a position on the preferred option to harmonise rates but we will be working closely with residents and businesses in each of our wards to ensure a fair outcome and that we have their input," Mr McNulty said.

"All ratepayers are encouraged to provide their feedback to Council or find out more by visiting our website."

Consultation on the first round options closes on Monday 1 June 2020.

Following council elections in September this year, Council will undertake a second round of consultation before new rates are to be adopted in June 2021.



# MEDIA RELEASE

## **Council moves forward with rates harmonisation plan**

Wednesday, 27 January 2021

Cumberland City Council is moving ahead with a proposal to harmonise its rates structure, starting 1 July 2021.

Following the merger process in 2016, Cumberland City Council is required to harmonise its rates, moving from three different rates structures (Holroyd, Auburn and Parramatta Council) to one.

Council's General Manager, Hamish McNulty, said that a single rates structure means a redistribution of the total rates income so that all ratepayers have their rates calculated in the same way. It does not however involve an increase in total rates revenue.

"Rates help to pay for essential infrastructure and services. This includes footpaths, resealing roads, and stormwater drainage as well as community facilities like parks, gardens, libraries and pools," Mr McNulty said.

"This process will deliver much-needed reform to our rates structure and ensure an equitable distribution of rates, where in the past some residents and businesses have been paying higher rates and have been carrying a greater financial burden.

"I want to thank ratepayers and businesses who took the time to provide their feedback to Council on preferred options to develop one system. We have developed a plan and will take this to the State Government for their consideration and endorsement."

Subject to the passing of the required legislation in the first half of 2021, Council will be harmonising its rates over a four-year period to reduce the impact on those ratepayers who will have to pay more. If the proposed legislation is not supported by the NSW Government, Council will be required to introduce these changes in one year and this will mean a greater impact to some ratepayers.

Council will also lodge an application with the Minister for Local Government to harmonise minimum rates. If approved, these new rates will take effect from 1 July 2021. Subject to Government approval, the residential minimum amount will start at \$650 and increase by 10% for four years. The business rate minimum amount will start at \$1,200 and increase annually by the rate peg, as determined by IPART.

Council conducted community consultation between 20 March 2020 and 30 September 2020, and asked ratepayers about their preferred option and the impacts associated with each option.

A total of 550 written submissions were received, with 65% supporting Option 1, being no Special Rate Variation increase and a transition over 5 years to a single rates structure across the Local Government area, commencing from 1 July 2021.

Council also held a community survey, which showed 63% of residents and businesses support the same option.





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## Background & Methodology

### Why?

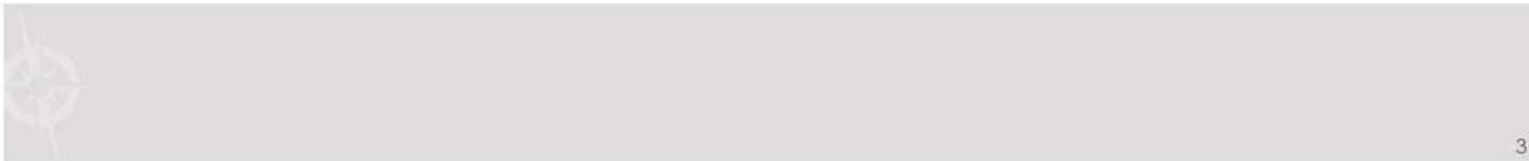
- Identify the community's overall level of satisfaction with Council performance and the quality of community assets provided by Council
- Measure levels of support and preference for different SRV options
- Measure awareness levels and information received about the SRV

### How?

- Telephone survey (landline and mobile) to N=605 residents
- 123 acquired through previous number harvesting (no new number harvesting was conducted for this project due to COVID-19 social distancing rules)
- We use a 5 point scale (e.g. 1 = not at all supportive, 5 = very supportive)
- Greatest margin of error +/- 4.0%

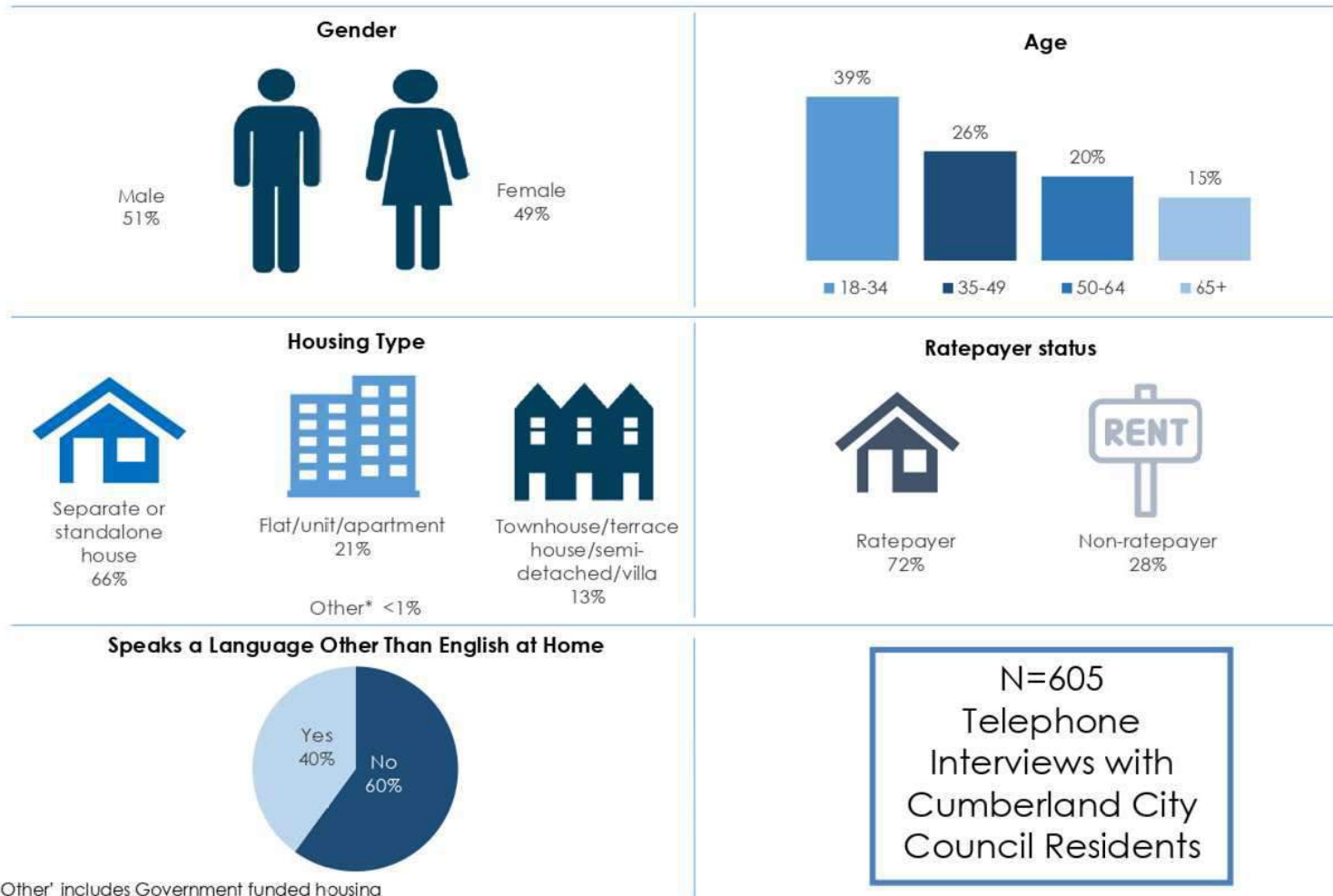
### When?

- Implementation 14<sup>th</sup> – 22<sup>nd</sup> September 2020



## Sample Profile

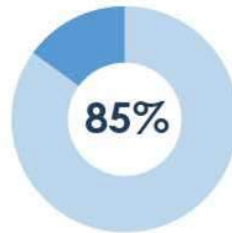
The sample was weighted by age and gender to reflect the 2016 ABS community profile of Cumberland City Council.



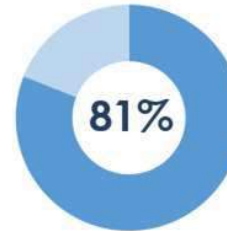




## Key Findings - Summary



of Cumberland residents are at least somewhat satisfied with Council's performance over the last 12 months



of residents are at least somewhat satisfied with the quality of Council-provided community assets



71% of residents are at least somewhat supportive of Council introducing a single, consistent minimum rate across the whole Council area



79% of residents are at least somewhat supportive of Council introducing the single rate over 5 years

20% of residents were aware that Council was exploring community sentiment towards a Special Rate Variation

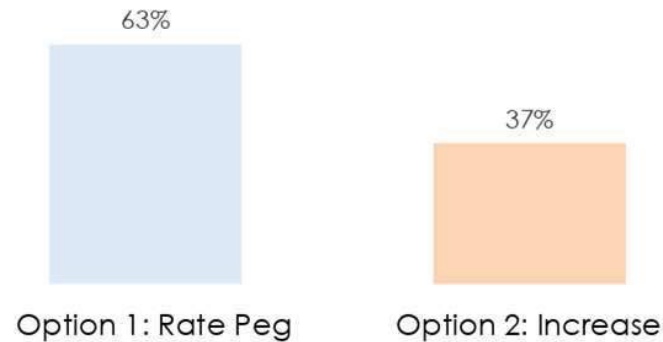


**Information brochure or questionnaire mailed out by Council**

Was the most common way to be informed of the SRV

## Key Findings - Summary

### First Preference



#### Reasons for preferring the **Rate Peg** option



Most affordable option in the current climate/cannot afford an increase



Do not trust that Council will spend the money wisely/more information needed as to where the money will go

#### Reasons for preferring the **Increase** option

Additional/improved infrastructure/services/facilities are needed in the area



Beneficial for the growth/sustainability of the area







## Detailed Results

- 1. Minimum Rate**
2. Awareness of SRV
3. SRV Options
4. Satisfaction with Council

## Minimum Rate – Concept Statement



Rates are calculated using land value. Councils have what is called a 'minimum rate', which is the lowest rate that can be charged to a household - this minimum rate usually applies to apartments because there are numerous apartments on the one block of land. This means standalone houses, townhouses, etc. tend to pay more than the minimum rate because there are fewer dwellings on a block of land. Ratepayers in units pay an average rate of \$678 per annum – whereas those in houses pay an average of \$1,210 per annum. This means there is a 78% difference in the rates paid.

To provide greater fairness and consistency across the Cumberland Council area, Council proposes to introduce a single, standardised minimum rate for all property owners. This will increase from \$594.62 and \$708.08 for former Auburn and Parramatta Council rate payers, to \$700 in 2021/22, and then to \$900 in 2024/25 for all Cumberland Council residential rate payers.

## Support for Single, Consistent Minimum Rate Across the Whole Council Area

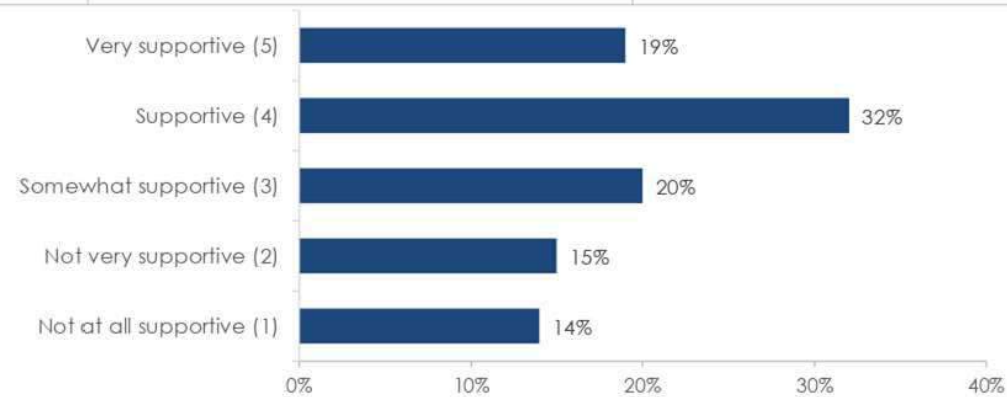
The introduction of a single, standardised minimum rate for all property owners means some residents' rates will increase and some will decrease due to the current difference between what ratepayers are paying.

Q3a. How supportive are you of Council introducing a single, consistent minimum rate across the whole Council area?

	Overall 2020	Male	Female	18-34	35-49	50-64	65+
Mean ratings	3.28	3.23	3.34	3.47▲	3.18	3.01▼	3.34
Base	605	311	294	238	158	120	89

	Ratepayer Status		Aware of the SRV	
	Ratepayer	Non-ratepayer	Yes	No
Mean ratings	3.28	3.30	3.36	3.26
Base	438	167	120	485



Base: N=605

Note: Please see Appendix B for results by suburb

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

**71% of residents are at least somewhat supportive of Council introducing a single, consistent minimum rate across the whole Council area. Those aged 18-34 were significantly more supportive of this option.**

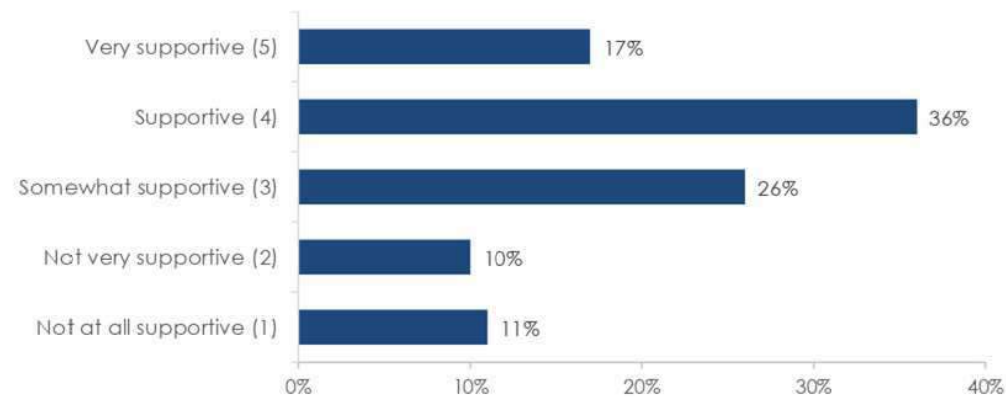
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## Support for a Single Rate Over 5 Years

Q3b. How supportive are you of Council introducing the single rate over five years to ensure the impact to residents is less than 10% per year?

	Overall 2020	Male	Female	18-34	35-49	50-64	65+
Mean ratings	3.39	3.33	3.45	3.52	3.45	3.03▼	3.43
Base	605	311	294	238	158	120	89

	Ratepayer Status		Aware of the SRV	
	Ratepayer	Non-ratepayer	Yes	No
Mean ratings	3.40	3.37	3.14	3.45▲
Base	438	167	120	485



Base: N=605

Note: Please see Appendix B for results by suburb

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

**79% of residents were at least somewhat supportive of Council introducing the single rate over five years to ensure the impact to residents is less than 10% per year. Those that were not aware Council was exploring community sentiment towards a special rate variation were significantly more supportive of this option.**

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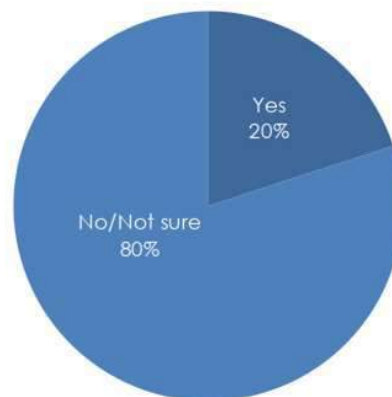
**Awareness of SRV**

## Detailed Results

1. Minimum Rate
- 2. Awareness of SRV**
3. SRV Options
4. Satisfaction with Council

## Awareness of SRV

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



Base: N=605

	Overall 2020	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Yes %	20%	23%▲	16%	14%▼	13%▼	27%▲	37%▲	22%▲	13%
Base	605	311	294	238	158	120	89	438	167

Note: Please see Appendix B for results by suburb

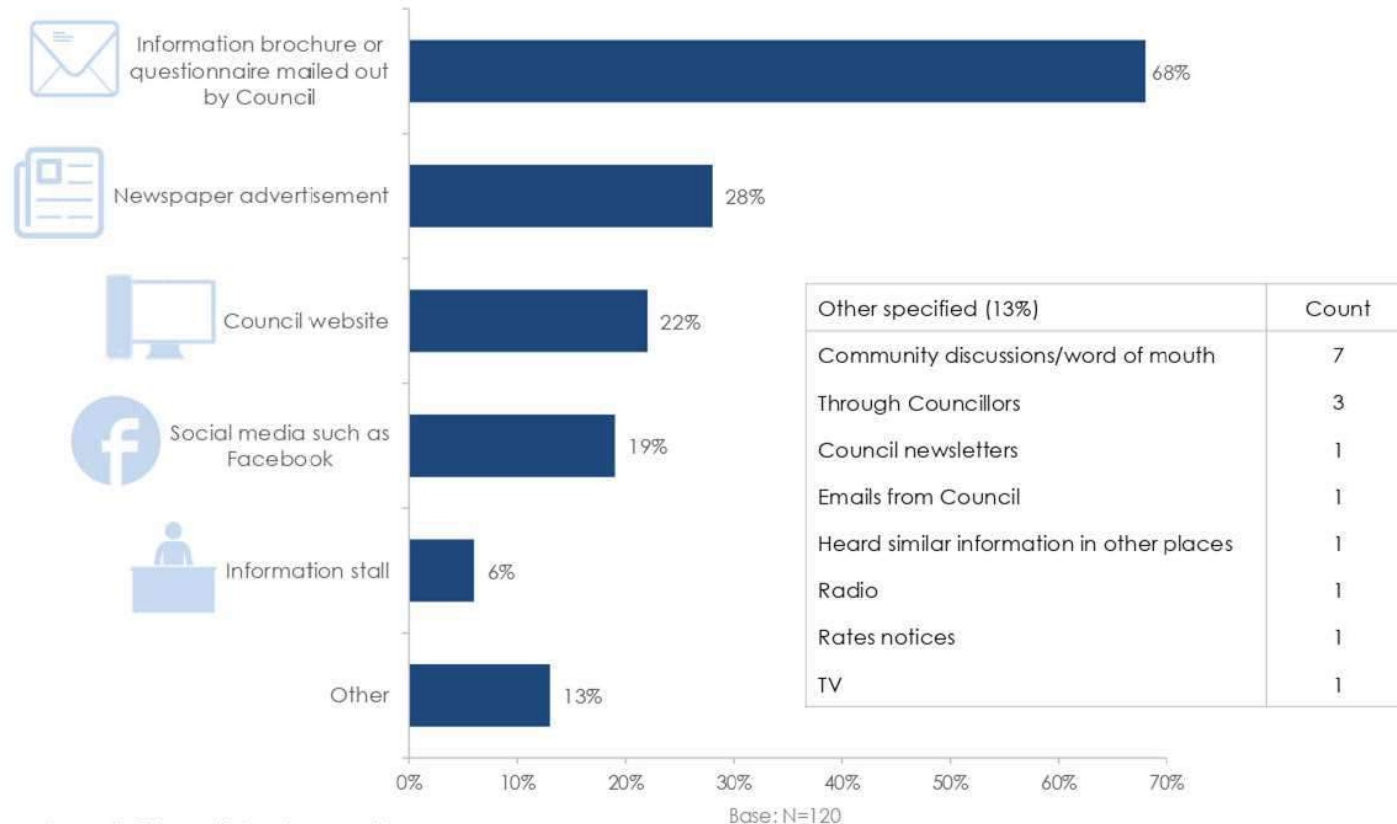
▲▼ = A significantly higher/lower percentage (by group)

**Possibly impacted by Covid, 20% of residents currently aware that Council was exploring community sentiment towards a Special Rate Variation. Males, ratepayers and older residents (50+) were significantly more likely to be aware of the Special Rate Variation.**

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## Being Informed of the SRV

Q6b. (If yes on Q6a), How were you informed of the Special Rate Variation?



Please see Appendix B for results by demographics

**For those that were aware of the SRV, the most common way to be informed was information brochures or questionnaires mailed out by Council (68%). Younger residents (under 50) were significantly less likely to be informed via information brochures in the mail and males were significantly more likely to be informed via newspaper advertisements and Council's website.**



SRV Options

Detailed Results

1. Minimum Rate
2. Awareness of SRV
- 3. SRV Options**
4. Satisfaction with Council

## SRV Options– Concept Statement



Currently Cumberland Council delivers a broad range of services such as roads and rubbish collection, parks and playgrounds, cultural facilities and events, libraries, swimming pools, environmental protection and much more.

At present, Council's revenue is regulated by the NSW Independent Pricing and Regulatory Tribunal (IPART). IPART limits the amount by which councils can increase rates from one year to the next. At the moment, that amount, known as the rate peg, is an annual increase of around 2.5%.

Council is facing the challenge of balancing community expectations with future financial sustainability. There is a growing gap between the cost of providing services and facilities and the available funding to meet those costs. Put simply, costs are rising more than the 2.5% rate peg.

Over recent years, Council has implemented a range of productivity savings and reduced costs across operations, but there are no easy solutions to addressing this increasing funding gap. If Council does not address this gap now, our community assets will deteriorate. To address this situation, councils are able to apply for rate increases above the rate peg. This is called a Special Rate Variation (SRV).

Council acknowledges that any rate increase may adversely impact some rate payers. Council has a Hardship Policy and alternative payment options to assist ratepayers should they have difficulty keeping up with their rate payments.

Cumberland Council is considering applying for a permanent SRV, which will apply to the 2021/22 financial year.

There are essential 2 options which I would like you to consider. Each option will have varying impacts on the services and facilities that Council can deliver.

## Option 1: Rate Peg

This option would essentially continue the status quo with rates increasing by the assumed rate peg amount of 2.5% in 2020-21. The average residential ratepayer currently paying \$986 in 2020/21 would pay an additional \$24 more per annum in the 2021-22 financial year, for a total cost of \$1,010 in 2021/22.

Under this option while Council would generate \$2.5mill in 2021/22, it will not be able to increase expenditure over the next ten years on important infrastructure including roads, footpaths and community buildings and therefore the impact of a growing population would result in a further reduction in community services.

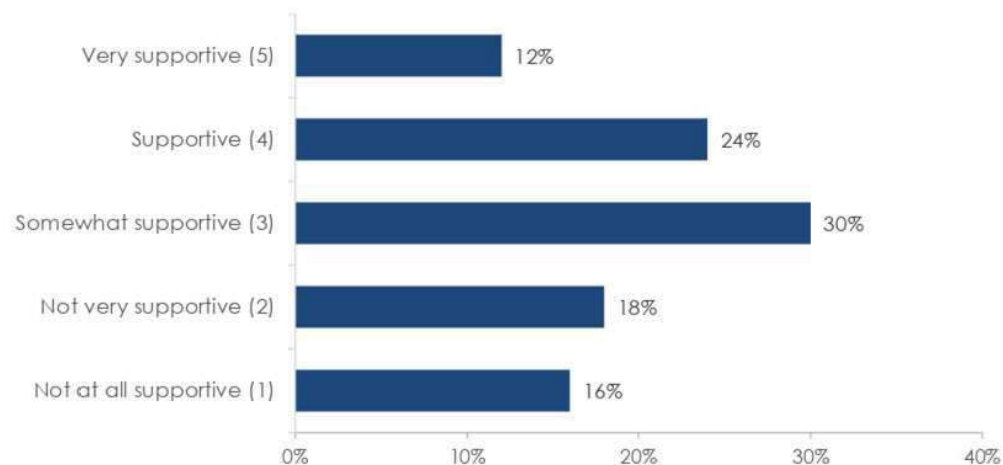


## Support for Option 1: Rate Peg

Q4a. How supportive are you of Council proceeding with the rate peg option?

	Overall 2020	Male	Female	18-34	35-49	50-64	65+
Mean ratings	2.98	2.99	2.97	3.06	2.96	2.88	2.95
Base	605	311	294	238	158	120	89

	Ratepayer Status		Aware of the SRV	
	Ratepayer	Non-ratepayer	Yes	No
Mean ratings	2.91	3.18▲	3.06	2.96
Base	438	167	120	485



Base: N=605

Note: Please see Appendix B for results by suburb

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

**66% of residents were at least somewhat supportive of Council proceeding with the rate peg option. Non-ratepayers are more supportive of this option.**

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## Option 2: Increase – Financially Sustainable Option



This option would essentially add a permanent 2% increase in rates on top of the rate peg amount of 2.5% in 2021-22. As such in 2021/22 the total increase would be 4.5%. Under this option average residential ratepayer currently paying \$986 in 2020/21 would pay \$1032 in 2021/22.

Under this option Council would generate \$4.5mill in 2021-22. The SRV will allow Council to increase expenditure by \$32m over the next ten years on important local infrastructure including road, footpaths and community buildings due to significant increases in a growing population.



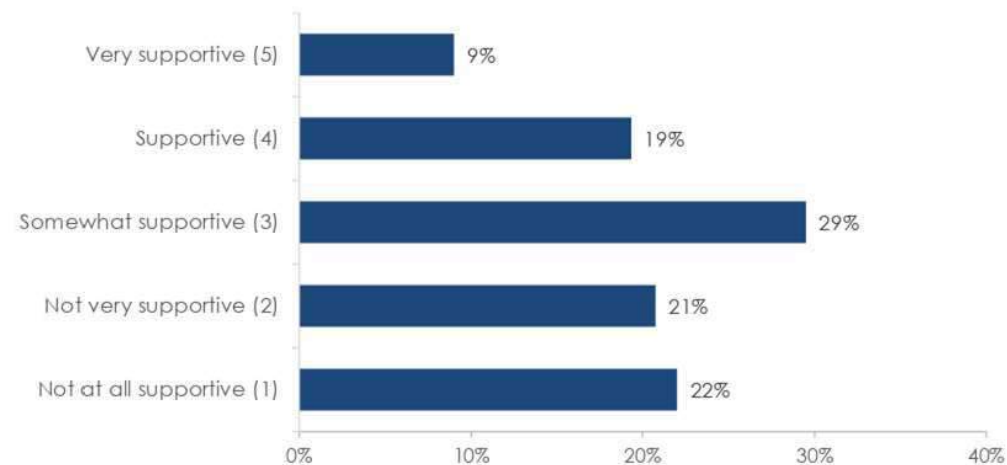


## Support for Option 2: Increase

Q4b. How supportive are you of Council proceeding with the increase option?

	Overall 2020	Male	Female	18-34	35-49	50-64	65+
Mean ratings	2.71	2.78	2.64	2.97▲	2.74	2.37▼	2.44▼
Base	605	311	294	238	158	120	89

	Ratepayer Status		Aware of the SRV	
	Ratepayer	Non-ratepayer	Yes	No
Mean ratings	2.56	3.11▲	2.79	2.70
Base	438	167	120	485



Base: N=605

Note: Please see Appendix B for results by suburb

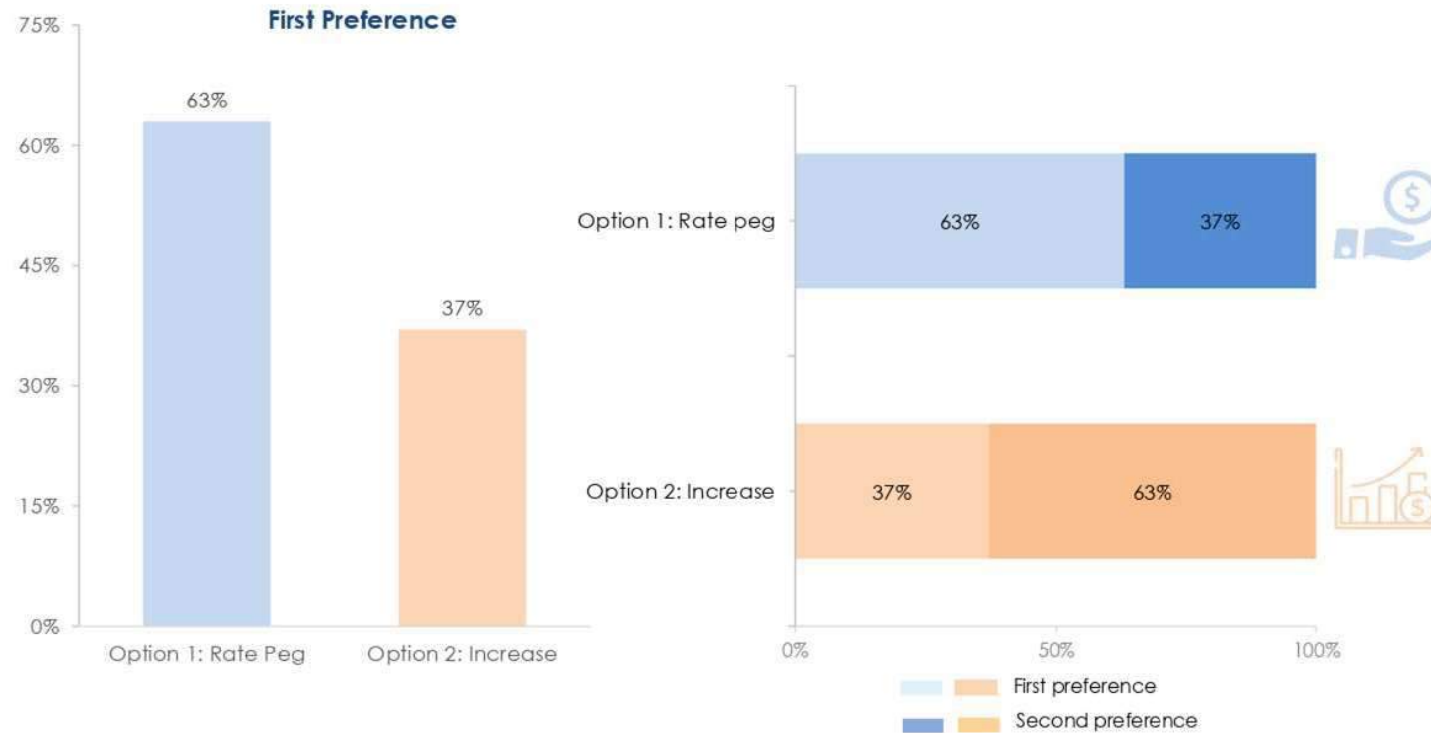
▲ ▼ = A significantly higher/lower level of satisfaction (by group)

**Support for option 2 (increase) was slightly lower than option 1 (rate peg), with 57% of residents being at least somewhat supportive. Non-ratepayers, and those aged 18-34 were more supportive of this option.**

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## Preferences for SRV Options

Q5a. Please rank the 2 options in order of preference. Which is your first preference?



Base: N=603

Note: Please see Appendix B for results by suburb

**Option 1 (rate peg) was the preferred choice for residents, with 63% giving this as their first preference.**

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## Preferences for SRV Options – By Demographics

Q5a. Please rank the 2 options in order of preference. Which is your first preference?

### First Preference

	Overall 2020	Male	Female	18-34	35-49	50-64	65+
Option 1: Rate Peg	63%	58%	68%▲	52%	59%	77%▲	79%▲
Option 2: Increase	37%	42%▲	32%	48%▲	41%	23%	21%
Base	603	310	293	238	157	120	88

	Ratepayer Status		Aware of the SRV	
	Ratepayer	Non-ratepayer	Yes	No
Option 1: Rate Peg	68%▲	50%	59%	64%
Option 2: Increase	32%	50%▲	41%	36%
Base	436	167	120	484

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

**Females, older residents (aged 50+) and ratepayers were more likely to have option 1 (rate peg) as their first preference, whilst males, 18-34 year old's and non-ratepayers were more likely to prefer option 2.**

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## Reasons for Preferring Option 1: Rate Peg

Q5a. Please rank the 2 options in order of preference. Which is your first preference?

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

	Option 1: Rate peg (63%)	N=602	
"Cannot afford any increases to the rates as we are pensioners"	Most affordable option in the current climate/cannot afford an increase	36%	"We want it to be affordable for everyone"
"Increase option is not affordable"	Do not trust that Council will spend the money wisely/more information needed as to where the money will go	19%	"The residents here would not be able to afford the increase as many are international students"
"People will struggle to pay their mortgage"	More beneficial to the whole community	6%	
"No trust in Council with their expenditure"	Rates are already too high	6%	"At this time with lots of people struggling financially due to COVID-19, Council rates shouldn't be going up at all"
"Due to coronavirus we should not be increasing rates"	There are other ways for Council to make money other than increasing rates	3%	
"I don't think it's fair. Lots of hardships out there due to COVID-19"	Happy with the current standard of services and infrastructure	2%	"I don't want to spend money on things I don't use"
	I personally would not benefit from the increase	2%	
	Unhappy with the Council merge/amalgamation was meant to save money	2%	"We already pay too much"
	Don't know/nothing	3%	

The main reason for preferring the rate peg option was affordability, with 36% of residents suggesting it's the 'most affordable option in the current climate/cannot afford an increase'. Residents also preferred this option over option 2 as they do not trust that Council will spend the money wisely (19%).

24

## Reasons for Preferring Option 2: Increase

Q5a. Please rank the 2 options in order of preference. Which is your first preference?

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

	Option 2: Increase (37%)	N=602	
"A lot of infrastructure needs to be improved so the increase will help e.g. lack of public parks, poor roads, poor quality parks and no youth activities"	Additional/improved infrastructure/services/facilities are needed in the area	22%	"Not jumping up by too much but still providing better community services in the area"
"Need the increase to help fix and maintain the roads"	Beneficial for the growth/sustainability of the area	7%	"Prices have to increase to spend money on community services"
"Increase in rates isn't that drastic compared to the rate peg"	It is an affordable increase	5%	"This option will allow for more infrastructure to be developed in the area which is needed due to the growing population"
"The option is affordable"	Council needs more funding	2%	"Do not wish to see services deteriorate"
"Best to take action now rather than wait for the area to deteriorate"	Supportive of the increase as long as it is evenly distributed across the LGA	1%	"Better for the community and growing population"
	Would like more information regarding where the money will go	1%	
	Do not feel the increase in rates will improve our services/we already pay enough	1%	
	Council has to keep up with the increasing cost of services	<1%	
	Believe the environment will be better looked after with this option	<1%	
	Don't know/nothing	3%	

For residents preferring the increase option, the main reason was that increased and improved infrastructure is required in the area (22%). 7% also suggested that the increase is affordable.

25



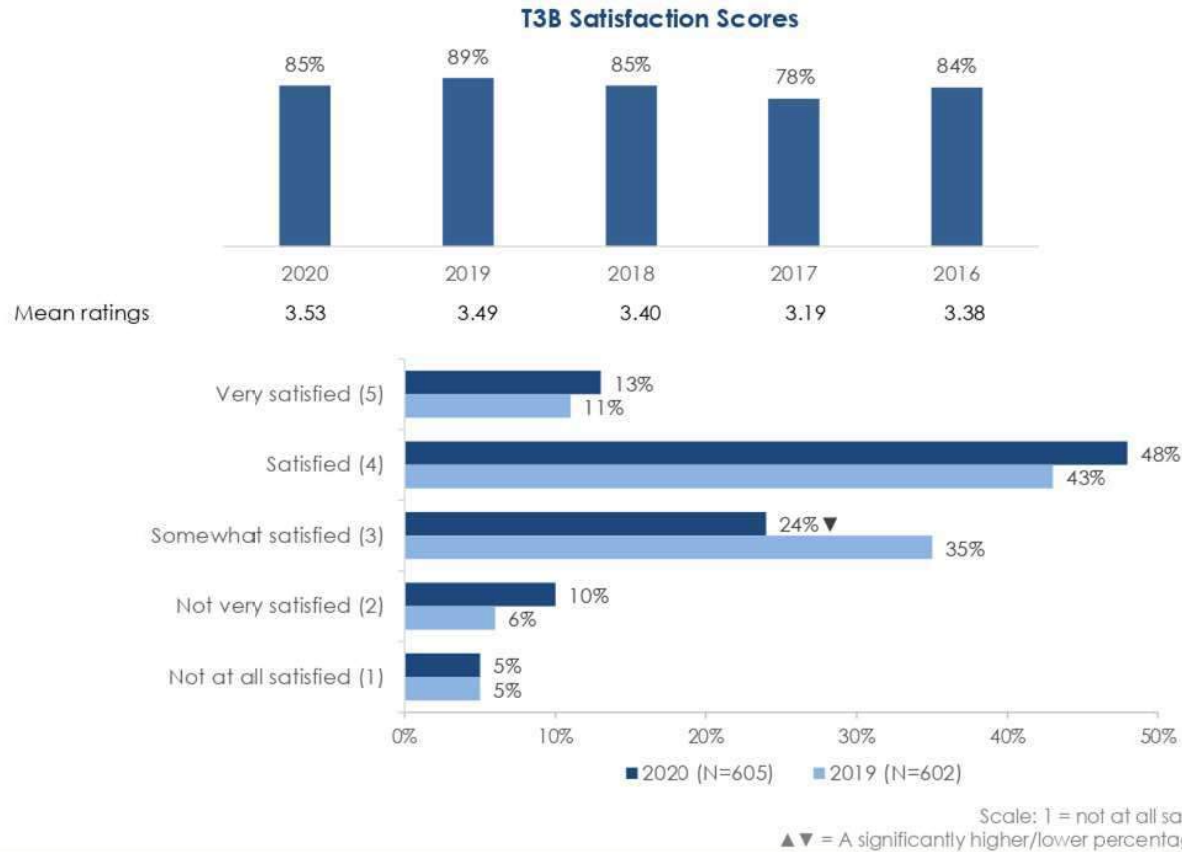
**Satisfaction with Council**

## Detailed Results

1. Minimum Rate
2. Awareness of SRV
3. SRV Options
- 4. Satisfaction with Council**

## Overall Satisfaction

Q2a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas?



**85% of residents are at least somewhat satisfied with Council's performance over the last 12 months, a slight decrease from 2019, however results are on par with 2018 and 2016.**

27

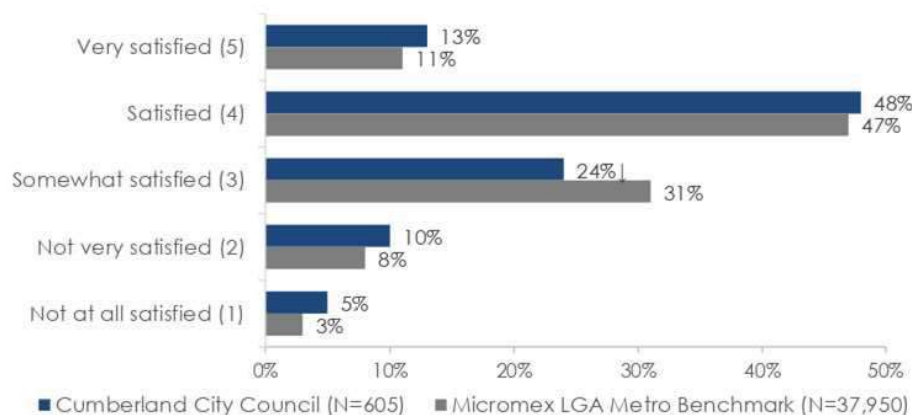
## Overall Satisfaction

Q2a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas?

	Overall 2020	Overall 2019	Male	Female	18-34	35-49	50-64	65+
Mean ratings	3.53	3.49	3.51	3.55	3.68▲	3.52	3.33▼	3.41
Base	605	602	311	294	238	158	120	89

	Ratepayer Status		Aware of the SRV	
	Ratepayer	Non-ratepayer	Yes	No
Mean ratings	3.41	3.86▲	3.46	3.55
Base	438	167	120	485



	Cumberland City Council	Micromex LGA Benchmark - Metro
Mean ratings	3.53	3.55
T3 Box %	85%	89%
Base	605	37,950

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

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

↑↓ = A significantly higher/lower percentage (compared to the Metro benchmark)

Note: Please see Appendix B for results by suburb

**Cumberland City Council's mean rating is on par with our Metro benchmark norms. The younger demographic and non-ratepayers were more satisfied with Council's performance over the last 12 months.**

28



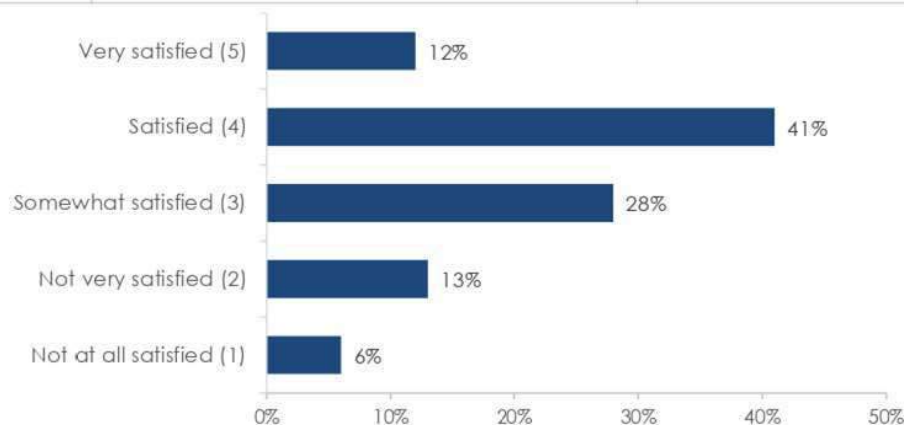
## Satisfaction with the Quality of Community Assets

Q2b. Thinking generally about community assets provided by Council, which include local roads, footpaths, cycleways, parks and playgrounds, public buildings, public toilets, libraries, etc. Overall, how satisfied are you with the quality of community assets currently provided by Council?

	Overall 2020	Male	Female	18-34	35-49	50-64	65+
Mean ratings	3.40	3.38	3.42	3.45	3.47	3.25	3.33
Base	605	311	294	238	158	120	89

	Ratepayer Status		Aware of the SRV	
	Ratepayer	Non-ratepayer	Yes	No
Mean ratings	3.30	3.65▲	3.20	3.45
Base	438	167	120	485



Base: N=605

Note: Please see Appendix B for results by suburb

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

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

**81% of residents are at least somewhat satisfied with the quality of Council-provided community assets, with non-ratepayers being significantly more satisfied.**

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## Next Steps

### Summary

85% were at least somewhat satisfied with Council's performance and 81% were at least somewhat satisfied with the Council-provided community assets.

79% of residents were at least somewhat supportive of Council introducing the single rate over five years to ensure the impact to residents is less than 10% per year.

Prior to contact 20% of residents were already aware of the proposed SRV.

- 63% of residents selected Option 1 (Rate peg only) as their first preference,
- 37% of residents selected the SRV option as their first preference.

### Recommendations

If Council wishes to increase community support for the proposed SRV it will need to:

1. Clearly articulate tangible benefits that the proposed SRV will provide to the Cumberland community, and that any SRV funding will be equitably allocated across the whole LGA
2. Demonstrate that it has already achieved budgetary efficiencies, and that it is being fiscally responsible
3. Address the hardship/affordability concerns of residents



## Background & Methodology

### Sample selection and error

482 of the 605 respondents were chosen by means of a computer based random selection process using the electronic White Pages and SamplePages. The remaining 123 respondents were 'number harvested' via face-to-face intercept at several locations around the Cumberland City Council LGA. Due to COVID-19 social distancing rules, no new number harvesting was conducted in 2020 however, previous number collection sheets were utilised.

A sample size of 605 residents provides a maximum sampling error of plus or minus 4.0% at 95% confidence. This means that if the survey was replicated with a new universe of N=605 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 4.0%.

For the survey under discussion the greatest margin of error is 4.0%. This means, for example, that an answer such as 'yes' (50%) to a question could vary from 46% to 54%.

The sample was weighted by age and gender to reflect the 2016 ABS Census data for Cumberland City Council.

### Interviewing

Interviewing was conducted in accordance with the AMSRS (Australian Market and Social Research Society) Code of Professional Behaviour.

### Prequalification

Participants in this survey were pre-qualified as being over the age of 18, and not working for, nor having an immediate family member working for, Cumberland City Council.

### Data analysis

The data within this report was analysed using Q Professional.

Within the report, ▲▼ are used to identify statistically significant differences between groups, i.e., gender, age, ratepayer status, and awareness of the SRV.

Significance difference testing is a statistical test performed to evaluate the difference between two measurements. To identify the statistically significant differences between the groups of means, 'One-Way Anova tests' and 'Independent Samples T-tests' were used. 'Z Tests' were also used to determine statistically significant differences between column percentages.

# Background & Methodology

## Ratings questions

The Unipolar Scale of 1 to 5 was used in all rating questions, where 1 was the lowest level of support/satisfaction and 5 the highest level of support/satisfaction.

This scale allowed us to identify different levels of support and satisfaction across respondents.

**Top 3 (T3) Box:** refers to the aggregate percentage (%) score of the top three scores for satisfaction or support. (i.e. somewhat satisfied, satisfied & very satisfied and somewhat supportive, supportive & very supportive)

We refer to T3 Box Satisfaction in order to express moderate to high levels of satisfaction in a non-discretionary category.

## Percentages

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

## Micromex LGA Benchmark

Micromex has developed Community Satisfaction Benchmarks using normative data from over 60 unique councils, more than 130 surveys and over 75,000 interviews since 2012.



## Demographics

QA2: Which suburb do you live in?

	N=605		N=605
Auburn	19%	Merrylands West	2%
Greystanes	17%	Pemulwuy	2%
Merrylands	11%	Regents Park	2%
Guildford	10%	South Wentworthville	2%
Lidcombe	10%	Wood Park	2%
Granville	4%	Homebush West	1%
Westmead	4%	Mays Hill	1%
Girraween	3%	Pendle Hill	1%
Wentworthville	3%	Toongabbie	1%
Berala	2%	Smithfield	<1%
Guildford West	2%	South Granville	<1%
Holroyd	2%		



## Demographics

Q1a. Which of these age groups do you fit into?

	%
18-34	39%
35-49	26%
50-64	20%
65+	15%

Base: N=605

Q1b. Gender

	%
Male	51%
Female	49%

Base: N=605

Q7b. Which of the following best describes the home where you are currently living?

	%
I/We own/are currently buying this property	72%
I/We currently rent this property	28%

Base: N=605

Q7a. What type of home do you currently live in?

	%
Separate or standalone house	66%
Flat/unit/apartment	21%
Townhouse/terrace house/semi-detached/villa	12%
Other	1%

Base: N=605

Q7c. Do you speak a language other than English at home?

	%
Yes	60%
No	40%

Base: N=604







## Support for Single, Consistent Minimum Rate Across the Whole Council Area

Q3a. How supportive are you of Council introducing a single, consistent minimum rate across the whole Council area?

### Results by Suburb

	Overall 2020	Auburn	Greystanes	Merrylands/ Merrylands West	Guildford/ Guildford West	Lidcombe/ Berala/ Rookwood	Granville/ South Granville	Westmead	Girraween/ Pendle Hill/ Toongabbie
Mean ratings	3.28	3.26	3.30	3.76▲	3.40	3.08	3.41	2.27▼	3.01
Base	605	113	101	77	73	74	27	24	32

	Wentworthville/ South Wentworthville	Regents Park	Pemulwuy	Holroyd	Wood Park/ Smithfield	Mays Hill	Homebush West
Mean ratings	2.83	2.62	3.63	3.58	4.18▲	3.17	4.41
Base	27	13	13	10	12	5	5

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



## Support for a Single Rate Over 5 Years

Q3b. How supportive are you of Council introducing the single rate over five years to ensure the impact to residents is less than 10% per year?

### Results by Suburb

	Overall 2020	Auburn	Greystanes	Merrylands/ Merrylands West	Guildford/ Guildford West	Lidcombe/ Berala/ Rookwood	Granville/ South Granville	Westmead	Girraween/P endle Hill/ Toongabbie
Mean ratings	3.39	3.23	3.39	3.82▲	3.36	3.27	3.64	2.91	3.18
Base	605	113	101	77	73	74	27	24	32

	Wentworthville /South Wentworthville	Regents Park	Pemulwuy	Holroyd	Wood Park/ Smithfield	Mays Hill	Homebush West
Mean ratings	3.14	3.13	3.43	3.43	4.29▲	3.76	4.41
Base	27	13	13	10	12	5	5

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



## Awareness of SRV

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

### Results by Suburb

	Overall 2020	Auburn	Greystanes	Merrylands/ Merrylands West	Guildford/ Guildford West	Lidcombe/ Berala/ Rookwood	Granville/ South Granville	Westmead	Girraween/ Pendle Hill/ Toongabbie
Yes %	20%	13%	31%▲	25%	21%	17%	7%	17%	39%▲
Base	605	113	101	77	73	74	27	24	32

	Wentworthville /South Wentworthville	Regents Park	Pemulwuy	Holroyd	Wood Park/ Smithfield	Mays Hill	Homebush West
Yes %	15%	6%	6%	12%	14%	0%	0%
Base	27	13	13	10	12	5	5

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



## Being Informed of the SRV

Q6b. (If yes on Q6a), How were you informed of the Special Rate Variation?

### Results by Demographics

	Overall 2020	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non- ratepayer
Information brochure or questionnaire mailed out by Council	68%	61%	78%	58%	64%	70%	79%	70%	58%
Newspaper advertisement	28%	39%▲	9%	36%	18%	28%	25%	23%	49%
Council website	22%	29%▲	11%	30%	39%	15%	9%▼	13%	63%▲
Social media such as Facebook	19%	23%	13%	30%	36%	11%	6%▼	11%	55%▲
Information stall	6%	7%	5%	11%	10%	4%	1%	1%	32%▲
Other	13%	11%	14%	16%	15%	8%	13%	13%	10%
Base	120	72	47	34	20	33	33	98	21

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

## Being Informed of the SRV

Q6b. (If yes on Q6a), How were you informed of the Special Rate Variation?

### Results by Suburb

	Auburn	Greystanes	Merrylands/ Merrylands West	Guildford/ Guildford West	Lidcombe/ Berala/ Rookwood	Granville/ South Granville	Westmead
Information brochure or questionnaire mailed out by Council	48%	77%	68%	60%	63%	100%	80%
Newspaper advertisement	17%	11%▼	57%▲	44%	60%▲	0%	0%
Council website	2%▼	11%	42%▲	23%	54%▲	0%	0%
Social media such as Facebook	23%	20%	17%	0%	50%▲	0%	0%
Information stall	0%	0%	19%▲	0%	23%▲	0%	0%
Other	20%	11%	8%	25%	0%	0%	20%
Base	14	31	20	15	13	2	4

	Giraween/ Pendle Hill/ Toongabbie	Wentworthville/ South Wentworthville	Regents Park	Pemulwuy	Holroyd	Wood Park/ Smithfield
Information brochure or questionnaire mailed out by Council	60%	100%	100%	0%	100%	100%
Newspaper advertisement	11%	12%	0%	0%	0%	0%
Council website	13%	23%	0%	0%	100%	0%
Social media such as Facebook	17%	35%	0%	0%	0%	0%
Information stall	0%	23%	0%	0%	0%	0%
Other	13%	0%	0%	100%	0%	0%
Base	12	4	1	1	1	2

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



## Support for Option 1: Rate Peg

Q4a. How supportive are you of Council proceeding with the rate peg option?

### Results by Suburb

	Overall 2020	Auburn	Greystanes	Merrylands /Merrylands West	Guildford/ Guildford West	Lidcombe/ Berala/ Rookwood	Granville/ South Granville	Westmead	Girraween/ Pendle Hill/ Toongabbie
Mean ratings	2.98	3.21 ▲	2.90	3.15	2.86	2.85	2.78	3.17	2.90
Base	605	113	101	77	73	74	27	24	32

	Wentworthville /South Wentworthville	Regents Park	Pemulwuy	Holroyd	Wood Park/ Smithfield	Mays Hill	Homebush West
Mean ratings	3.09	2.96	2.31 ▼	2.80	2.53	3.36	3.76
Base	27	13	13	10	12	5	5

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



## Support for Option 2: Increase

Q4b. How supportive are you of Council proceeding with the increase option?

### Results by Suburb

	Overall 2020	Auburn	Greystanes	Merrylands /Merrylands West	Guildford / Guildford West	Lidcombe/ Berala/ Rookwood	Granville/ South Granville	Westmead	Girraween /Pendle Hill /Toongabbie
Mean ratings	2.71	2.69	2.69	2.97	2.63	2.83	2.82	2.53	2.46
Base	605	113	101	77	73	74	27	24	32

	Wentworthville /South Wentworthville	Regents Park	Pemulwuy	Holroyd	Wood Park/ Smithfield	Mays Hill	Homebush West
Mean ratings	2.82	2.51	2.41	2.68	2.21	2.84	3.11
Base	27	13	13	10	12	5	5

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





## Preferences for SRV Options

Q5a. Please rank the 2 options in order of preference. Which is your first preference?

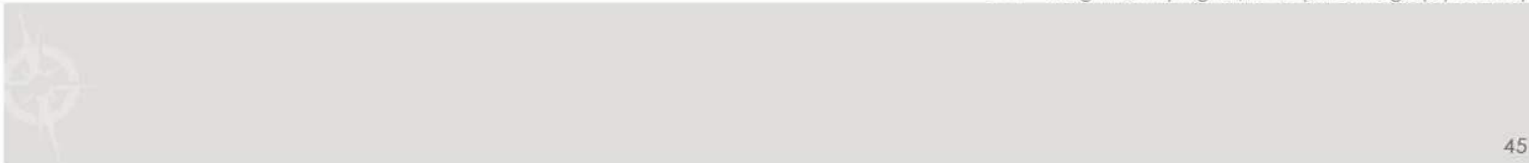
### Results by Suburb

#### First Preference

	Overall 2020	Auburn	Greystanes	Merrylands/ Merrylands West	Guildford/ Guildford West	Lidcombe/ Berala/ Rookwood	Granville/ South Granville	Westmead	Girraween/ Pendle Hill/ Toongabbie
Option 1: Rate peg	63%	64%	72%▲	61%	55%	58%	47%	70%	77%
Option 2: Increase	37%	36%	28%	39%	45%	42%	53%	30%	23%
Base	603	113	101	77	71	73	27	24	32

	Wentworthville /South Wentworthville	Regents Park	Pemulwuy	Holroyd	Wood Park/ Smithfield	Mays Hill	Homebush West
Option 1: Rate peg	58%	64%	68%	52%	47%	100%	80%
Option 2: Increase	42%	36%	32%	48%	53%	0%	20%
Base	27	13	13	10	12	5	5

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



## Overall Satisfaction

Q2a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas?

### Results by Suburb

	Overall 2020	Auburn	Greystanes	Merrylands/ Merrylands West	Guildford/ Guildford West	Lidcombe/ Berala/ Rookwood	Granville/ South Granville	Westmead	Girraween/ Pendle Hill/ Toongabbie
Mean rating	3.53	3.45	3.45	3.92▲	3.47	3.56	3.19	3.53	3.57
Base	605	113	101	77	73	74	27	24	32

	Wentworthville/ South Wentworthville	Regents Park	Pemulwuy	Holroyd	Wood Park/ Smithfield	Mays Hill	Homebush West
Mean rating	3.57	3.66	2.41▼	3.49	3.94	4.09	4.00▲
Base	27	13	13	10	12	5	5

Scale: 1 = not at all satisfied, 5 = very satisfied  
▲▼ = A significantly higher/lower percentage (by suburb)



## Satisfaction with the Quality of Community Assets

Q2b. Thinking generally about community assets provided by Council, which include local roads, footpaths, cycleways, parks and playgrounds, public buildings, public toilets, libraries, etc. Overall, how satisfied are you with the quality of community assets currently provided by Council?

### Results by Suburb

	Overall 2020	Auburn	Greystanes	Merrylands/ Merrylands West	Guildford/ Guildford West	Lidcombe/ Berala/ Rookwood	Granville/ South Granville	Westmead	Girraween/ Pendle Hill/ Toongabbie
Mean ratings	3.40	3.39	3.40	3.47	3.32	3.43	3.67	3.31	3.16
Base	605	113	101	77	73	74	27	24	32

	Wentworthville/ South Wentworthville	Regents Park	Pemulwuy	Holroyd	Wood Park/ Smithfield	Mays Hill	Homebush West
Mean ratings	3.46	2.88	3.01	3.71	3.82	3.76	4.00▲
Base	27	13	13	10	12	5	5

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





Cumberland Council  
Community Survey – Special Rate Variation  
2020

Good morning/afternoon/evening, my name is..... from Micromex Research and we are conducting a survey on behalf of Cumberland Council on a range of local issues. The survey will take about 10 or so minutes, would you be able to assist us please?

QA1. And do you or an immediate family member work for Cumberland Council?

- Yes (Terminate)  
 No

QA2. Which suburb do you live in?

- Auburn\*  
 Berala  
 Chester Hill\*  
 Fairfield\*  
 Girraween  
 Granville\*  
 Greystanes  
 Guildford  
 Guildford West  
 Holroyd  
 Homebush West\*  
 Lidcombe\*  
 Mays Hill\*  
 Merrylands  
 Merrylands West  
 Penmawry  
 Pendle Hill\*  
 Prospect\*  
 Regents Park\*  
 Rookwood  
 Smithfield\*  
 South Granville  
 South Wentworthville  
 Toongabbie\*  
 Wentworthville\*  
 Westmead\*  
 Wood Park  
 Yennora\*

\* Crosses LGA

Q1a. Which of these age groups do you fit into? Prompt

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

Q1b. Gender (determine by voice):

- Male  
 Female

Q2a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas? Prompt

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

Q2b. Thinking generally about community assets provided by Council, which include local roads, footpaths, cycle ways, parks and playgrounds, public buildings, public toilets, libraries, etc. Overall, how satisfied are you with the quality of community assets currently provided by Council? Prompt

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

Minimum Rate - Concept statement

Rates are calculated using land value. Councils have what is called a 'minimum rate', which is the lowest rate that can be charged to a household - this minimum rate usually applies to apartments because there are numerous apartments on the one block of land. This means standalone houses, townhouses, etc. tend to pay more than the minimum rate because there are fewer dwellings on a block of land. Ratepayers in units pay an average rate of \$678 per annum - whereas those in houses pay an average of \$1,210 per annum. This means there is a 78% difference in the rates paid.

To provide greater fairness and consistency across the Cumberland Council area, Council proposes to introduce a single, standardised minimum rate for all property owners. This will increase from \$594.62 and \$708.08 for former Auburn and Parramatta Council rate payers, to \$700 in 2021/22, and then to \$900 in 2024/25 for all Cumberland Council residential rate payers.

Q3a. How supportive are you of Council introducing a single, consistent minimum rate across the whole council area? Prompt

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

The introduction of a single, standardised minimum rate for all property owners means some resident's rates will increase and some will decrease due to the current difference between what rate payers are paying

Q3b. How supportive are you of Council introducing the single rate over five years to ensure the impact to residents is less than 10% per year?

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

**SRV Options - Concept statement:**

Currently Cumberland Council delivers a broad range of services such as roads and rubbish collection, parks and playgrounds, cultural facilities and events, libraries, swimming pools, environmental protection and much more.

At present, Council's revenue is regulated by the NSW Independent Pricing and Regulatory Tribunal (IPART). IPART limits the amount by which councils can increase rates from one year to the next. At the moment, that amount, known as the rate peg, is an annual increase of around 2.5%.

Council is facing the challenge of balancing community expectations with future financial sustainability. There is a growing gap between the cost of providing services and facilities and the available funding to meet those costs. Put simply, costs are rising more than the 2.5% rate peg.

Over recent years, Council has implemented a range of productivity savings and reduced costs across operations, but there are no easy solutions to addressing this increasing funding gap. If Council does not address this gap now, our community assets will deteriorate. To address this situation, councils are able to apply for rate increases above the rate peg. This is called a Special Rate Variation (SRV).

Council acknowledges that any rate increase may adversely impact some rate payers. Council has a Hardship Policy and alternative payment options to assist ratepayers should they have difficulty keeping up with their rate payments.

Cumberland Council is considering applying for a permanent SRV, which will apply to the 2021/22 financial year.

There are essential 2 options which I would like you to consider. Each option will have varying impacts on the services and facilities that Council can deliver.

Let's look at the options in more detail.

**Flip (ab/ba) Q3a/b to offset order effect**

**Rate Peg**

This option would essentially continue the status quo with rates increasing by the assumed rate peg amount of 2.5% in 2020-21. The average residential ratepayer currently paying \$986 in 2020/21 would pay an additional \$24 more per annum in the 2021-22 financial year, for a total cost of \$1,010 in 2021/22.

Under this option while Council would generate \$2.5mill in 2021/22, it will not be able to increase expenditure over the next ten years on important infrastructure including roads, footpaths and community buildings and therefore the impact of a growing population would result in a further reduction in community services.

**Q4a. How supportive are you of Council proceeding with this option? Prompt**

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

**Increase – Financially Sustainable Option**

This option would essentially add a permanent 2% increase in rates on top of the rate peg amount of 2.5% in 2021-22. As such in 2021/22 the total increase would be 4.5%. Under this option average residential ratepayer currently paying \$986 in 2020/21 would pay \$1032 in 2021/22.

Under this option Council would generate \$4.5mill in 2021-22. The SRV will allow Council to increase expenditure by \$32m over the next ten years on important local infrastructure including road, footpaths and community buildings due to significant increases in a growing population.

**Q4b. How supportive are you of Council proceeding with this option? Prompt**

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

Q5a. Please rank the 2 options in order of preference. Which is your first preference? *Prompt*

	1 <sup>st</sup> preference	2 <sup>nd</sup> preference
Option 1 Rate peg	<input type="radio"/>	<input type="radio"/>
Option 2 Increase	<input type="radio"/>	<input type="radio"/>

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

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

- Yes  
 No (Go to Q6a)  
 Not sure (Go to Q6a)

Q6b. How were you informed of the Special Rate Variation? Please answer yes or no as I read each one. *Prompt*

- Information brochure or questionnaire mailed out by Council  
 Council website  
 Newspaper advertisement  
 Social media such as Facebook  
 Information stall  
 Other (please specify).....

#### Demographics

The following information is used for demographic purposes only.

Q7a. What type of home do you currently live in?

- Separate or standalone house  
 Townhouse/terrace house/semi-detached/villa  
 Flat/unit/apartment  
 Other (please specify).....

Q7b. Which of the following best describes the home where you are currently living? *Prompt*

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

Q7c. Do you speak a language other than English at home?

- Yes  
 No

Council may wish to conduct some further research with residents in the coming weeks to discuss this issue in more detail.

Q8a. Would you like to receive updates on the outcome of this consultation and other important communication from Cumberland Council?

- Yes  
 No

Q8b. Please provide relevant contact details.

Name:.....  
 Email:.....  
 Phone:.....  
 Postcode:.....

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. Just to remind you, I am calling from Micromex Research on behalf of Cumberland Council.

(If respondent wants more details about Council's proposed SRV or Minimum Rate, refer to Council.)

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



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# Changes to your rates

Our rates structure for application of rates across Cumberland City changed on 1 July 2021.



## About Rates Harmonisation

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### What has changed?

The NSW State Government required Cumberland City Council to adopt and implement a rates structure for the 3 former Council local government areas of Holroyd, Auburn and

have their rates calculated in the same way. Whilst your rates may change, the total rate revenue received by Council will not increase.

## Why did we harmonise rates?

All amalgamated councils were required, by law, to have one rating structure by 1 July 2021. Council has utilised provisions under the Local Government Bill 2021 to achieve gradual rate harmonisation over a 4-year period, commencing 1 July 2021.

During the merger process in 2016, the NSW State Government imposed a rates freeze which meant councils could not change the way rates were calculated. This means we have been applying three different rates structures from the councils that were amalgamated into Cumberland (Auburn, Holroyd and part of Parramatta) and as a result, the way rates are calculated varies.

The rates freeze ended on 30 June 2021 and Council will gradually harmonise the rate paths of the former Councils over a 4-year period to achieve a single, fair and equitable across the entire LGA.

## What are the changes?

Council is introducing new minimum rates for both residential and business properties.

From July 2021, the method of calculating rates will be ad valorem based (according to the land value) and subject to the following minimums:

- Residential minimum amount will be \$650 (This will increase by 10% for three years subject to approval).
- Business rate minimum amount will start at \$1,200 and increase annually by the rate peg, as determined by the Independent Pricing and Regulatory Tribunal of New South Wales (IPART).

To assist with reducing the rates burden on general business and residential properties, Council will also be introducing business sub-categories for properties where the dominant use is of an industrial nature and multi-level shopping centres where additional infrastructure is required.

If the property is used for a purpose shown on the Industrial land classifications list then a business sub-category of 'Business Industrial' will apply.

2020, seeking feedback from ratepayers about their preferred option and the impacts associated with each option.

A letter was sent to all ratepayers, which included a flyer in 4 languages, and rates harmonisation had both a dedicated webpage on Council's website and a 'Have Your Say' page. Rates harmonisation was also featured on Council's Facebook page, as well as in the 7<sup>th</sup> July edition of e-News.

We received 550 written submissions during the consultation period, of which 65% supported Option 1, being no Special Rate Variation increase and a transition over 5 years to a single rates structure across the Local Government Area commencing from 1 July 2021. We also carried out a community survey, which revealed 63% of residents and businesses also supported Option 1.

## What's happening with rates harmonisation?

As part of the harmonisation process, Council will be applying to the NSW Independent Pricing and Regulatory Tribunal (IPART) to increase the minimum rate from \$650 to \$715 for the 2022/2023 financial year, \$785 for 2023/2024 and \$860 for 2024/2025 (an increase of close to 10% per year up to 2024/2025).

The impact of increasing the minimum rate results in enabling a more equitable way of charging rates, which would largely impact higher density housing who, despite having lower land values, have the same access to Council facilities and infrastructure as houses with higher land values. Additional income is not raised from this process, and the increase in minimum rates will only enable Council to change the way the rates are levied to ratepayers.

A Hardship Application for Rate Relief form is available if you are experiencing genuine financial hardship.

## For further details, view the Rates Harmonisation Brochure (PDF, 300KB)

## FAQs

What are rates?





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What is rate pegging?



What is a minimum rate?



What options are available to me if I feel the changes will cause me financial pressure?



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Landing page

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Auburn Area Residential



# Cumberland City Council Rates Calculator

Select Former Local Government Area:\*

Auburn

Holroyd

Parramatta

Select Ratepayer Type:\*

Residential

Commercial

Industrial

Click next and enter your land value (found on your annual rates notice).

The estimated rates will be automatically calculated in the relevant fields.

The 1 Year harmonisation represents the impact on rates with a singular structure adopted 1 July 2021.

The 4 year transition shows what a phased approach would look like if legislative changes are made.

Please note the estimated rates payable excludes waste and stormwater charges.

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