

## Special Rate Variation

### COMMUNITY ENGAGEMENT AND AWARENESS

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#### Criterion 2 in the SV Guidelines is:

Evidence that the community is aware of the need for and extent of a rate rise. The Delivery Program and Long Term Financial Plan should clearly set out the extent of the General Fund rate rise under the special variation. In particular, councils need to communicate the full cumulative increase of the proposed special variation in percentage terms, and the total increase in dollar terms for the average ratepayer, by rating category. The council's community engagement strategy for the special variation must demonstrate an appropriate variety of engagement methods to ensure community awareness and input occur. The IPART fact sheet includes guidance to councils on the community awareness and engagement criterion for special variations.

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This document will form part of the **Special Variation Application Form Part B**

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## 2.1 How did the council engage with the community about the proposed special variation?

### a) Outline the council's consultation strategy and timing

Queanbeyan-Palerang Regional Council had three key aims when conducting our consultation in accordance with IPART requirements.

- Inform the community and stakeholders about the need for a rate rise
- Provide clear explanation of what would happen if we do not adopt a rate rise
- Clearly outline three viable SRV scenarios with impacts to ratepayers and community services

The consultation ran from 16 November – 31 January and unpacked three scenarios that use different approaches to return QPRC to a sustainable financial position.

**Under Scenario 1**, the general rate will increase by 12% every year for three years (including the rate peg). This would be a cumulative increase of 41%. Following this, rate increases will follow the rate cap amount set by IPART. This scenario requires significant cuts. There would need to be a strategy to reduce expenses by \$12 million per year.

**Under Scenario 2**, rates will increase by 18% every year for three years (including the rate peg). This would be a cumulative increase of 64%. Following this, rate increases will follow the rate cap amount set by IPART. This scenario will require significant cuts to services and immediate annual savings of \$5.5 million per year.

**Under Scenario 3**, rates will increase by 28% for the first year, 25% for the second year and 23% for the third year. This would be a cumulative increase of 97%. Following this, rate increases will follow the rate cap amount set by IPART. This scenario fully funds the current level of services and includes some additions to environmental programs and infrastructure renewal.

The communications strategy for the SRV included face to face workshops, print media, radio interviews, social media, web newsletters, and web stories as well as our consultation website – Your Voice. This gave our staff the opportunity to have complex discussions with the community and provide a voice of truth.

Thought was put into the graphic design elements to create the clearest possible explanations for residents as well as a rates calculator which was launched once the new land valuations were released. The new property valuation added an extra obstacle to clear communication about the impact of the SRV and was a key feature of the second stage of community discussion.



General timeline of communications	Date
Braidwood Community meeting	15 November 2022
First Media Release	16 November 2022
Jerrabomberra Community Association meeting	16 November 2022
South Jerrabomberra Resident's Association	16 November 2022
ABC Radio Canberra Interview Kenrick Winchester	16 November 2022
2CC Radio Interview Kenrick Winchester	22 November 2022
Queanbeyan Community meeting	22 November 2022
Mayors column article	23 November 2022
Bungendore Community meeting	24 November 2022
Greenways s355 meeting	27 November 2022
2CC Radio Interview Rebecca Ryan	
Second Media Release	28 November 2022
Your Voice survey	28 November 2022
Fernleigh Park Meeting	28 November 2022
First Social Post	28 November 2022
Braidwood Community meeting	29 November 2022
Mayors column article	30 November 2022
Print Ad	30 November 2022
Braidwood and Villages Business Chamber	1 December 2022
Second Social Post	1 December 2022
eNews article	2 December 2022
Your Voice Newsletter	5 December 2022
Queanbeyan Residents and Ratepayers Group	6 December 2022
Mayors column article	7 December 2022
Majors Creek Progress Association	11 December 2022
Bungendore Town Centre & Environs Committee and Bungendore Chamber of Commerce	12 December 2022
Print Ad	14 December 2022
QPRC Newsletter to all residents	12-16 December 2022
Araluen Community meeting	15 December 2022
Googong Resident's meeting	19 December 2022
Wamboin Community meeting	20 December 2022
Third Social Post	12 January 2023
Rates calculator launched	12 January 2023
Your Voice Newsletter	12 January 2023
eNews article	13 January 2023
Mayors column article	18 January 2023
eNews article	20 January 2023
Print Ad	25 January 2023
eNews article	27 January 2023
Gundillion Community Meeting	30 January 2023

A range of documents have been provided as part of the communication of the SV. Alongside the documents on public exhibition an internal Communications Strategy was developed to guide community engagement.

Documents on exhibition – available at [yourvoice.qprc.nsw.gov.au/srv](http://yourvoice.qprc.nsw.gov.au/srv)

- Three Page Explainer
- Rate Myths document
- Example Rates Notice
- Questions and Answers document
- Average rate tables for each scenario
- Rate impact tables for all scenarios - Typical, Low, High value properties
- Draft Long Term Financial Plan 2022-32
- Draft amended pages from the Delivery Program 2022-26
- Service Statements document
- Organisational Service Review Report

Supplementary SRV documents:

- Communications Strategy
- Special Rate Variation – Consultation Summary
- SRV and LTFP Engagement Report

Additional contextual documents:

- Community Strategic Plan - Towards 2042
- Resourcing Strategy

**b) Indicate the different methods the council employed to make the community aware of the proposed SV and seek their feedback, and why these were selected.**

### Communications tools

During the SRV process we used many communications tools to help people understand the background, to simplify the way our budget works, and use comparisons to help place our situation in the world alongside other real costs the community is familiar with.

Some of these tools include:

- A detailed Q&A document
- Presentations for community meetings
- A three-page document that introduces the SRV
- An example rates notice to show affected fees
- Tables of rate impacts for each scenario
- Service statements that show what Council provides and relative cost to rates
- Colourful graphs and graphics that make complex information more engaging
- Media releases, Mayors column and eNews articles

We have a very diverse region and our communication channels and tools were chosen to target the widest section of our community. By using a combination of digital, print, web and social media we were able to inform a broad section of our community.

### Media coverage

We shared two media releases introducing the rate rise and encouraging the community to have their say through our online consultation platform, email, or in writing which could be delivered by hand or mail and a third that discussed the IPART extension.

The media coverage in our area was broad and the issue was mentioned on local TV News, in regular radio coverage and in major newspapers as well as our smaller local newsletters.

There were more than 25 unique articles and radio interviews between 16 November and 31 January as well as many syndications with some articles being published three times. The larger newspapers, like The Canberra Times (syndicated as the Queanbeyan Age and Braidwood Times) cover an audience of more than 30,000 viewers per print edition and a digital audience of over 500,000 unique monthly visitors (UMV).

The Regional Independent, a dedicated local newspaper with print circulation of more than 5,000 copies per month has had an article about the rate rise each week since 16 November as well as our weekly mayors column and fortnightly advertisement directing readers to our engagement platform ([yourvoice.qprc.nsw.gov.au](http://yourvoice.qprc.nsw.gov.au)).

There was significant radio coverage in the first week following the announcement from local broadcasters including ABC Radio Canberra – which has a high listenership in commuters. Similarly, there has been coverage on 2CC and its sister stations 2CA and KIX. These stations have a potential listenership of more than 400,000 people.

*For media coverage and radio see the appendix.*

### **QPRC News**

Eight times each year we publish a four-page newsletter which is sent to every address in the LGA. Three pages of the newsletter were dedicated to the SRV explaining the history, our financial position, three scenarios to become financially sustainable and a breakdown of how rates are spent currently.

The social media and web interactions following QPRC News showed how effective this platform is at reaching a wide variety of community members – with a spike in respondents after the edition hit mailboxes. Customer satisfaction surveys have shown that QPRC News is the most effective way residents hear about Council news.

### **Social media**

We kept our social media posts low (3 posts) as the topic naturally flooded our page.

#### FACEBOOK ENGAGEMENT BREAKDOWN

##### **Native posts**

###### [Initial post - CTA Your Voice](#)

- Reached more than 12,000 users
- Had more than 7,000 engagements including 1150 link clicks and 38 shares
- This post had more than 720 comments.

###### [Second post - breakdown of proposed increase on average rate payers](#)

- Reached more than 8,500 users
- Had more than 4,500 engagements including 163 link clicks and 17 shares
- This post had more than 250 comments

###### [Third post – introducing rates calculator](#)

- Reached more than 15,000 users
- Had more than 5,000 engagements including 1,500 link clicks and 23 shares
- This post had 140 comments

##### **Post commentary**

Many posts on our page after the initial SRV post also received comments about the rate rise. This included things like the recent launch of Food Organics and Garden Organics processing, road safety initiatives and events. This was a good opportunity to correct misinformation.

##### **Community noticeboards**

The community notice boards have been extremely active. There are innumerable groups, however, we have three main noticeboards in our region - Bungendore,



Braidwood and Queanbeyan – together they have a membership of more than 30,000 users.

Each has shared the rate rise – directly from us, from media coverage and sharing images of our printed newsletter alongside commentary. This provides a good understanding of how widespread knowledge is about the consultation.

### **Community meetings**

The Mayor and General Manager (GM) have attended regular community meetings since the announcement. This began with our Council community meetings in Braidwood, Queanbeyan and Bungendore as well as local ratepayer associations, business chambers and progress associations across the LGA. They have seen 350 people face to face and have left each meeting with a group of well-informed community members who can help direct others to accurate information. The community meetings also provided a good understanding of how residents feel about the proposal. These meetings allowed for constructive critiques and suggestions from the community.

### **Digital engagement**

We received more than 820 unique responses on our Your Voice webpage engaging with the proposal and showing a level of understanding of the affect the change would have on them as well as other parts of the community.

Unsurprisingly the majority of respondents did not want to pay more rates, and many wanted greater services at better 'value for money'. This is explored further in section 2.3 b.

## **2.2 How did the council present the impact of the proposed special variation in the consultation material?**

The impact of the three rate rise scenarios was represented in a range of tables and comparisons in both print and web formats. These include:

- Average residential rates
- Service level comparisons
- Average rate tables (for each scenario)
- Typical rates notice tables – estimated total rates and annual charges for 3 years for (low/med/high property values)
- Rates Calculator (in January)

The representations of the data get increasingly complex and specific, providing further detail and examples for each of our rating categories.



Average residential rates (as seen in QPRC News and on Your Voice)

## How will a rate rise affect me?

In QPRC we have more than 20 rating categories so the effect on you will depend on where you live and the value of your property. The proposed rate rise will affect the general rate charge. Waste, sewerage, stormwater, and water access charges will not be affected by this change.

### Below we have shown what the average rate looks like under each scenario.

On our website you can see what each scenario looks like for your rating category. All rate increase figures are inclusive of the rate peg and are permanent.

#### Scenario 1: Significantly Reduce Services

year one 12%	increase of \$129
	\$2.50 extra per week
year two 12%	increase of \$144
	\$2.80 extra per week
year three 12%	increase of \$161
	\$3.10 extra per week
41% cumulative rates increase	

#### Scenario 3: Maintain Services

year one 28%	increase of \$356
	\$6.85 extra per week
year two 25%	increase of \$407
	\$7.85 extra per week
year three 23%	increase of \$468
	\$9 extra per week
97% cumulative rates increase	

## Is there financial support?

We have a robust financial hardship policy designed to support ratepayers in situations beyond their control and defer payments where they would cause hardship.

We offer interest free payment arrangements for up to two years and all applications are assessed against the eligibility conditions in our policy.

Scenario three also includes an additional \$100 for pensioners across QPRC. This will bring the pensioner rebate up to a maximum of \$525, depending on what services you pay for.

**If you are having difficulty making your rates payments, please contact us.**

- You can learn more about rate relief and find our Hardship Application form at [bit.ly/QPRC-RP](http://bit.ly/QPRC-RP) or by calling 1300 735 025

#### Scenario 2: Reduce Services

year one 18%	increase of \$229
	\$4.40 extra per week
year two 18%	increase of \$270
	\$5.20 extra per week
year three 18%	increase of \$319
	\$6.15 extra per week
64% cumulative rates increase	

On our website you can see what each scenario looks like for your rating category at [www.qprc.nsw.gov.au/srv](http://www.qprc.nsw.gov.au/srv)

Learn more at...



Queanbeyan-Palerang Regional Council  
 144 Wallace St, Braidwood • 10 Majara St,  
 Bungendore • 256 Crawford St, Queanbeyan  
 P 1300 735 025 E [council@qprc.nsw.gov.au](mailto:council@qprc.nsw.gov.au)

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

Service level comparisons (as seen in QPRC News and on Your Voice)

### Three scenarios

We have unpacked three scenarios to show what Council services would look like with different rate rises.

#### Scenario 1: Significantly Reduce Services

Increase rates by 12% every year for 3 years. This scenario does not fully fund current Council operations and will require a strategy to find immediate savings of \$12 million each year.

\$12 million in savings each year will mean stopping all non-core services:

- ✘ Privatising or selling The Q
- ✘ Stop funding community activities, (arts, community development, youth, seniors, heritage grants and First Nations activities)
- ✘ Stop funding community halls and meeting spaces
- ✘ Closing aquatic centres, some sportsgrounds and playgrounds, and cancelling planned developments
- ✘ Closing libraries, customer service centres and depots at Bungendore and Braidwood
- ✘ Significantly increasing user charges and fees for all community services
- ✘ Fully funding economic development and tourism through user charges and a rate on businesses
- ✘ Removing community grant support
- ✘ Significantly reducing urban amenities, (street sweeping, mowing, maintenance and cleaning)
- ✘ Introducing paid parking for Queanbeyan CBD
- ✘ Reducing number of Councillors
- ✘ Removing additional pensioner rebate

The rate rise will only affect your general rates: this is the base rate and property value (or adv) on your rates notice. Not your water, sewer or waste charges.

#### Scenario 2: Reduce Services

Increase rates by 18% every year for 3 years. This scenario maintains only core services and requires a strategy to find immediate savings of \$5.5 million each year.

\$5.5 million in savings each year will mean reducing non-core services:

- ✘ Significantly increasing user fees at The Q
- ✘ Reducing community funding by 50% (arts, halls, community development, youth, seniors, and First Nations activities).
- ✘ Only keeping one pool and stopping any planned developments for sports and aquatics
- ✘ Combining libraries and customer service into single facilities in Bungendore and Braidwood
- ✘ Increasing fees for childcare and saleyards, to be fully self-funding
- ✘ Increasing user charges and fees for all community services
- ✘ Reducing economic development and tourism
- ✘ Reducing some urban amenities (street sweeping, mowing, maintenance and cleaning)
- ✘ Stopping main street and heritage grants
- ✘ Introducing paid parking for Queanbeyan CBD
- ✘ Reducing number of Councillors
- ✘ Removing additional pensioner rebate

#### Scenario 3: Maintain Services

Increase rates by 28% in year 1, 25% in year 2 and 23% in year 3. This scenario maintains current services and asset renewal and allows for improvements to facilities and roads.

Community facilities, footpaths, roads and bridges will be maintained more frequently to return to service levels the community expects. This scenario includes all existing services as well as:

- ◆ Additional \$100 Pensioner Rebate for the whole local government area. This is on top of up to \$425 supplied by the NSW Government, depending on which services you pay for.
- ◆ \$1.3 million each year towards environmental and sustainability programs.
- ◆ \$400,000 each year for new and upgraded community infrastructure - like footpath extensions. This is designed to support matched grant funding opportunities.
- ◆ \$1.9 million each year for asset renewal including roads, pools and other facilities.

## Have Your Say

Have your say on the rate increase by going to our Your Voice page or visiting our Customer Service Centres and libraries. Here you can learn more about each scenario and fill out a digital or printed survey. The survey is open until 31 January 2023. You can also:

- Email [council@qprc.nsw.gov.au](mailto:council@qprc.nsw.gov.au) with Special Rate Variation in the subject line
- Mail to PO Box 90, Queanbeyan NSW 2620
- Deliver to Council offices in Braidwood, Bungendore and Queanbeyan



[yourvoice.qprc.nsw.gov.au](http://yourvoice.qprc.nsw.gov.au)



Average rate tables excerpt (available on Your Voice)

Financial Sustainability Scenario 1 - Rate increase 12% x 3 years (inclusive of the rate peg)

IPART has announced the rate peg for 2023/24 is 4.6% and Council has assumed and applied a regular 2.5% rate peg assumption for all following years.

Impact on residential rates of proposed special variation over 3 years

Average Residential Rate	Base year 2022/23	Year 1 2023/24	Year 2 2024/25	Year 3 2025/26	Cumulative Increase (\$)	Cumulative Increase (%)
Average residential rate under an assumed rate peg of 2.5% per annum	\$ 1,272	\$ 1,330	\$ 1,364	\$ 1,398	\$ 126	9.9%
Annual increase %		4.6%	2.5%	2.5%		
Average residential rate with the proposed SV	\$ 1,272	\$ 1,424	\$ 1,595	\$ 1,787	\$ 515	40.5%
Annual increase %		12.00%	12.00%	12.00%		
Cumulative impact of SV above base year levels		\$ 94	\$ 232	\$ 389	\$ 389	

Impact on farmland rates of proposed special variation over 3 years

Average Farmland Rate	Base year 2022/23	Year 1 2023/24	Year 2 2024/25	Year 3 2025/26	Cumulative Increase (\$)	Cumulative Increase (%)
Average farmland rate under an assumed rate peg of 2.5% per annum	\$ 2,653	\$ 2,775	\$ 2,845	\$ 2,916	\$ 263	9.9%
Annual increase %		4.6%	2.5%	2.5%		
Average farmland rate with the proposed SV	\$ 2,653	\$ 2,972	\$ 3,328	\$ 3,728	\$ 1,074	40.5%
Annual increase %		12.00%	12.00%	12.00%		
Cumulative impact of SV above base year levels		\$ 196	\$ 484	\$ 812	\$ 812	

Impact on business rates of proposed special variation over 3 years

Average Business Rate	Base year 2022/23	Year 1 2023/24	Year 2 2024/25	Year 3 2025/26	Cumulative Increase (\$)	Cumulative Increase (%)
Average business rate under an assumed rate peg of 2.5% per annum	\$ 5,114	\$ 5,349	\$ 5,483	\$ 5,620	\$ 506	9.9%
Annual increase %		4.6%	2.5%	2.5%		
Average business rate with the proposed SV	\$ 5,114	\$ 5,727	\$ 6,415	\$ 7,184	\$ 2,071	40.5%
Annual increase %		12.00%	12.00%	12.00%		
Cumulative impact of SV above base year levels		\$ 378	\$ 932	\$ 1,565	\$ 1,565	

Typical rate tables excerpt (available on Your Voice)

Council Financial Sustainability Options														
Scenario 1 - 12%, 12%, 12% Rate Increase over 3 years, inclusive of the rate peg														
These 3 pages provide an indicative view of the total impact on the July 2023 annual rates notice, based on selected properties from each rating category and subcategory, including pensioners. We have provided Low, Medium and High value properties for comparison.														
* Figures are early draft and known changes include the land revaluation that will take effect from 1 July 2023. New land value figures are expected to be received mid Nov 22, for recalculation by Jan 23. ***Note that rates will not rise in proportion with changes in land valuations. New land valuations will not have any effect on the total rate income that Council collects - however may impact individual properties where land values rise disproportionately with other properties across the local government area.														
Rates and annual charges - comparison of Typical Value Properties														
Example property - Median Value Examples	Valuation 2019	General Rates	Water, sewer, waste, stormwater charges	Pensioner Rebate	July 2022 Rates Notice	General Rates	Water, sewer, waste, stormwater charges	Pensioner Rebate	July 2023 Rates Notice	1 Year \$ Change	% Change	July 2025 Rates Notice	3 Year \$ Change	% Change
Residential Quairberryan	266,000	1,348	1,578	-	2,926	1,513	1,715	-	3,228	302	10.32%	3,774	848	28.99%
Residential Quairberryan (pensioner)	266,000	1,348	1,578	(465)	2,461	1,513	1,715	(525)	2,793	242	9.83%	3,249	788	32.03%
Residential Jarrabomberra	389,000	1,773	1,578	-	3,351	1,991	1,715	-	3,796	355	10.59%	4,377	1,026	30.61%
Residential Jarrabomberra (pensioner)	389,000	1,773	1,578	(465)	2,886	1,991	1,715	(525)	3,181	295	10.21%	3,852	966	33.46%
Residential Googong	298,000	1,532	1,869	-	3,409	1,720	2,004	-	3,724	324	9.54%	4,270	870	25.99%
Residential Googong (pensioner)	298,000	1,532	1,869	(465)	2,935	1,720	2,004	(525)	3,199	254	9.00%	3,745	810	27.80%
Residential Rural	552,000	1,392	784	-	2,176	1,563	871	-	2,434	258	11.87%	2,884	708	32.53%
Residential Rural (pensioner)	552,000	1,392	784	(378)	1,799	1,563	871	(438)	1,987	198	11.02%	2,448	648	28.02%
Residential Bungendore	290,000	1,033	2,391	-	3,424	1,150	2,404	-	3,563	140	4.08%	3,844	521	15.38%
Residential Bungendore (pensioner)	290,000	1,033	2,391	(425)	2,999	1,150	2,404	(525)	3,038	40	1.33%	3,409	401	15.36%
Residential Bradwood	165,000	754	2,496	-	3,250	840	2,514	-	3,360	110	3.38%	3,705	455	15.99%
Residential Bradwood (pensioner)	165,000	754	2,496	(425)	2,825	840	2,514	(525)	2,835	10	0.35%	3,180	355	12.56%
Residential Captains Flat	99,300	568	2,391	-	2,959	636	2,404	-	3,040	82	2.76%	3,328	369	12.53%
Residential Captains Flat (pensioner)	99,300	568	2,391	(425)	2,534	636	2,404	(525)	2,515	(18)	-0.72%	2,890	269	10.50%
Residential Rural	317,000	954	351	-	1,315	1,082	269	-	1,591	26	2.72%	1,642	327	24.88%
Residential Rural (pensioner)	317,000	954	351	(250)	1,065	1,082	269	(350)	1,091	(64)	-6.03%	1,293	227	21.33%
Business Quairberryan CBD	339,000	6,437	1,568	-	8,004	7,224	1,722	-	8,546	542	11.77%	10,363	2,359	38.97%
Business Quairberryan General	455,000	8,548	1,606	-	8,154	7,349	1,787	-	8,116	862	11.86%	11,173	3,020	37.03%
Business Quairberryan Industrial	333,000	3,227	1,607	-	4,834	3,022	1,767	-	5,389	555	11.49%	6,481	1,647	34.06%
Business Googong	614,400	12,116	1,844	-	13,962	13,600	2,006	-	15,896	1,644	11.77%	18,230	5,268	37.73%
Business Jarrabomberra	1,190,000	16,385	4,885	-	21,250	18,371	5,252	-	23,603	2,353	11.07%	28,890	7,639	35.95%
Business Bungendore	393,000	1,144	2,300	-	3,444	1,284	2,475	-	3,739	316	9.17%	4,210	767	22.26%
Business Bradwood	219,000	827	2,268	-	3,095	1,028	2,446	-	3,374	279	9.00%	3,735	640	20.86%
Farmland	699,000	2,110	351	-	2,461	2,367	269	-	2,636	175	7.13%	3,358	796	32.42%
Farmland (pensioner)	699,000	2,110	351	(250)	2,211	2,367	269	(350)	2,286	75	3.42%	2,808	696	31.56%
Farmland	1,480,000	3,172	168	-	3,338	3,561	225	-	3,788	448	15.43%	4,722	1,385	41.49%
Farmland (pensioner)	1,480,000	3,172	168	(290)	3,048	3,561	225	(350)	3,438	388	12.74%	4,372	1,325	43.47%

## Rates Calculator - Update 12 January 2023 (available via Your Voice)

This Rates Calculator uses new land values determined by the NSW Valuer General to show an indicative general rate for your property under each of the rate variation scenarios Council is considering.

The NSW Valuer General updates land values every three years. They were recently updated in late 2022 and will be used to calculate rates from July 2023.

The rate rise scenarios only apply to your general rate, not your entire rates notice. The total notice includes other charges including sewer connection, water connection, stormwater levy and residential waste collection. If you have a kerbside bin collection service.

The general rate is the ADV and BASE line on your rates notice shown in the red box of the image.

Under Scenario 3 there is a \$100 increase to the pensioner rebate. The rates calculator does not factor in whether a pensioner owns a specific property. This means that as a pensioner your annual general rate is reduced by \$250 under scenarios 1 and 2, and reduced by \$350 under Scenario 3.



[Click Here to search by Property Address](#) Or [Click Here to search by Property ID value](#)

Property Address

JERRABOMBERRA NSW 2619

[Back to Report Main Page](#)

### Scenario 1

Property ID	Property Address	2019 Land Value	2022 Land Value	Current Year Rates	23-24 General Rate	24-25 General Rate	25-26 General Rate
	JERRABOMBERRA NSW 2619	\$365,000	\$590,000	\$1,690	\$1,810	\$2,027	\$2,270

### Scenario 2

Property ID	Property Address	2019 Land Value	2022 Land Value	Current Year Rates	23-24 General Rate	24-25 General Rate	25-26 General Rate
	JERRABOMBERRA NSW 2619	\$365,000	\$590,000	\$1,690	\$1,908	\$2,251	\$2,656

### Scenario 3

Property ID	Property Address	2019 Land Value	2022 Land Value	Current Year Rates	23-24 General Rate	24-25 General Rate	25-26 General Rate
	JERRABOMBERRA NSW 2619	\$365,000	\$590,000	\$1,690	\$2,071	\$2,583	\$3,164

Once we received the updated property values we were able to launch an online rates calculator to assist residents in understanding the real changes to their rates.

This calculator used a residents address and identified their rating category to show how their base and ad valorem (ADV) rate on their annual notice would change under each scenario over three years.

This was a difficult second stage of communication as we were explaining the difference between the total rates pool and the effect of new valuations on the SRV.

## 2.3 How effectively did the council’s various consultation strategies engage the community about the proposed special variation?

a) Indicate the level of community involvement in, and response to, the various consultation strategies the council used, eg, number of participants in meetings, number of submissions received.

As outlined in earlier sections of this report we used a variety of channels to reach our audience including: face to face workshops, print media, radio interviews, social media, web newsletters, and web stories as well as our consultation website – Your Voice.

The success of this campaign can be measured by the number of responses we received from the community as well as engagement figures from our digital platforms including Your Voice and Facebook.

- Face-to-face Meeting attendance **350**
- Facebook post reach **>15,000**

### Your Voice engagement statistics between 28 Nov-31 Jan

- Total web visits to [yourvoice.qprc.nsw.gov.au/srv](http://yourvoice.qprc.nsw.gov.au/srv) **9,557**
- Total active users of [yourvoice.qprc.nsw.gov.au/srv](http://yourvoice.qprc.nsw.gov.au/srv) **7,770**
- New registrations **587**
- Downloads of key documents
  - Three Page Explainer document **1,006**
  - Rate impact tables for all scenarios  
- Typical, Low, High value properties **674**
  - Some Rate Myths document **535**
  - Example rates notice **325**
  - Questions and Answers – SRV **321**

### Survey responses and other submissions

- Your Voice surveys **827**
- Email submissions **270**
- Physical surveys **15**
- Physical submissions **3**
- In person submission **1**
- **Total submissions** **1,116**

Participation data from Your Voice indicated that 720 respondents indicated they live in QPRC, 156 indicated they work here, 53 indicated they own a business here, 470 indicated they are ratepayers and 67 indicated they visit here.

Participation data from Your Voice also showed suburb data for respondents.

The submission location breakdown follows:

- 15.5% Jerrabomberra
- 12.9% Googong
- 9.3% Bungendore
- 9.1% Queanbeyan
- 8.3% Karabar
- 5.7% Crestwood
- 5.4% Queanbeyan East
- 3% Queanbeyan West
- 2.8% Braidwood
- 2.5% Bywong
- 2.4% Carwoola
- 1.7% Burra
- 1.6% Wamboin
- 1.6% Captains Flat
- 1% > Royalla, Mongarlowe, Sutton, Majors Creek, Tralee, Araluen, Currawang, Warri, The Ridgeway, Mount Fairy, Hoskinstown, and Bendoura.



Please note that meeting attendance figures exclude senior staff and councillors.

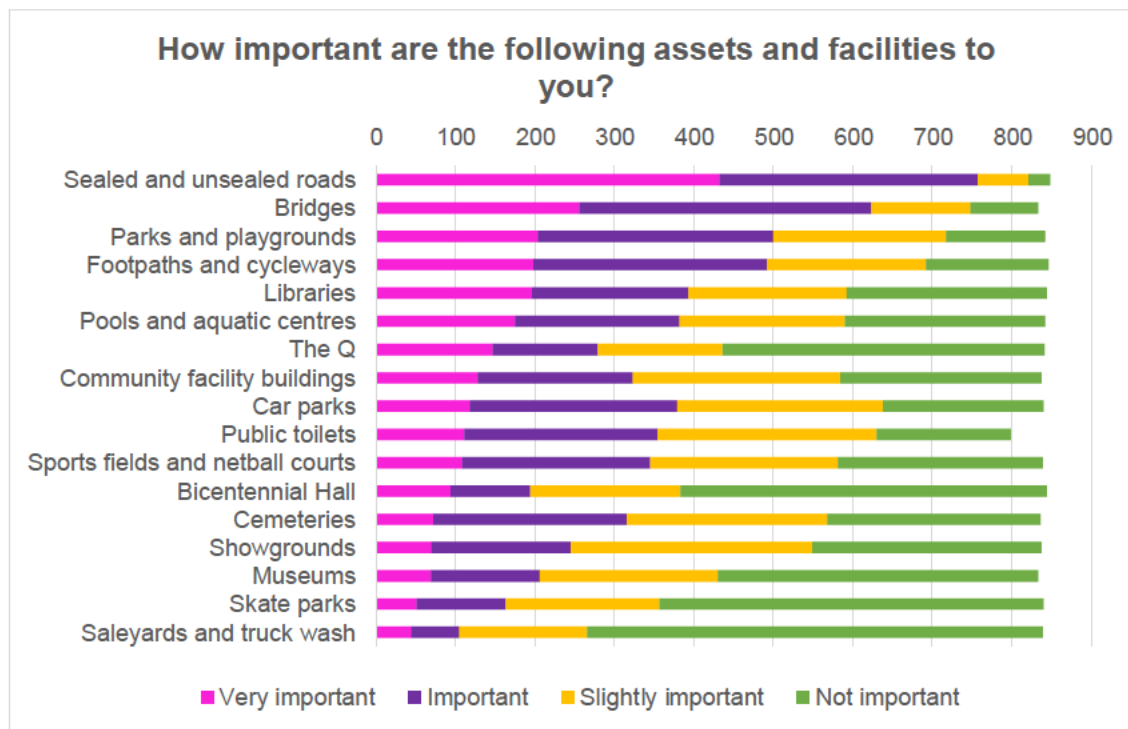
<b>Community Meeting</b>	<b>Date</b>	<b>Attendance</b>
Braidwood Community meeting	15/11/2022	30
Jerrabomberra Community Association meeting	16/11/2022	8
South Jerrabomberra Resident's Association	19/11/2022	40
Queanbeyan Community meeting	22/11/2022	20
Bungendore Community meeting	24/11/2022	20
Greenways s355 meeting	27/11/2022	8
Fernleigh Park	28/11/2022	12
Braidwood Community meeting	29/11/2022	60
Braidwood and Villages Business Chamber	01/12/2022	20
Queanbeyan Residents and Ratepayers Group	06/12/2022	6
Majors Creek Progress Association	11/12/2022	24
Bungendore Town Centre & Environs Committee and Bungendore Chamber of Commerce	12/12/2022	8
Araluen Community meeting	15/12/2022	36
Googong Resident's meeting	19/12/2022	20
Wamboin Community meeting	20/12/2022	18
Braidwood Community meeting	15/11/2022	30
Gundillion Community Meeting	30/01/2023	8
	<b>TOTAL</b>	<b>350</b>

Face to face meetings were also held with more than 300 staff. Many staff members are residents and ratepayers in QPRC and are not featured in the community meeting data above.

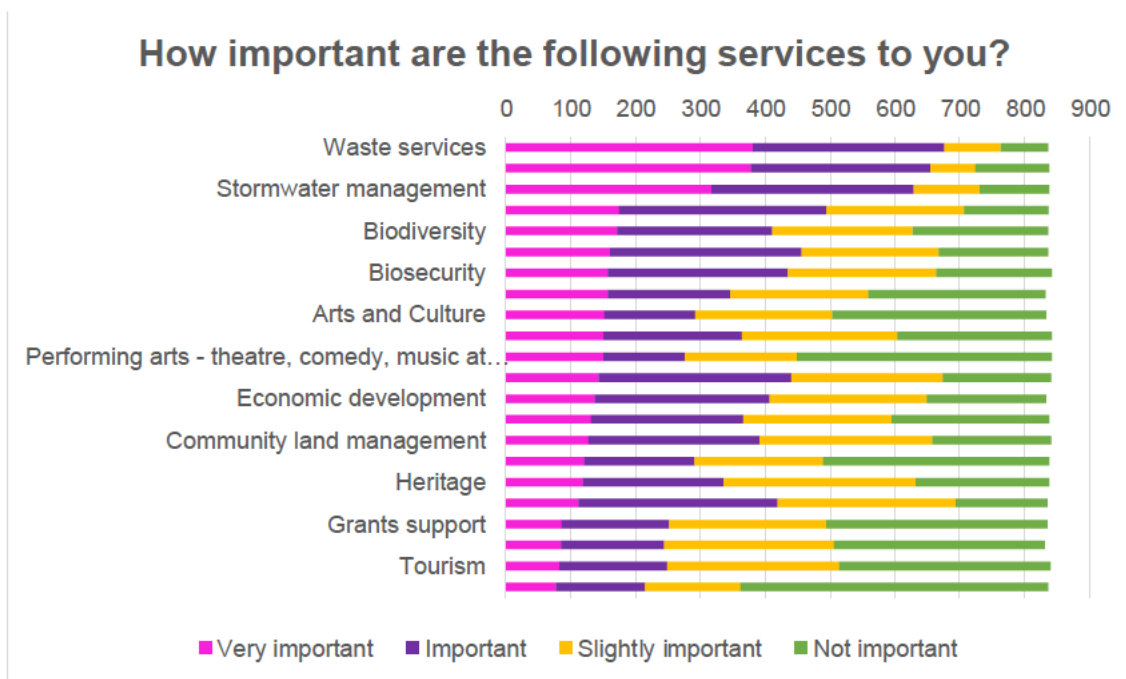
**b) Outline the nature of the feedback the community provided on the proposed SV.**

The survey we conducted asked the community to rank the importance of assets, services, the appetite for a supplementary pensioner rebate and included three open responses. All parts of the survey were voluntary.

Email and hardcopy responses that did not use the survey as a template are included in this data set as part of our open response field.

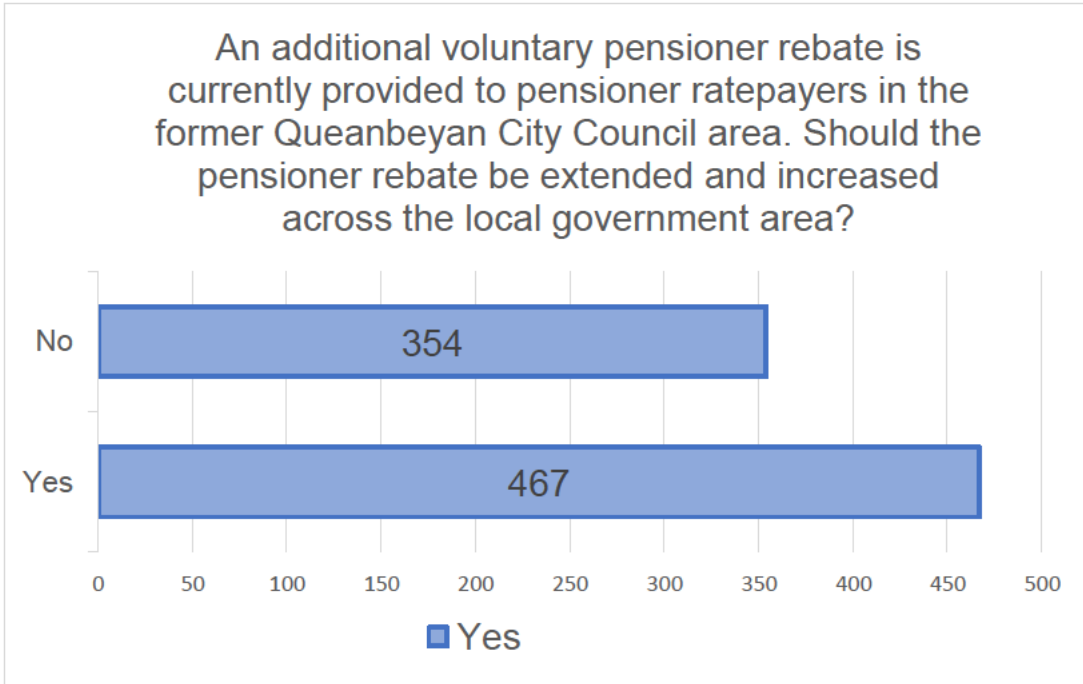


Assets/Facilities	Very important	Important	Slightly important	Not important
Sealed and unsealed roads	432	325	64	27
Bridges	256	367	125	85
Parks and playgrounds	203	297	217	125
Footpaths and cycleways	198	294	200	154
Libraries	196	197	199	252
Pools and aquatic centres	175	207	208	252
The Q	147	132	157	405
Community facility buildings	128	195	261	253
Car parks	118	261	259	202
Public toilets	111	243	276	169
Sports fields and netball courts	108	237	236	258
Bicentennial Hall	94	100	189	461
Cemeteries	72	244	252	268
Showgrounds	70	175	304	288
Museums	69	137	224	403
Skate parks	51	112	194	483
Saleyards and truck wash	45	60	160	574



Services	Very important	Important	Slightly important	Not important
Waste services	381	296	86	73
Water and sewer services	378	277	69	114
Stormwater management	317	312	102	107
Food safety and environmental health	175	319	213	130
Biodiversity	172	239	216	209
Development assessment and Planning	161	295	212	168
Biosecurity	157	278	229	178
Pools	157	189	213	273
Arts and Culture	152	140	211	330
Libraries and local history	151	213	240	238
Performing arts - theatre, comedy, music at The Q and Bicentennial Hall	151	125	173	393
CBD and town centre maintenance and gardening	143	297	234	167
Economic development	137	270	242	184
Youth services	131	235	229	243
Community land management	127	264	267	183
Community events (Music by the River, Community Christmas Parties)	120	171	198	349
Heritage	118	218	296	206

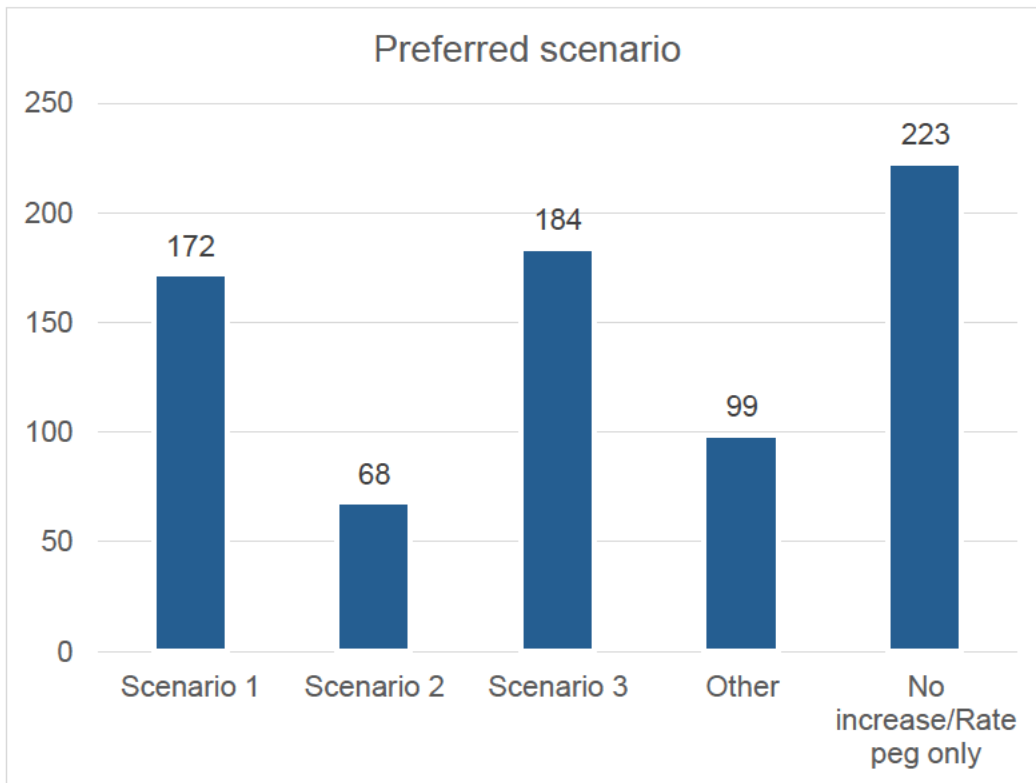
Services	Very important	Important	Slightly important	Not important
Animal management services	112	307	275	141
Grants support	86	166	242	341
Community development services	85	159	262	325
Tourism	82	167	265	326
Family Day Care	77	138	147	474



The top three themes that featured in the open response questions were:

1. General disagreement and dissatisfaction with the three SRV scenarios
2. Council should reduce staff and councillor costs
3. Council should focus on the core functions, essentials or basics of Council

As part of the open responses we also recorded the number of responses that noted a preferred scenario; this data is shown below.



A more detailed discussion of the topics and themes brought up in the consultation can be found in our **SRV and LTFP Engagement Report** and **Special Rate Variation – Consultation Summary** document.

#### **2.4 How did the council respond to feedback from community consultation?**

The feedback from our community was collated into two key documents and presented to our councillors. The **Special Rate Variation – Consultation Summary** and the **SRV and LTFP Engagement Report**.

The Special Rate Variation – Consultation Summary includes responses to the key themes highlighted by the community. This document seeks to address each theme and provide explanation for Council’s stance in the past and acknowledge community opinions.

Council considered these detailed documents alongside financial reports and modelling on the SRV scenarios at two Council workshops in early February and at the Council meeting held on 8 February 2023.

A large amount of constructive feedback and has been received within submissions including the following actions that have been reported to Council and either commenced, will be progressed immediately or included in future plans and reports to Council.

- Review the rate structure in 2023-24 to ensure continued equity including:

- An updated benefits model – estimating Council's costs of service provision that proportionally benefit each category of ratepayer
- the structure of sub-categories, base and ad-valorem.
- Review the level of user charges and appropriate level of rates funding for all services with the adoption of the annual Revenue Policy.
- Review staff vehicle leaseback arrangements to ensure staff remuneration is best value for both ratepayers and employees.
- Conduct a plant utilisation review to make optimal decisions for the use and management of owned and leased plant.
- Immediately review all capital project budgets against community priorities, analysing long term cost against value.
- Include funding for a Contract Management Officer to report on contractor performance and value for money outcomes.\
- Report on annual efficiency savings against a savings target in the annual End of Year Report.
- Report and review employee costs and the number of positions as part of annual Operational Plan.
- Provide plain English financial updates to the community biannually in the QPRC News that provide a clear and accurate view of Council's financial performance and financial position.

## **Appendix**

eNewsletter excerpt



## Council eNews - 2 December 2022

### Proposed Special Rate Variation



Have your say on three proposed Special Rate Variation scenarios until 31 January.

There are many factors that have led us to the point of needing to apply for a rate rise and although we don't want to reduce staff, cut services, close pools or reduce our maintenance budgets, these are real options we will have to consider unless we do something about the income we receive now.


We know that this issue will affect everyone in our community and we want to hear your thoughts on the three proposed rate rise scenarios. Following community consultation, Council will determine an application about a rate variation in February.

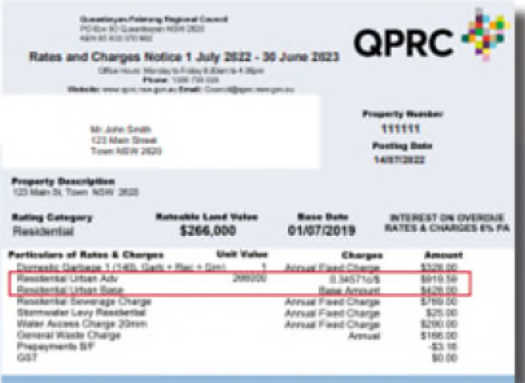
We have a [three page explainer](#) that looks at each scenario, where we are as an organisation and ways we have reduced costs in the past two years.

[Learn more](#) about each scenario, [read our Q & A document](#) and [fill out our survey](#).

Myths document excerpt

## Some Rate MYTHS





**QPRC**  
Queensland Planning Regional Council  
PO Box 40 Queensland NSW 2620  
488 48 828 000 800

**Rates and Charges Notice 1 July 2022 - 30 June 2023**  
Office Hours: Monday to Friday 9.00am to 4.00pm  
Phone: 1800 750 020  
Website: www.qprc.nsw.gov.au Email: Council@qprc.nsw.gov.au

Mr John Smith  
123 Main Street  
Town NSW 2620

**Property Number**  
111111  
**Posting Date**  
14/07/2022

**Property Description**  
123 Main St, Town NSW 2620

Rating Category	Rateable Land Value	Base Rate	INTEREST ON OVERDUE RATES & CHARGES 6% PA
Residential	\$266,000	01/07/2019	

**Particulars of Rates & Charges**

	Unit Value	Charges	Amount
Residential - 1.0% Adv. Garb + Rec + Gen	266000	Annual Fixed Charge	\$300.00
Residential Urban Adv		0.5457% Adv	\$919.50
Residential Urban Rate		Base Amount	\$420.00
Residential Sewerage Charge		Annual Fixed Charge	\$150.00
Stormwater Levy Residential		Annual Fixed Charge	\$25.00
Water Access Charge 20mm		Annual Fixed Charge	\$200.00
General Waste Charge		Annual	\$100.00
Payments BP			\$2.15
GST			\$0.00

**MYTH 1**

The proposed rate increase applies to the whole rates notice. **Not true.**

The rate increase only applies to the base and adv (land value) charges, as seen in the image to the right. These two lines contribute to the general rates revenue which pays for things like playgrounds, roads and libraries.

The rate variation does not apply to garbage or general waste, sewerage, stormwater, or water access charges.

**What will be impacted on your rates notice?**

The proposed SRV only applies to the base amount and ad valorem (adv) on your rates notice. This is the base rate for your property category and the land value.

**MYTH 2**

Land values have risen so rates will rise the same way. **Not true.**

Land value is used to distribute the set rates pool equitably.

The important thing to know about land values and their effect on your rates bill is how land value changes relative to other land values. For example, if all land values go up at the same rate, any change in your land value would not change your rate charge.

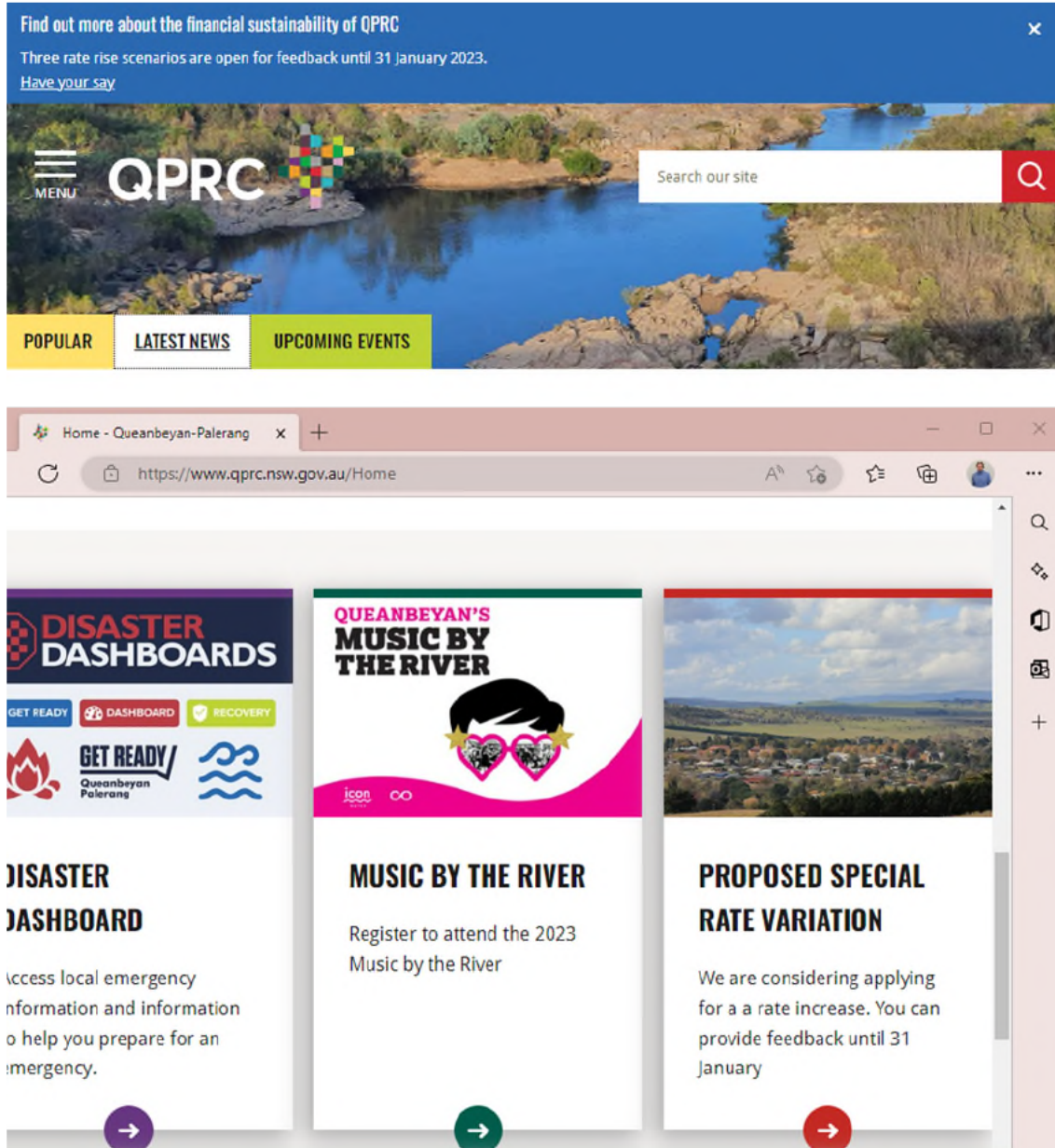
**MYTH 3**

There are lots of new properties and developments so Council must be raising a lot more rates. **Not necessarily true.**

Council collects more rates from new growth in properties but this is not enough to cover the extra cost of providing services and new infrastructure for the new ratepayers.

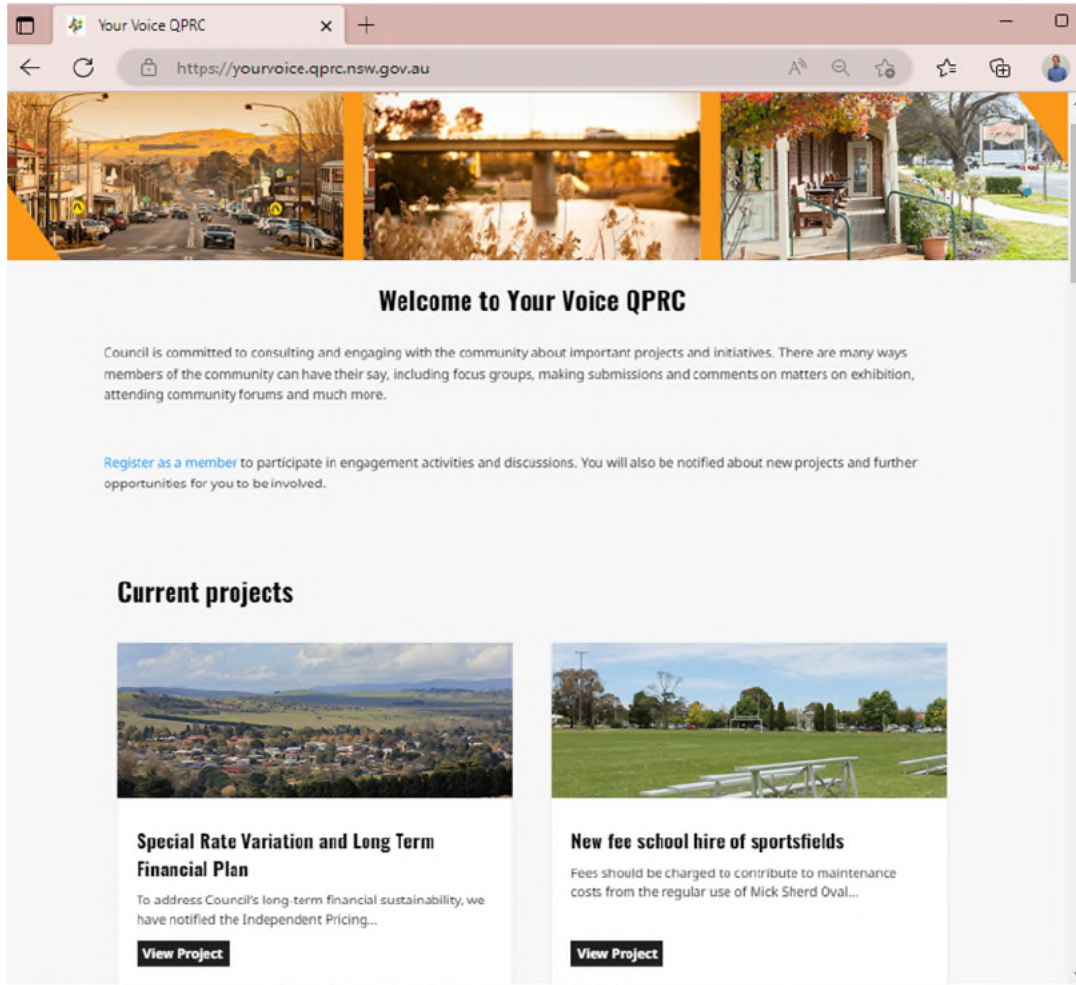
Total rate revenue can rise in several ways – by the rate peg, by a rate rise, or by adjustments to land values and number of assessments (supplementary adjustments, some of which are associated with sub-divisions). In the latter case, rates revenue has risen by an average of just **1.9%** per year in the past five years.

Web banner and tile -- [www.qprc.nsw.gov.au](http://www.qprc.nsw.gov.au) during consultation





## Homepage – yourvoice.qprc.nsw.gov.au during consultation



[yourvoice.qprc.nsw.gov.au/srv](https://yourvoice.qprc.nsw.gov.au/srv)

Special Rate Variation and Long Term Financial Plan

Home / Special Rate Variation and Long Term Financial Plan

## Special Rate Variation and Long Term Financial Plan

[Facebook](#)
[Twitter](#)
[LinkedIn](#)
[Email](#)

### Update 12 January 2023 - Online calculator

Now that the NSW Valuer General has release new land values, we have an online rate calculator to help rate payers better understand the effect of the proposed increases to rates on their property.

The calculator is a great way to see how property value can affect your rate - and how a large increase in property value does not necessarily equal a large increase in your rates bill. Where some property values increased substantially more than others - their share of the total rate will increase.

The rate calculator uses new land values determined by the NSW Valuer General to show an indicative general rate for your property under each of the rate variation scenarios Council is considering.

You can access the [rate calculator via this link](#)

### Background

To address Council's long-term financial sustainability, we have notified the Independent Pricing and Regulatory Tribunal (IPART) that we are considering applying for a special rate variation (a rate increase). You can provide feedback on this proposal until 31 January 2023.

#### How did we get here?

The income we receive is less than the expenses we have. This has been the case for a number of years.

Both the former Palerang Council and Queanbeyan City Council were considering options to increase revenue before the merger that created QPRC.

Following the merger, legislation was in place that stopped us from raising rates for four years or reducing expenses by consolidating offices or staff.

While we were able to improve and build new infrastructure with funding we received from the merger, we haven't been able to address the income we receive. Rates increases have been limited to the rate peg set by the IPART, which has not met the increased costs of providing services.

The costs of construction and materials for new projects, and for infrastructure renewal continue to increase. We also have significant population growth (at 1.9% per year) and the costs of expanded services is increasing more than the income received from additional rate payers.

#### What have we done to save money?

We are making \$2.2m in annual savings, however since the merger our service levels and other costs have increased which has used all of these savings.

We have made budget decisions in recent years to reduce costs: in 2022 this included more than \$2m in one-off adjustments via a 5% reduction in our materials and services budget, and deferring recruitment.

We asked independent financial experts Morrison Low to undertake an independent financial assessment of Council to ensure we provide value for ratepayers and to minimise the rate rise.

#### What will the rate rise look like?

The rate rise only applies to the **general rate charge**. This is the base rate and land value (or ad valorem) charge on your rates notice. It does not apply to garbage or general waste, sewerage, stormwater, or water access charges.

We are considering three scenarios for rates increases. Two scenarios propose making significant operational savings, partly through service cuts. The rate rise scenarios include the rate peg of 4.6% in year one and 2.5% in years two and three. This means that all figures are inclusive and will not change if IPART increase or reduce the rate peg in the next three years. In each of the following scenarios the annual rates increases are permanent and cumulative and in year four and future years the rate peg percentage increase will apply to the new higher rate levels. The scenarios are as follows:

#### Scenario 1 – Significantly reduce services

#### Key Dates

Community Consultation  
28 November 2022 – 31 January 2023

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#### Important Links

[Online rates calculator](#)

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#### Documents

- [SRV - Three Page Explainer \(1.61 MB\) \(pdf\)](#)
- [Some Rate Myths.pdf \(607 KB\) \(pdf\)](#)
- [Example Rates Notice\(415 KB\) \(pdf\)](#)
- [Questions and Answers - SRV \(521 KB\) \(pdf\)](#)
- [Impact on rates - Scenario 1 \(124 KB\) \(pdf\)](#)
- [Impact on rates - Scenario 2 \(125 KB\) \(pdf\)](#)
- [Impact on rates - Scenario 3 \(124 KB\) \(pdf\)](#)
- [Rate impact tables for all scenarios - Typical, Low, High value properties \(368 KB\) \(pdf\)](#)
- [Draft Long Term Financial Plan 2022-32 \(5.14 MB\) \(pdf\)](#)
- [Draft amended pages from the Delivery Program 2022-26 \(950 KB\) \(pdf\)](#)
- [Service Statements \(2.6 MB\) \(pdf\)](#)
- [Organisational Service Review Report \(1.58 MB\) \(pdf\)](#)

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#### Lifecycle

- Open**  
Consultation is open for contributions until 31 January 2023
- Council Meeting**  
Council has received a one month extension to lodge their submission with IPART and will consider this at the Ordinary Council meeting on 8 February

Special Rate Variation and Long
https://yourvoice.qprc.nsw.gov.au/srv

**Scenario 1 – Significantly reduce services**

- An increase in rates of 12% every year for three years. This would be a cumulative rate increase of 41%
- For an average ratepayer this would be an increase in year one of \$129 per annum or \$2.50 extra per week, in year two this would be another increase of \$144 per annum or \$2.80 per week and in year three another increase of \$161 per annum and \$3.10 per week.
- These increases do not fund Council operations and require a strategy to reduce expenses by \$12 million each year.
- Under all scenarios we will improve asset renewal for gravel and sealed roads, sporting facilities, parks and amenities.
- Savings could include selling off The Q, stopping funding to all community facilities and activities, cutting heritage grants, closing aquatic centres and stopping developments of new sports and aquatic facilities, increasing fees, significantly reducing urban amenities (street sweeping, mowing, maintenance and cleaning), introducing paid parking. More information about cuts can be found in the 3-page explainer.

**Scenario 2 – Reduce services**

- An increase in rates of 18% every year for three years. This would be a cumulative rate increase of 64%
- For an average ratepayer this would be an increase in year one of \$229 per annum or \$4.40 extra per week, in year two this would be another increase of \$270 per annum or \$5.20 per week and in year three another increase of \$319 per annum and \$6.15 per week.
- These increases would maintain our core services only and deplete the asset base. We will need a strategy to reduce expenses by \$5.5 million each year.
- Under all scenarios we will improve asset renewal for gravel and sealed roads, sporting facilities, parks and amenities.
- Savings could include increasing fees at The Q, reducing community funding by 50%, cutting heritage grants, only keeping one pool and stopping development of new sports and aquatic facilities, increasing fees, reducing urban amenities (street sweeping, mowing, maintenance and cleaning), and introducing paid parking. More information about cuts can be found in the 3-page explainer.

**Scenario 3 – Maintain services**

- An increase in rates of 28%, 25% and 23% (three years of increases). This would be a cumulative increase of 97%
- For an average ratepayer this would be an increase in year one of \$356 per annum or \$6.85 extra per week, in year two this would be another increase of \$407 per annum or \$7.85 per week and in year three another increase of \$468 per annum and \$9.00 per week.
- These increases allow us to maintain our current services.
- Under all scenarios we will improve asset renewal for gravel and sealed roads, sporting facilities, parks and amenities.
- There would be an additional \$100 pensioner rebate for the whole LGA.
- New environmental programs would receive \$1.3 million per year.
- Renewed infrastructure – community facilities, footpaths and pools would receive \$1.9 million per year.
- Expanded infrastructure for growth and to match 1:1 grant opportunities would receive \$400k per year (e.g. footpath extensions)

As part of this process, we have updated both our Long-Term Financial Plan (LTFP) 2022-32 and Delivery Program 2022-26 to reflect these scenarios. These documents are available in the document library.

**Information available to explain the rate scenarios**

- [3-page explainer of the scenarios, how we got here, what it means](#)
- [A rate myths document – common misunderstandings](#)
- [Example rates notice](#)
- [Questions and Answers](#)
- [Impact on rates - Scenario 1](#)
- [Impact on rates - Scenario 2](#)
- [Impact on rates - Scenario 3](#)
- [Rate impact tables for all scenarios - Typical, Low, High value properties](#)
- [Draft 2022-2032 Long Term Financial Plan](#)
- [Draft updated pages from the Delivery Program 2022-2026](#)
- [Service Statements](#) - this explains the services Council provides

All these documents are available in the document library (found to the right on a computer or scroll down on a mobile device). They are also at our Customer Service Offices and Libraries in Braidwood, Bungendore and Queanbeyan and the Queanbeyan Library.

**Submissions will be accepted until 4.30pm on 31 January 2023 and can be made in the following ways:**

- By submitting your comments online below
- By email to [council@qprc.nsw.gov.au](mailto:council@qprc.nsw.gov.au) (referencing 'SRV and Long Term Financial Plan' in the subject line)
- By mail to PO Box 90, Queanbeyan NSW 2620
- Delivered in person to one of Council's offices

COMMENTS
NEWS FEED

consider this at the Ordinary Council meeting on 8 February. The extraordinary meeting that was to be held on 1 February has been cancelled.

- Submission to IPART and community submissions**  
If Council choose to apply for a Special Rate Variation community members are able to make a submission to IPART on the proposed Special Rate Variation during February-March 2023
- IPART determination**  
IPART will make their determination on the Special Rate Variation and advise Council. If it is approved it will be applied from 1 July 2023.



**IPART grants extension to application deadline**  
03 Jan 2023

**22 DECEMBER 2022 - MEDIA RELEASE**

Independent Pricing and Regulatory Tribunal (IPART) has granted an extension for QPRC to the application deadline for a proposed rate increase, through a Special Rate Variation application from 3 February to 3 March 2023.

The extension means an Extraordinary Meeting of Council planned for 1 February 2023 is no longer required and has been cancelled. Community feedback on the Special Rate Variation (SRV) will instead be presented to the 8 February Ordinary Meeting.

Rebecca Ryan, General Manager of QPRC welcomed the news 'This extra month will provide Councillors more time to consider the community's feedback on the proposed rate increases and review each scenario before making a decision'.

'Since November, the Mayor and I have been attending two to three local progress, business chamber and community association meetings a week all across Queanbeyan-Palerang to explain the background to the current financial situation. We have welcomed the opportunity for these valuable discussions with local residents about what the proposed increase to rates mean and what effects each scenario would have on a typical rates bill. In addition, we have talked about Council services and how important these are for all our towns and villages.'

'The application deadline extension means feedback can be better considered and Councillors can make better informed decisions on which way to proceed.'

'Councillors and I have heard from a lot of members of the community and I know there is keen interest in this issue. We have received a lot of feedback already through our formal feedback channels and I strongly encourage everyone to read the extensive information on our Your Voice consultation website,' Ms Ryan said.

QPRC is one of 17 NSW Councils to have notified IPART of their intent to apply for a SRV increase, published with useful information about the process on the IPART website

<https://www.ipart.nsw.gov.au/Home/Industries/Local-Government/Reviews/Special-Variations-Minimum-Rates/Special-Variations-Minimum-Rates-2023-24>

Consultation on the SRV and Council's Long Term Financial Plan remains open until 31 January 2023 at <https://yourvoice.qprc.nsw.gov.au/srv>

Once IPART has received QPRC's application they will undertake their own round of public consultation before a final report and decision is expected in May 2023.

**Have your say on rate rise scenarios**  
28 Nov 2022

**28 November 2022**

Queanbeyan-Palerang Regional Council is inviting community input into three scenarios to address Council's financial sustainability.

Two weeks ago, Mayor Kenrick Winchester issued a statement about Council's financial sustainability and how QPRC had reached this point.

Mayor Winchester noted that both the former Palerang Council and Queanbeyan City Council were considering options to raise their revenue before the merger.

He said, 'While we were able to make infrastructure improvements and build new infrastructure with the funding we received after the merger and other grants, the merged Council was not permitted to raise rates for four years.'

'The rate increases set by the Independent Pricing and Regulatory Tribunal through the rate peg dont come close to meeting the costs of doing everything the community expects from us.'

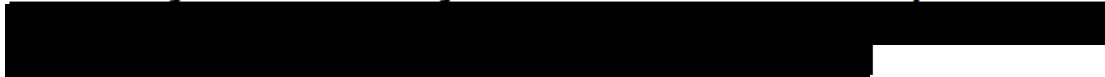
The Mayor added 'it's now really important that we have this conversation with the community about

## Media articles and radio interviews

### *Herald Sun copy (2:49pm 16 November) News Corp* **Queanbeyan-Palerang Regional Council to consider rate rise**

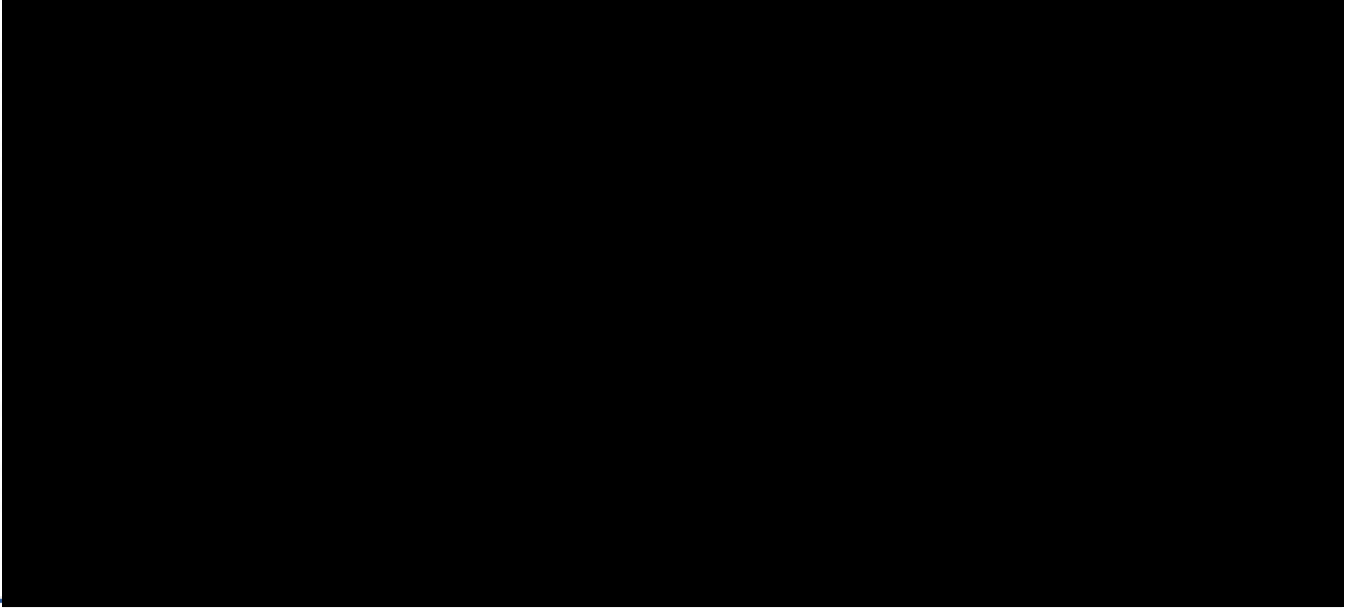


### *Canberra Weekly (16 November)* **Queanbeyan council may increase rates to shore up finances**





*Regional Independent (16 November)*

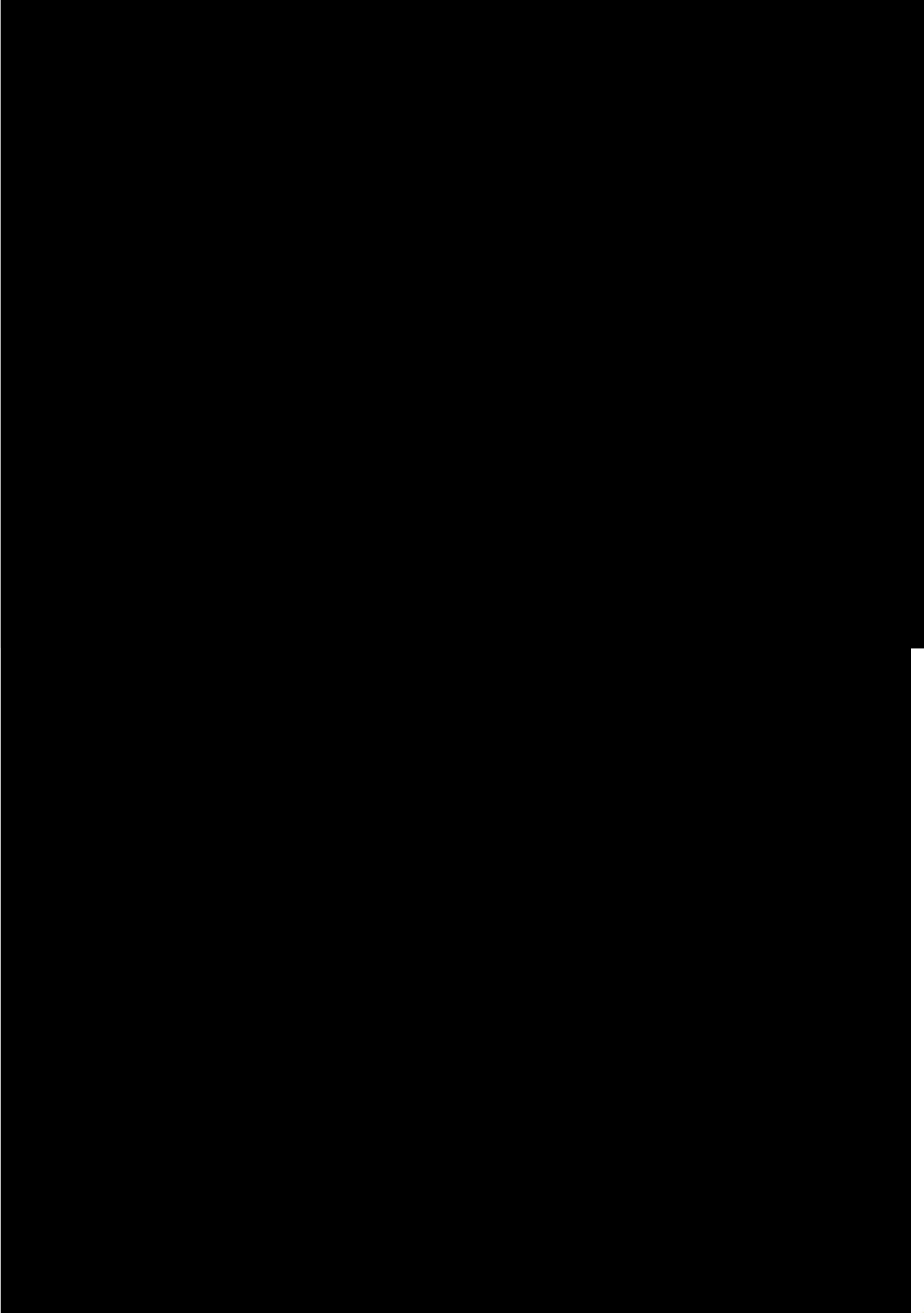


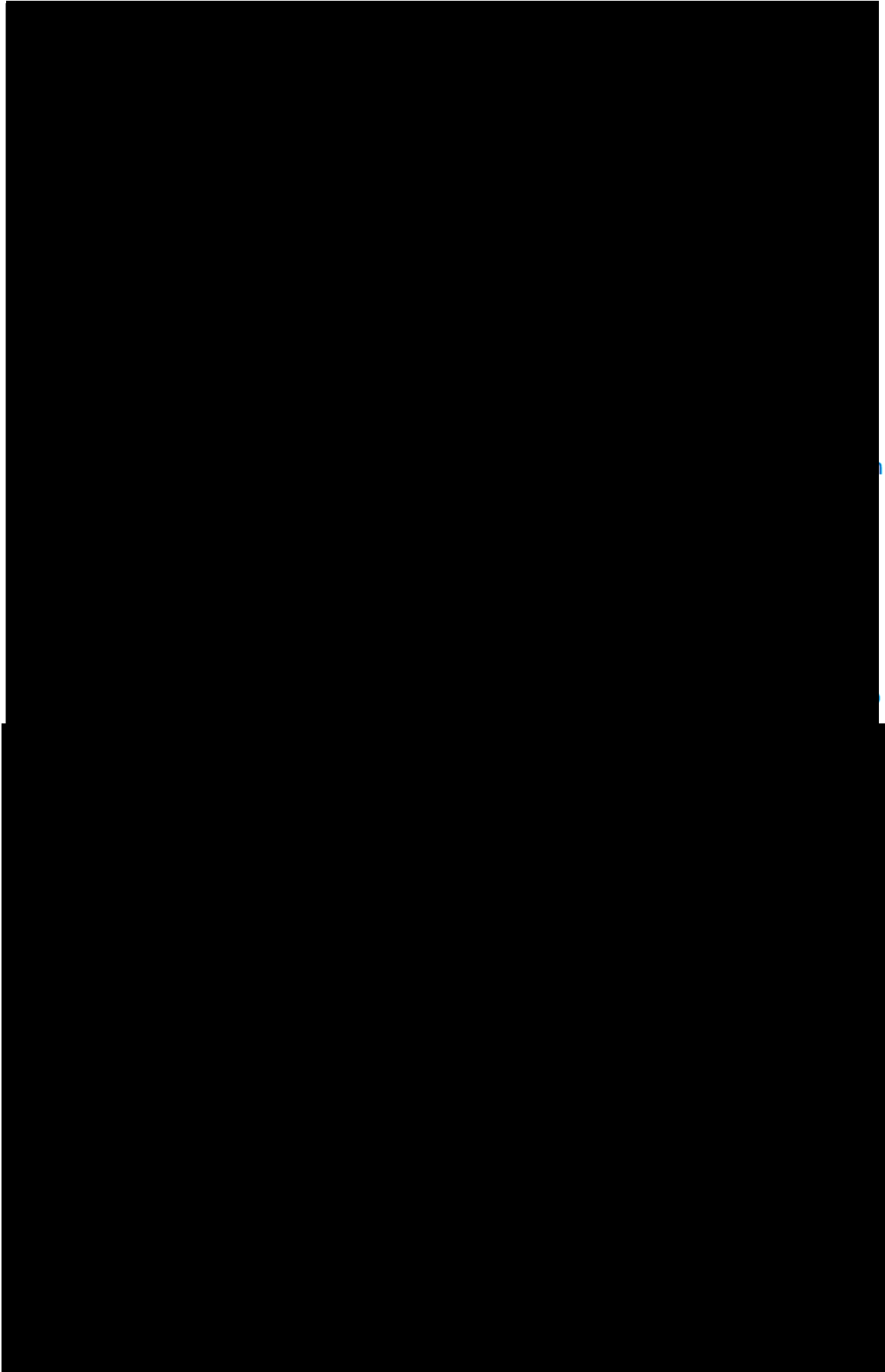
*10 News Canberra (16 November 11:21PM)*



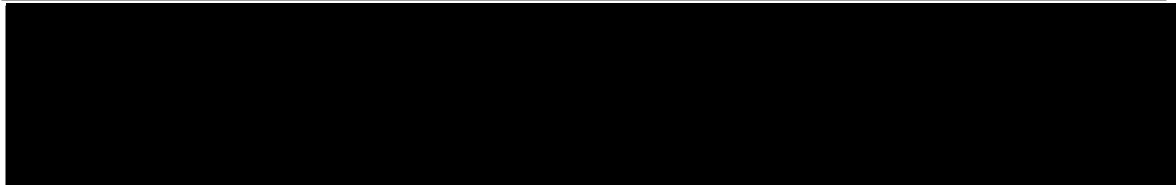
*ABC Radio Canberra (16 November 10:45am)*

ADAM SHIRLEY SPEAKING WITH **KENRICK**

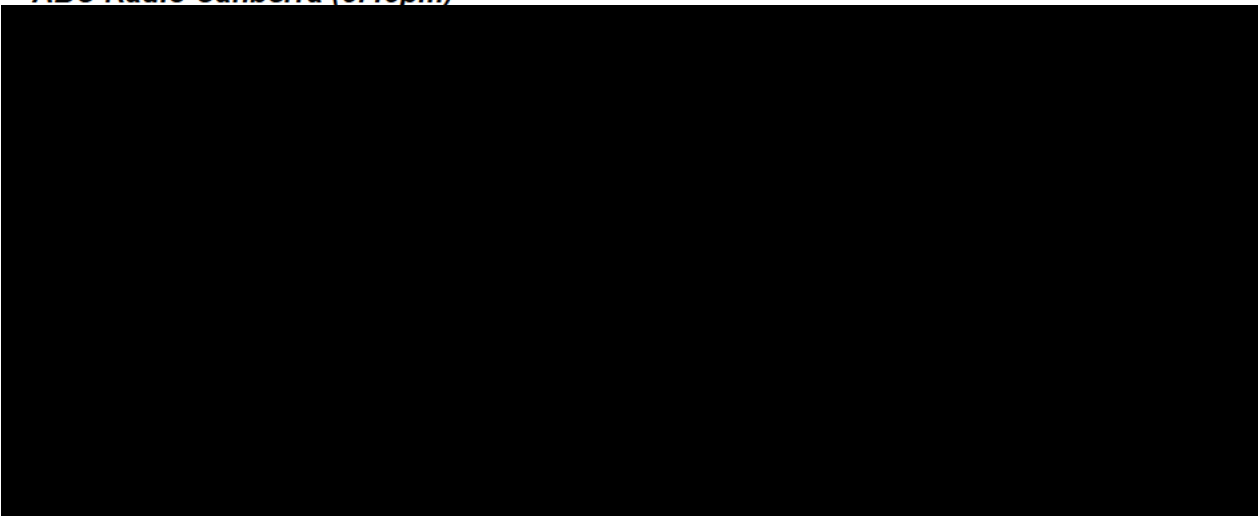




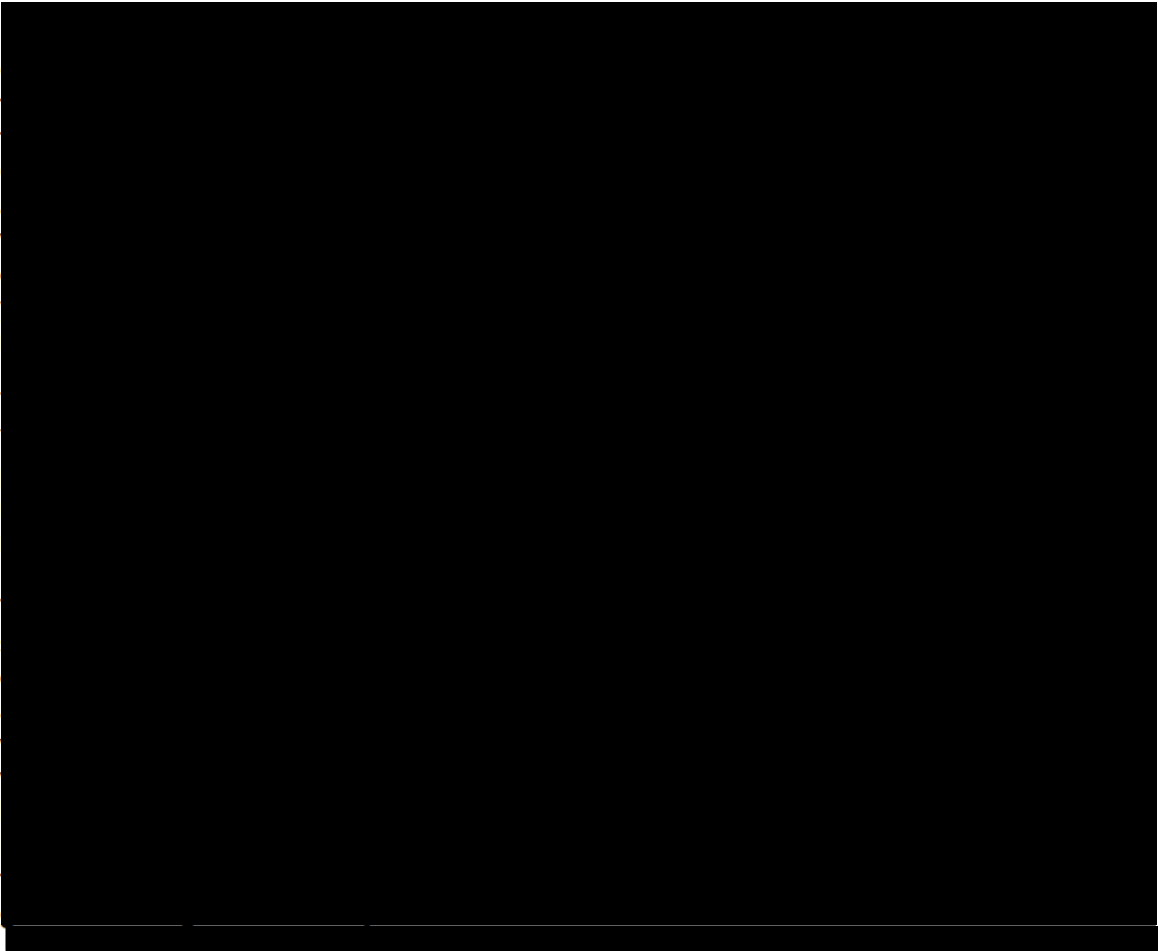




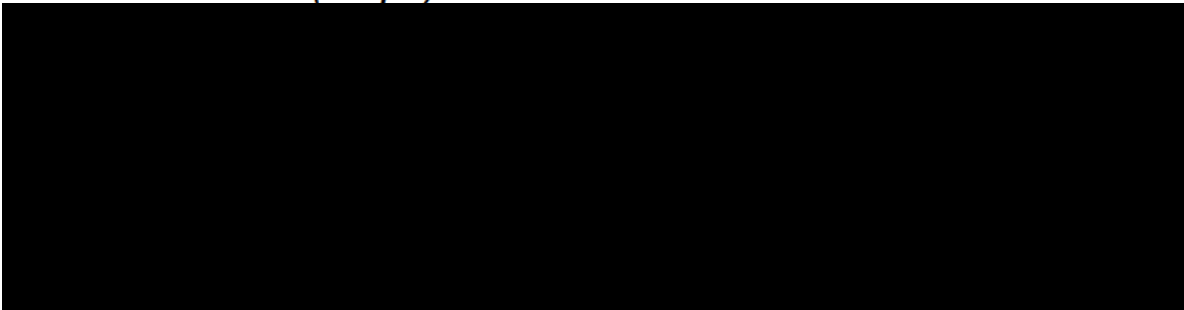
*ABC Radio Canberra (5:45pm)*



(6:05pm)



*ABC Radio Canberra (6:10pm)*





[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

*City News copy (17 November)*  
**Council considers whopping rate rises**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

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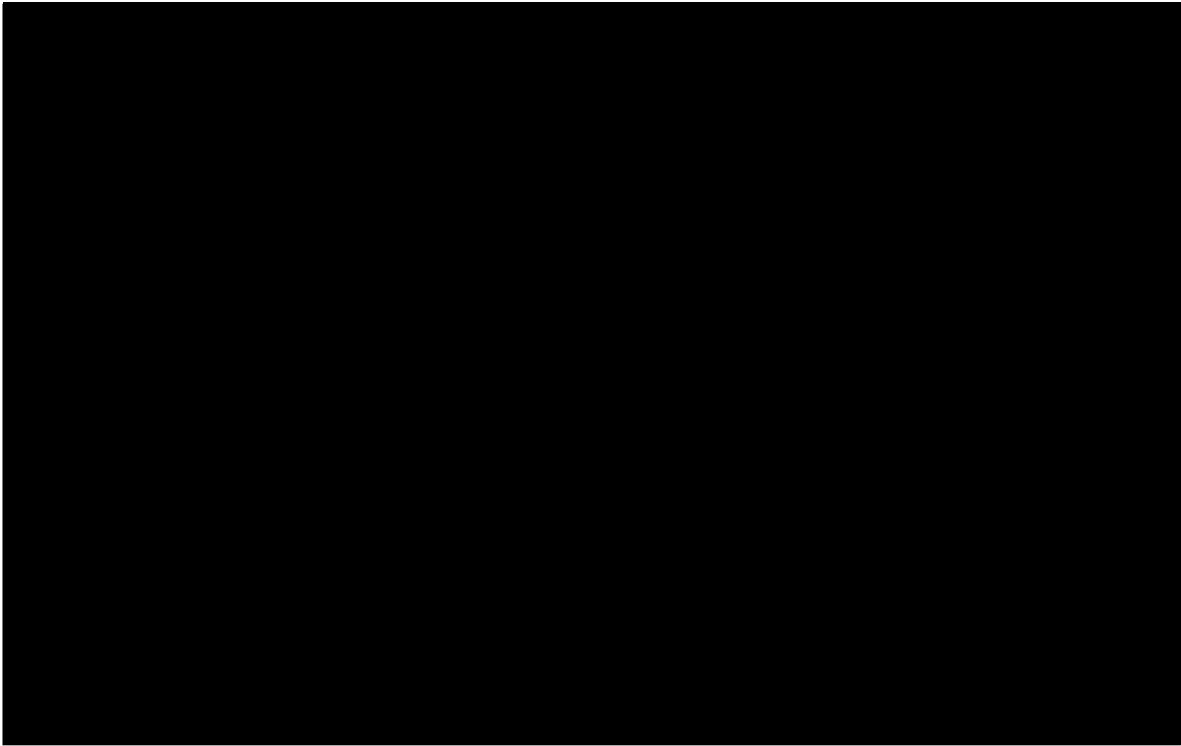
*2CC Radio (17 November 5:40pm)*

[REDACTED]

*2CC Radio (17 November 04:05PM)*

[REDACTED]

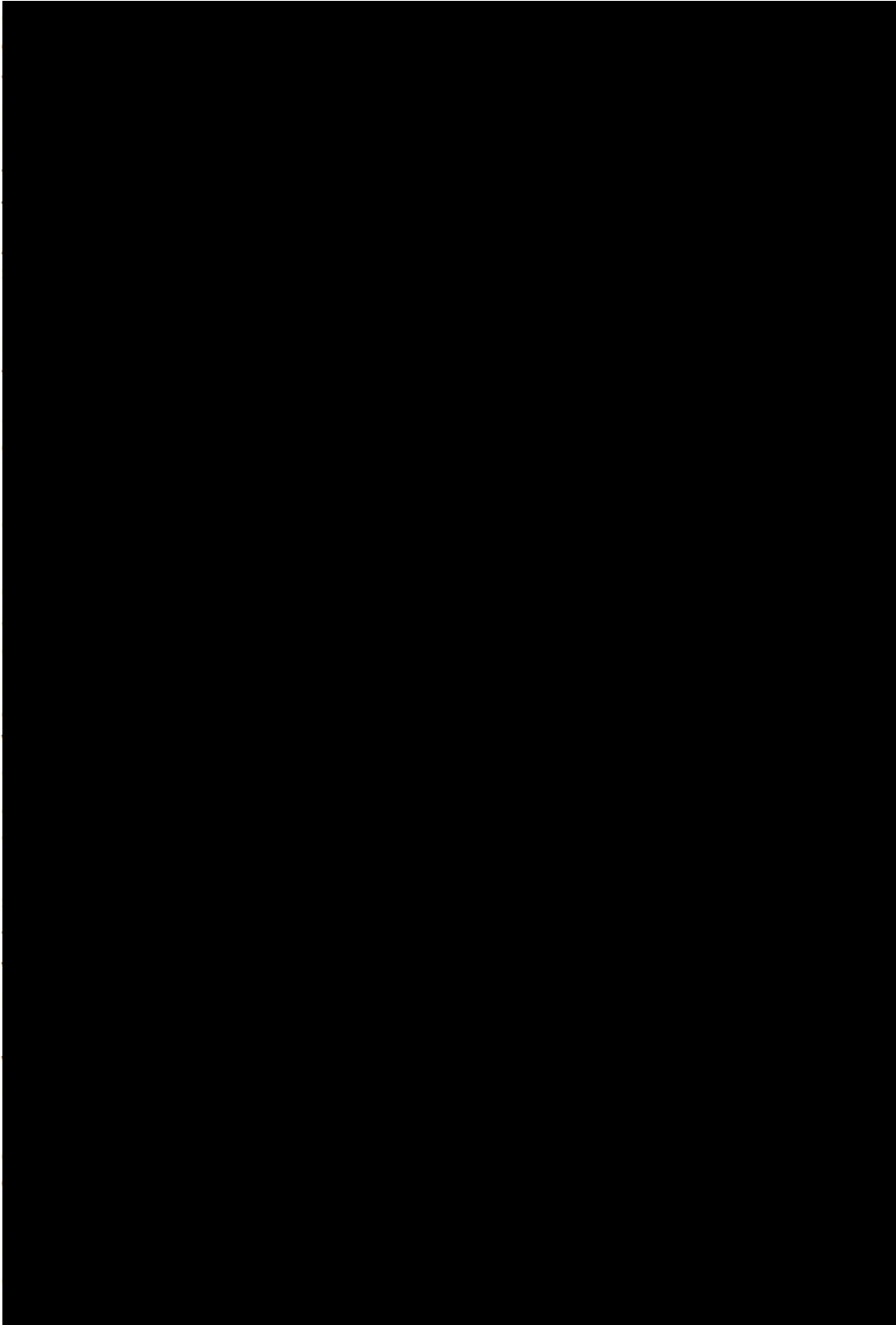


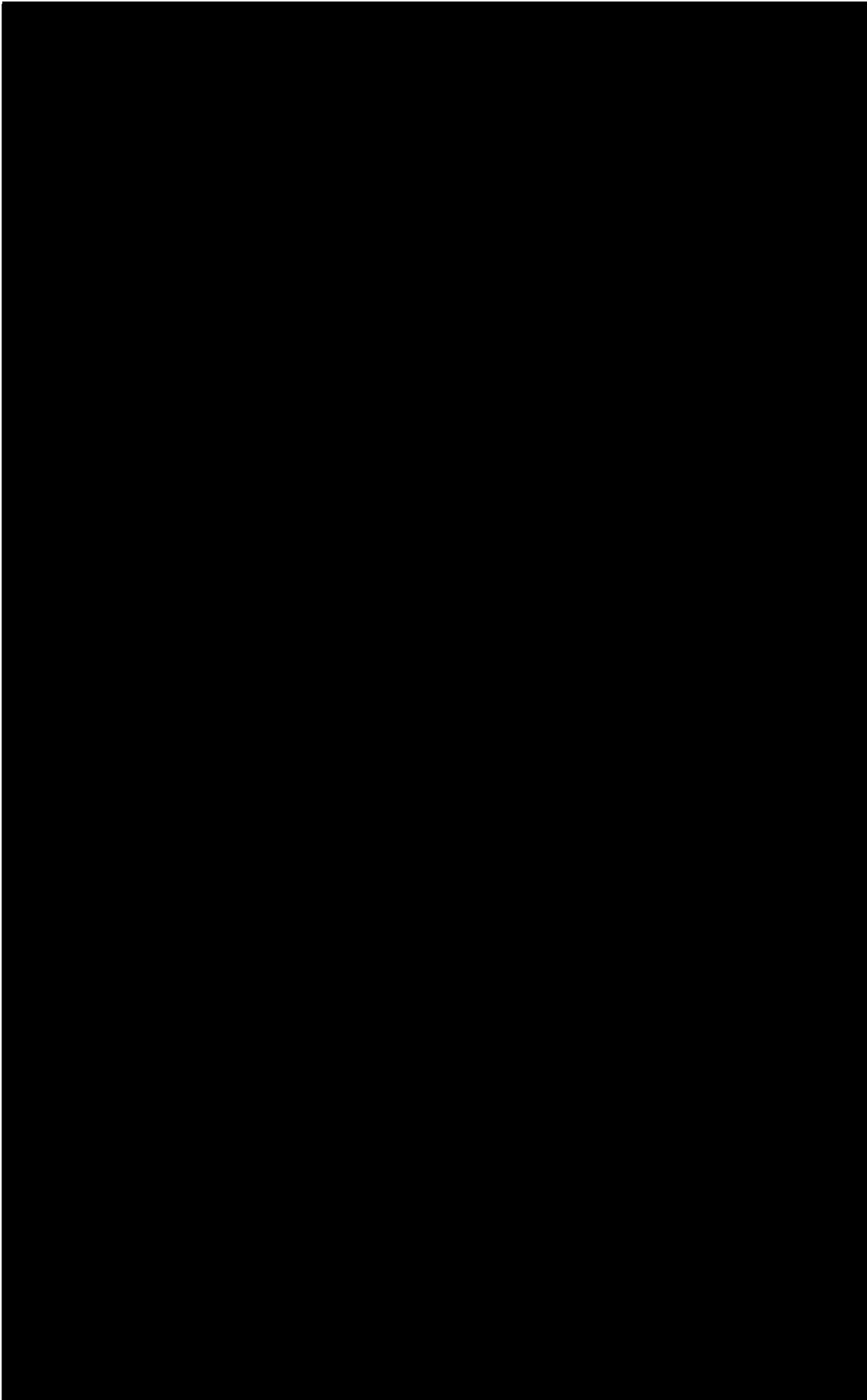


*ABC News copy (18 November 11:30AM)*

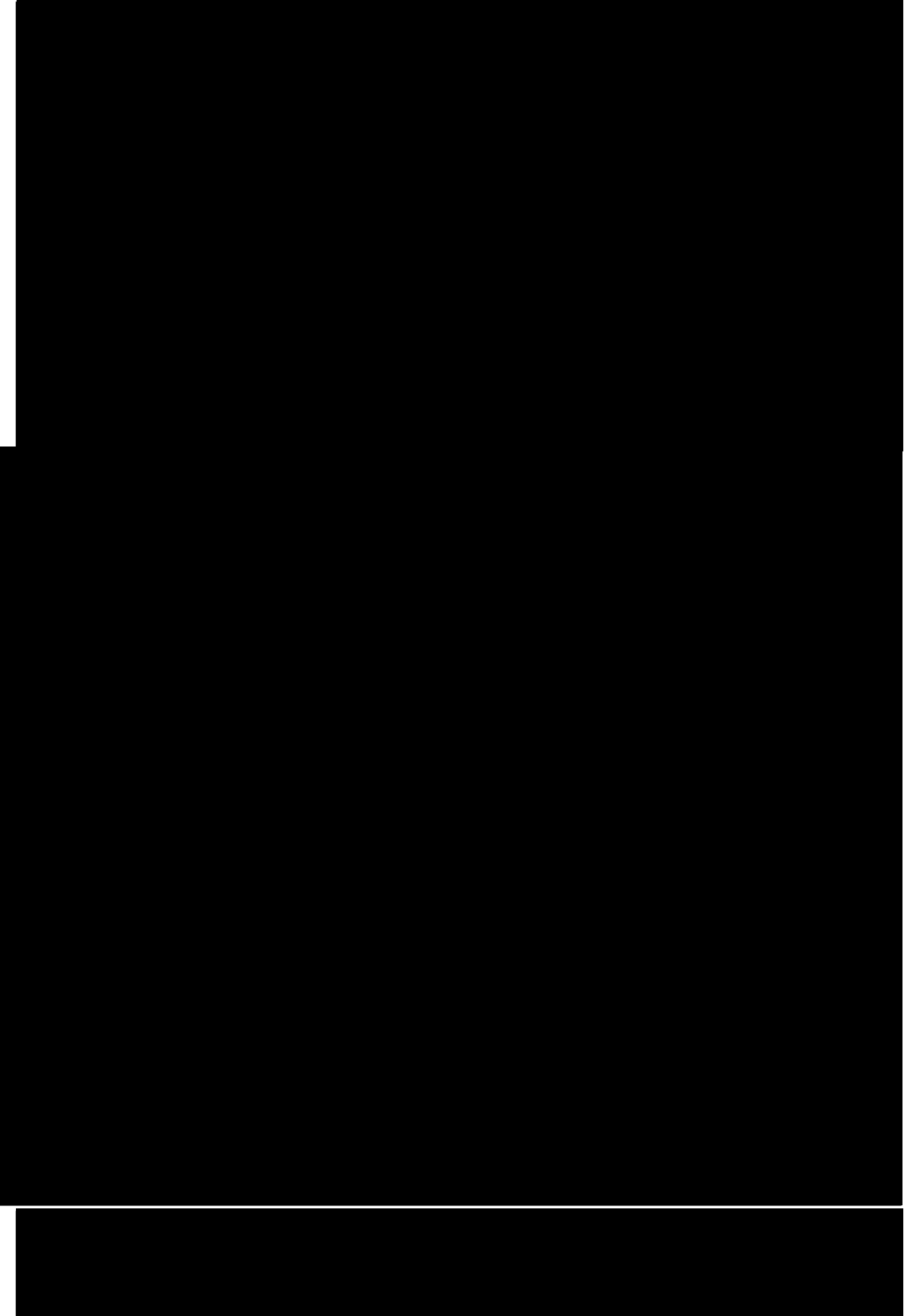
## **Queanbeyan-Palerang residents could be facing an almost 30 per cent hike in their council rates**

By Niki Burnside





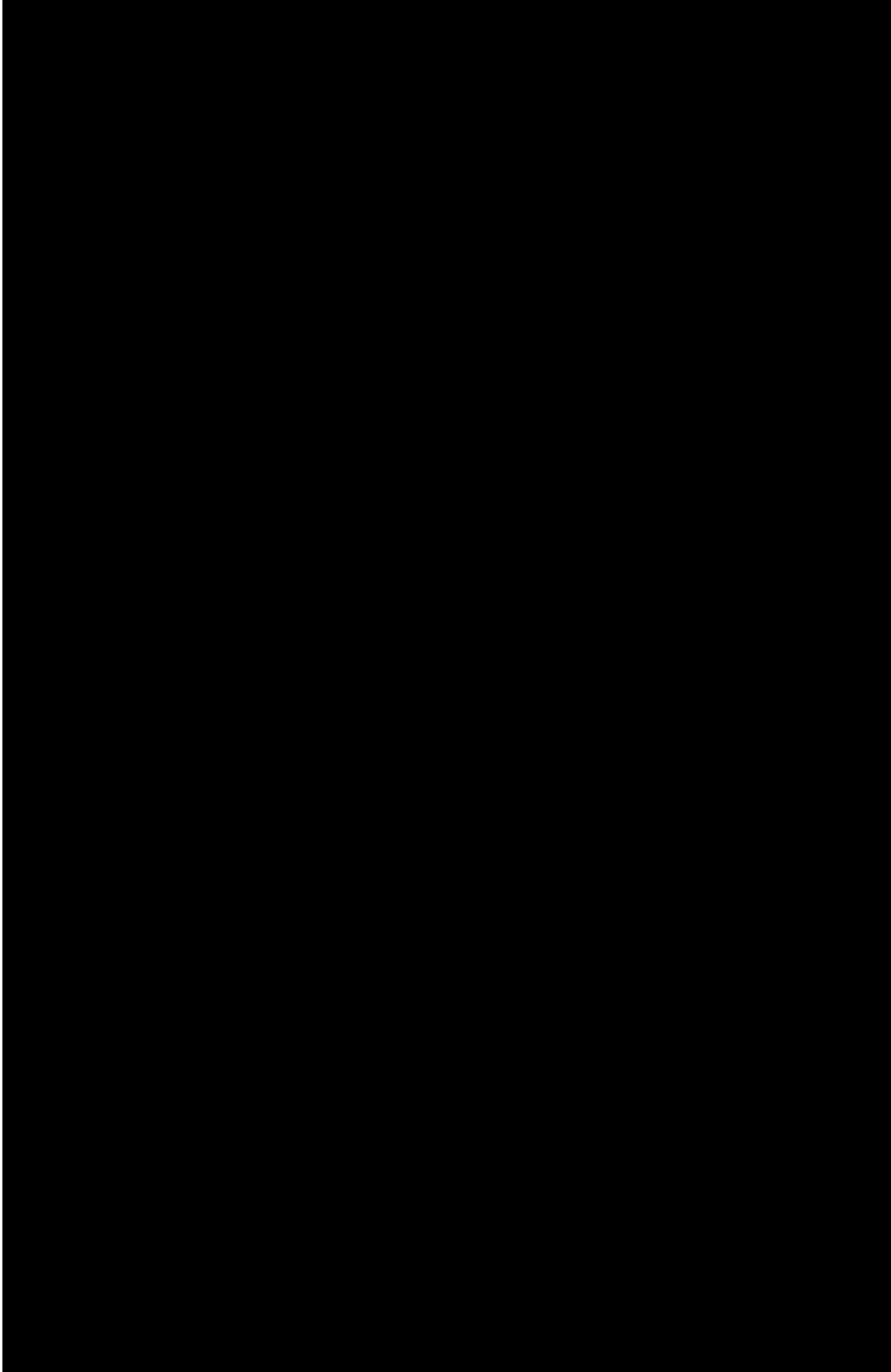
*2CC Radio (7am 21 November)*

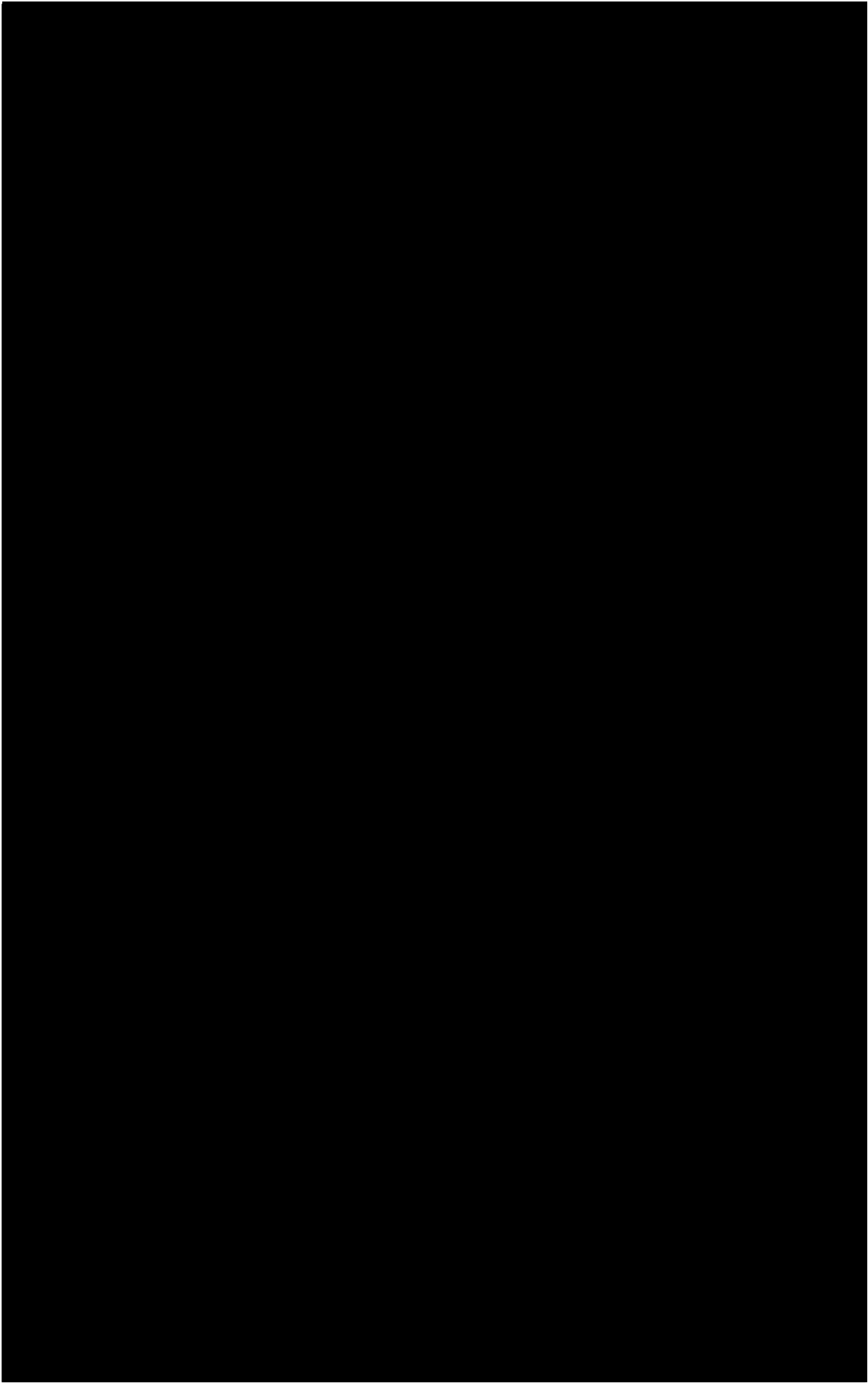


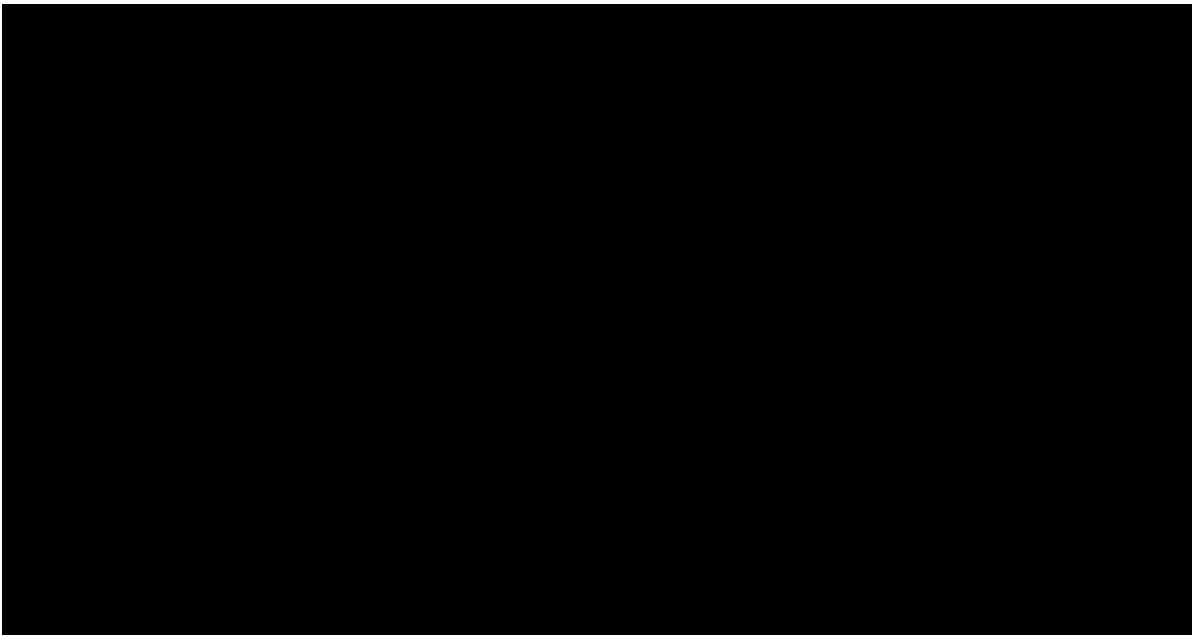




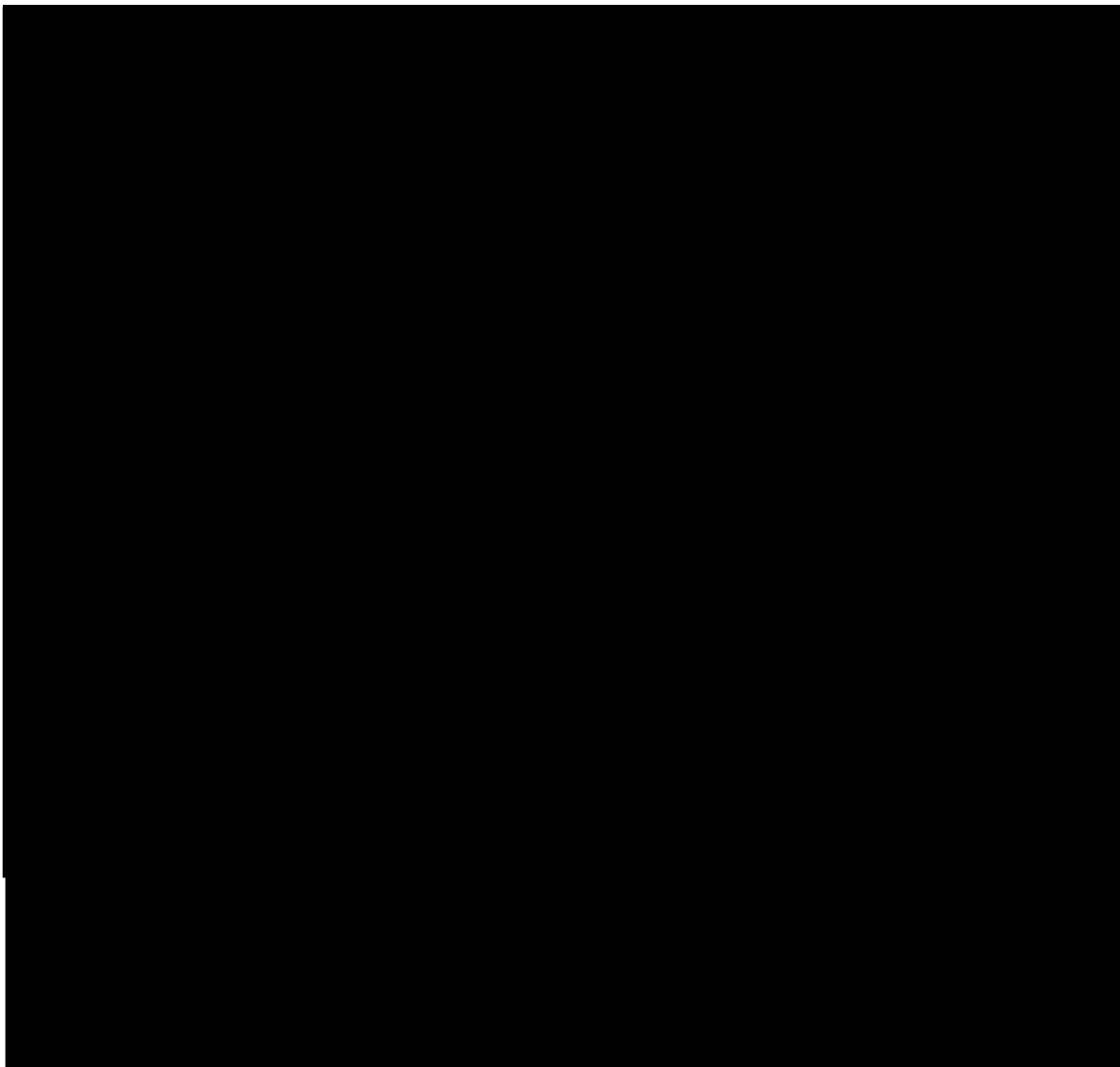
*Michael de Percy (22 November 1:33 PM) Spectator Australia*  
**Local government or bureaucratic symbolism?**



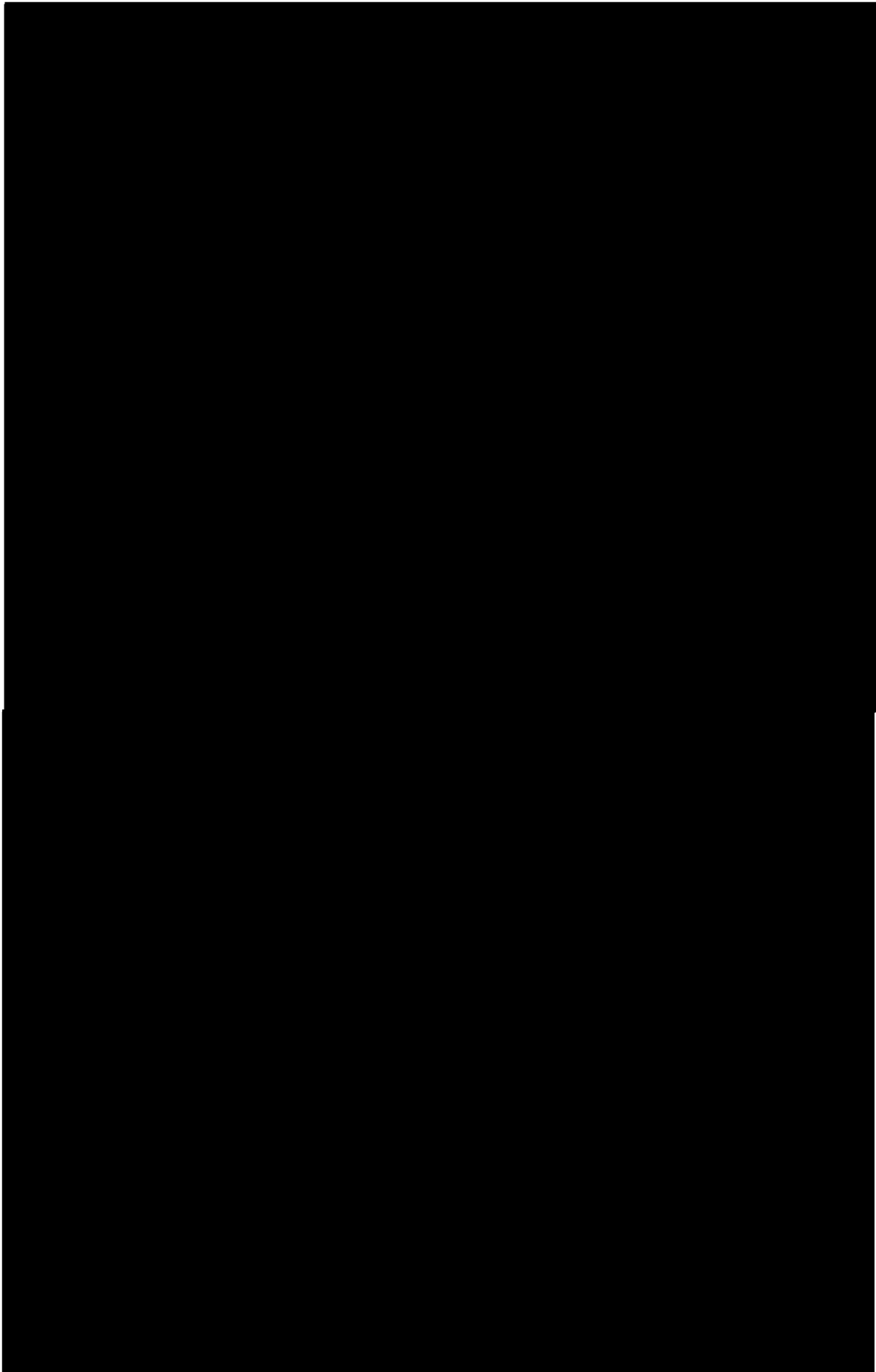


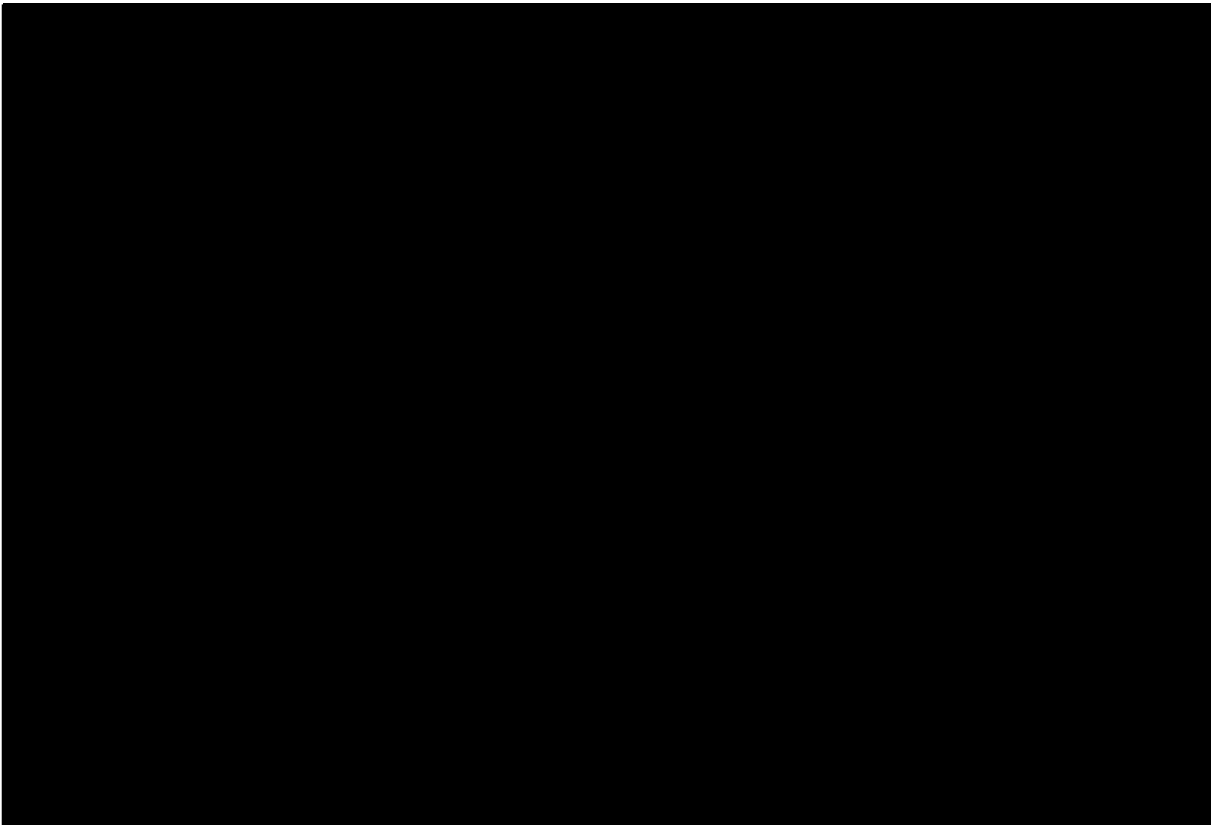


*2CC Radio (22 November 8:20am)  
Mayor Kenrick Winchester interview*



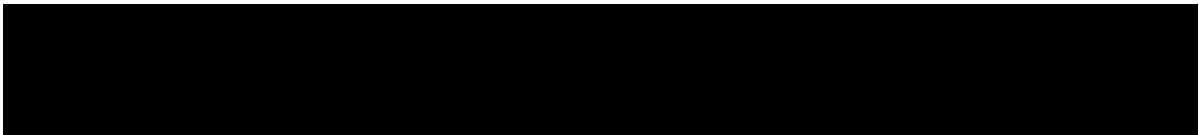




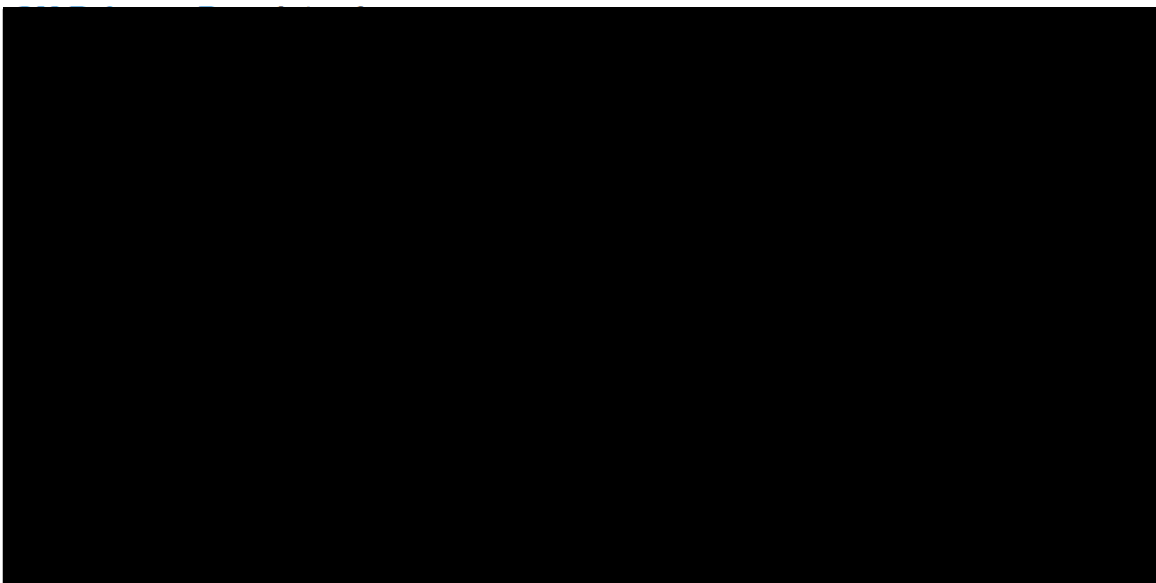


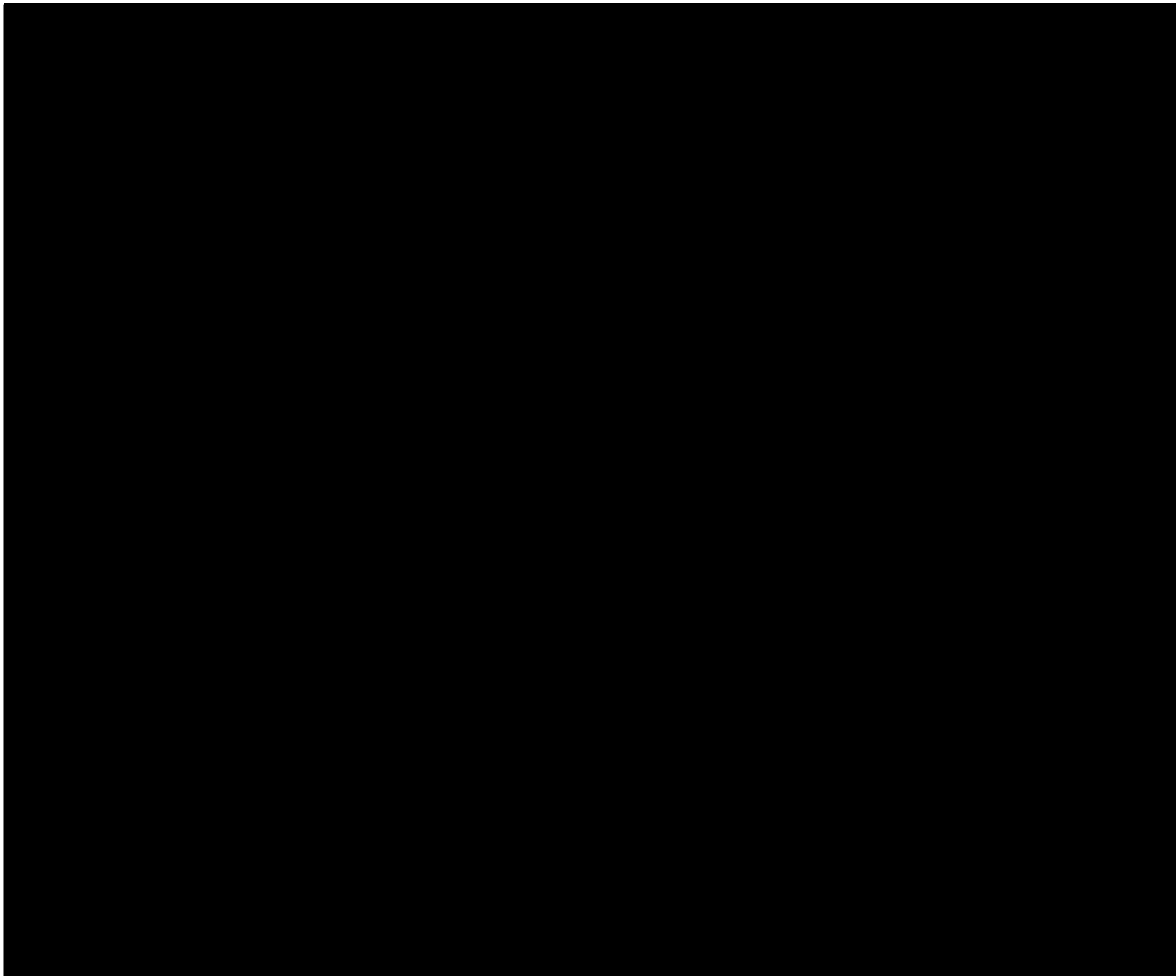
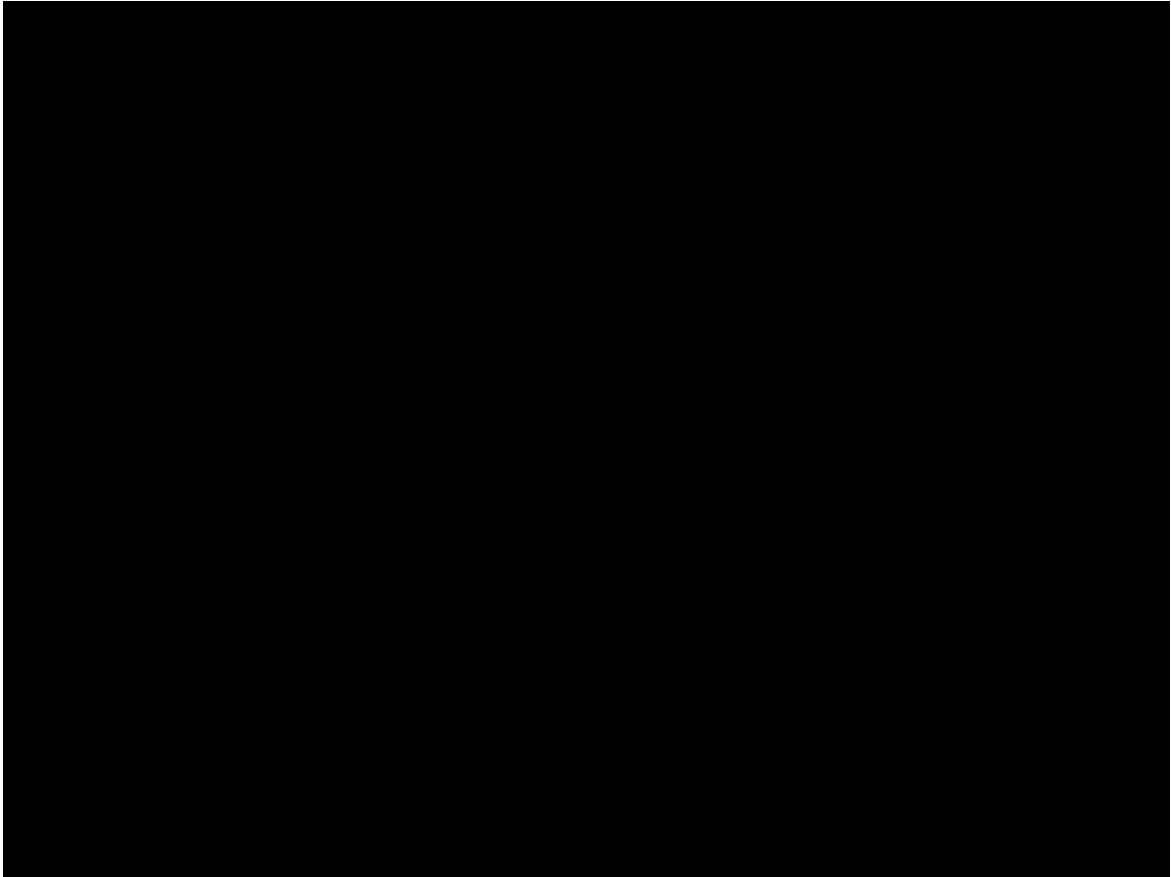
*Canberra Times (syndicated BWD Times, QBN Age) By Lucy Bladen Updated November 28 2022 - 1:03pm, first published 11:50am*

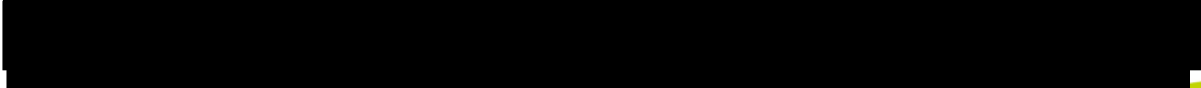
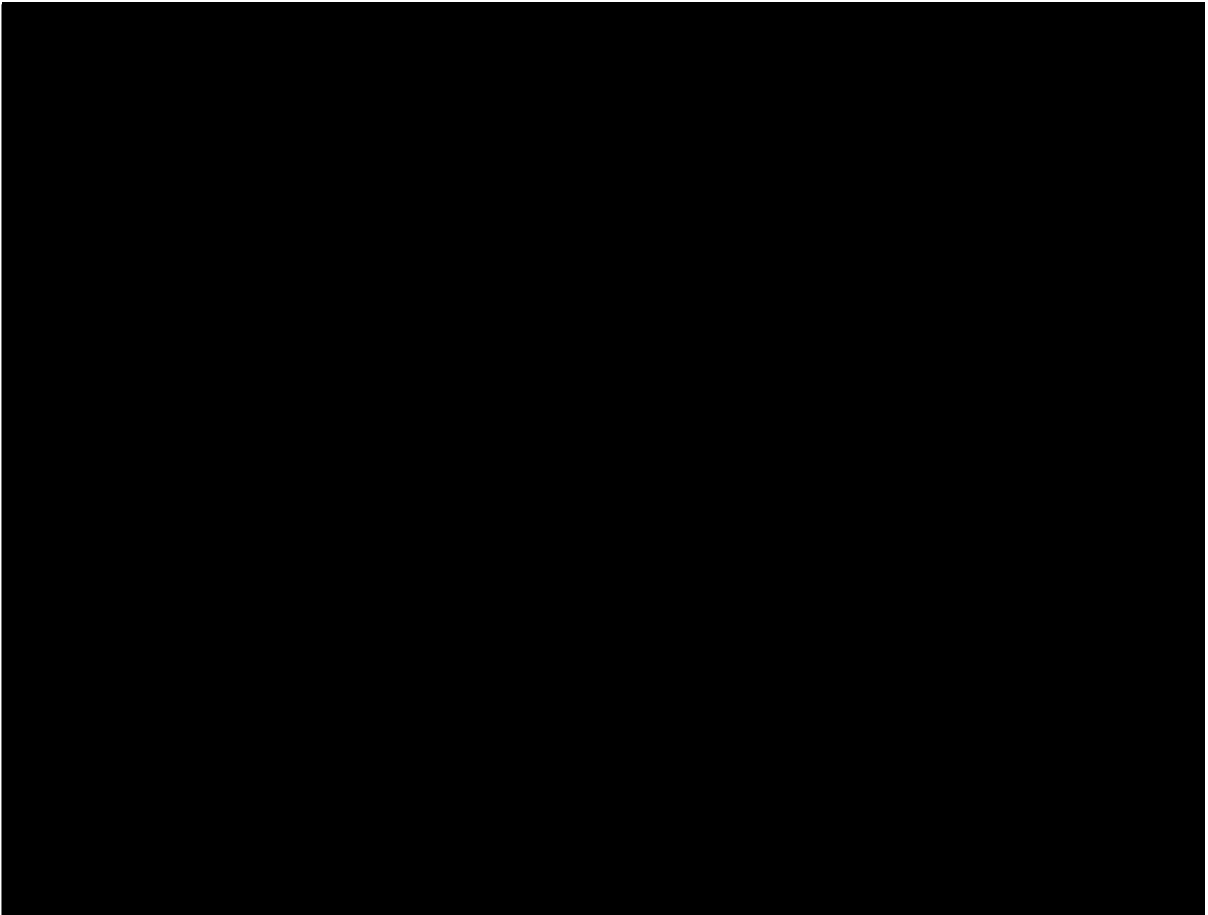
**Queanbeyan-Palerang Regional Council proposes rates increases over next three years**



*2CC Radio (3.35pm 28 November)*



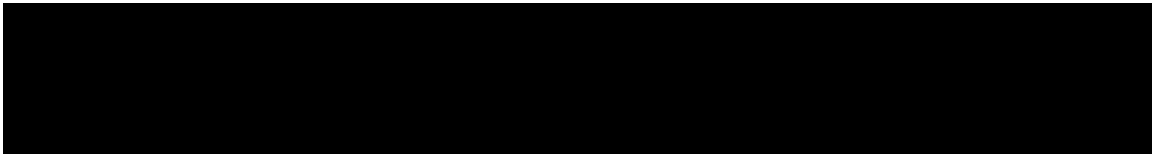






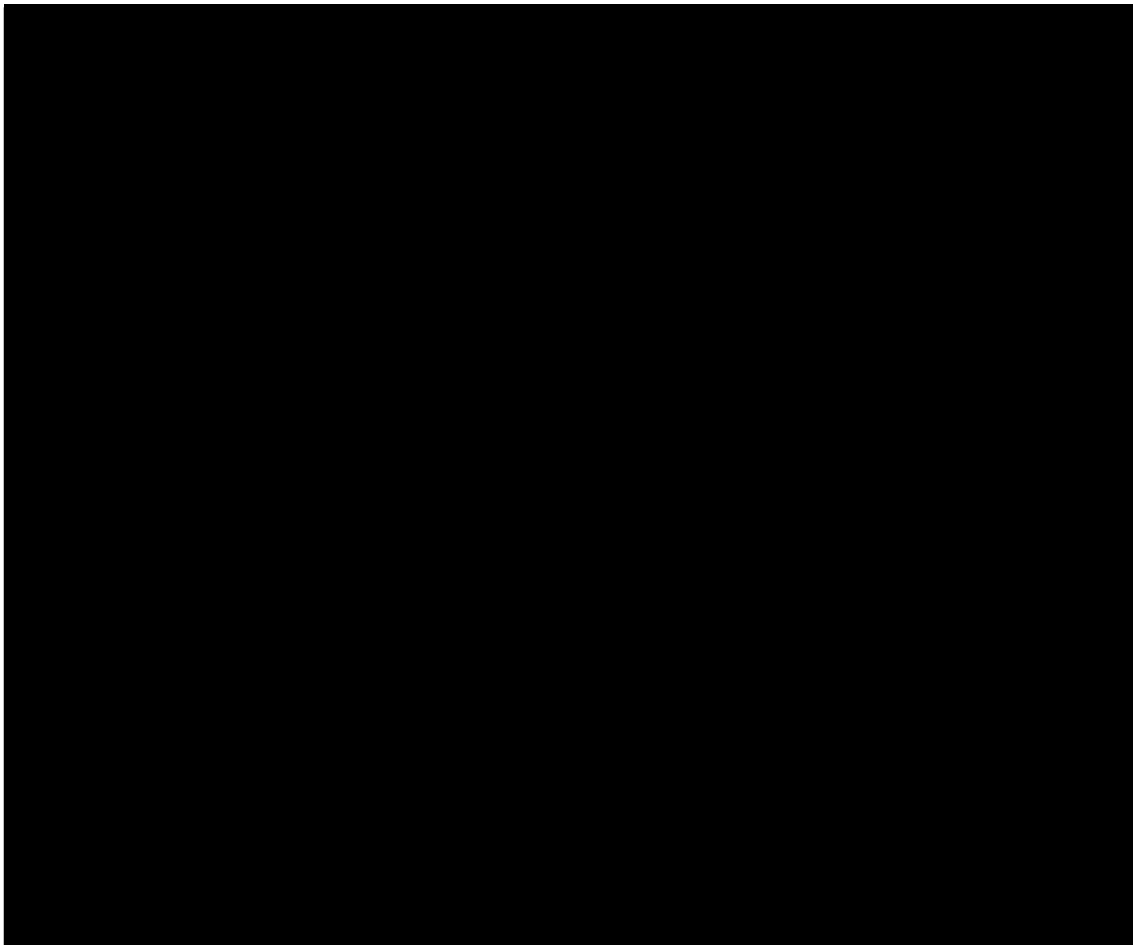
*Canberra Times (syndicated BWD Times, QBN Age) Lucy Bladen - Updated November 29 2022 - 6:21am, first published 5:30am*

**Queanbeyan-Palerang mayor Kenrick Winchester said council would go into administration without massive rates increase**



*CityNews NOVEMBER 29, 2022*

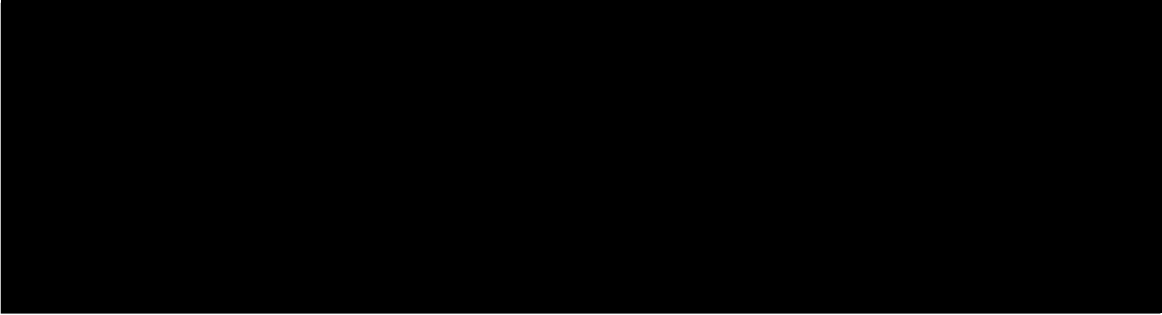
**Cuts to services on the cards in Queanbeyan**



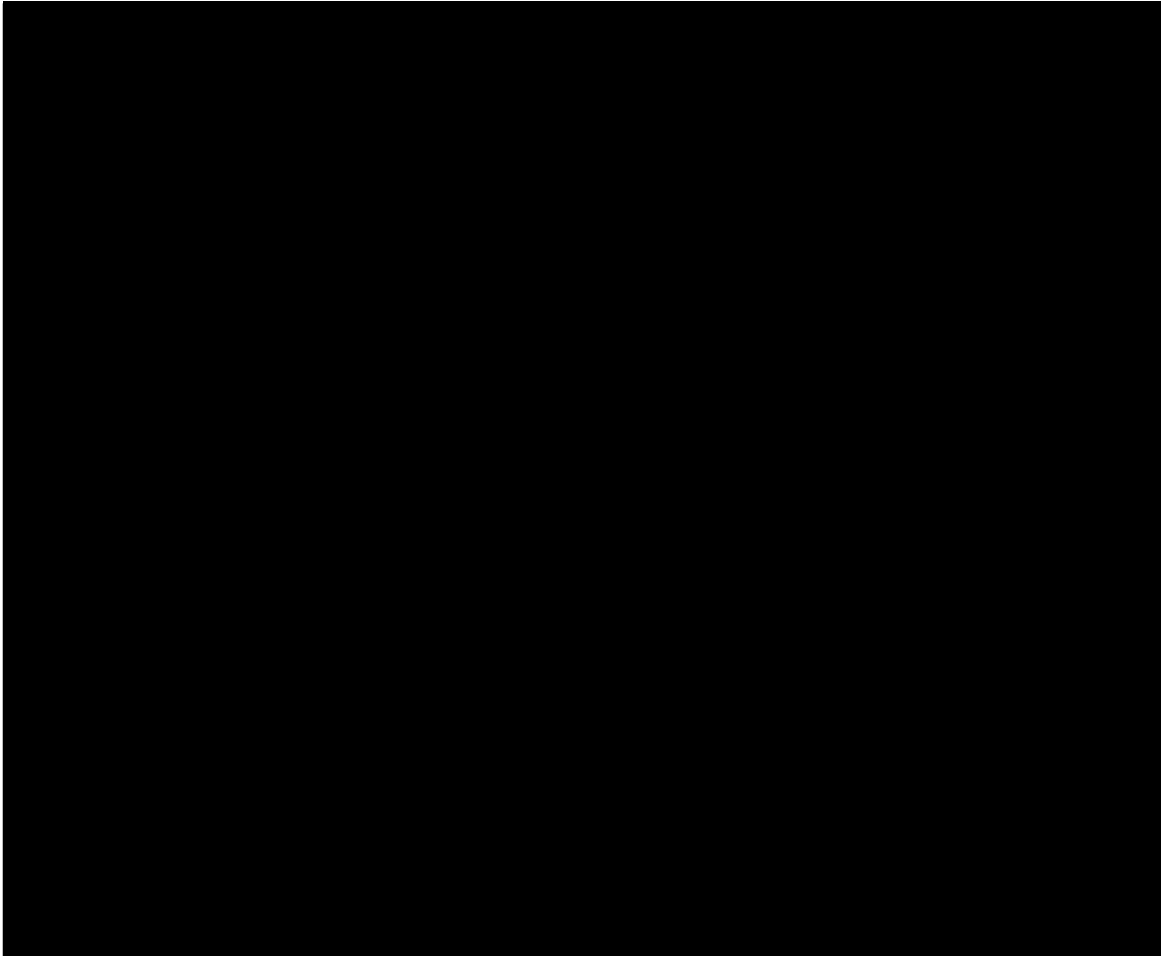


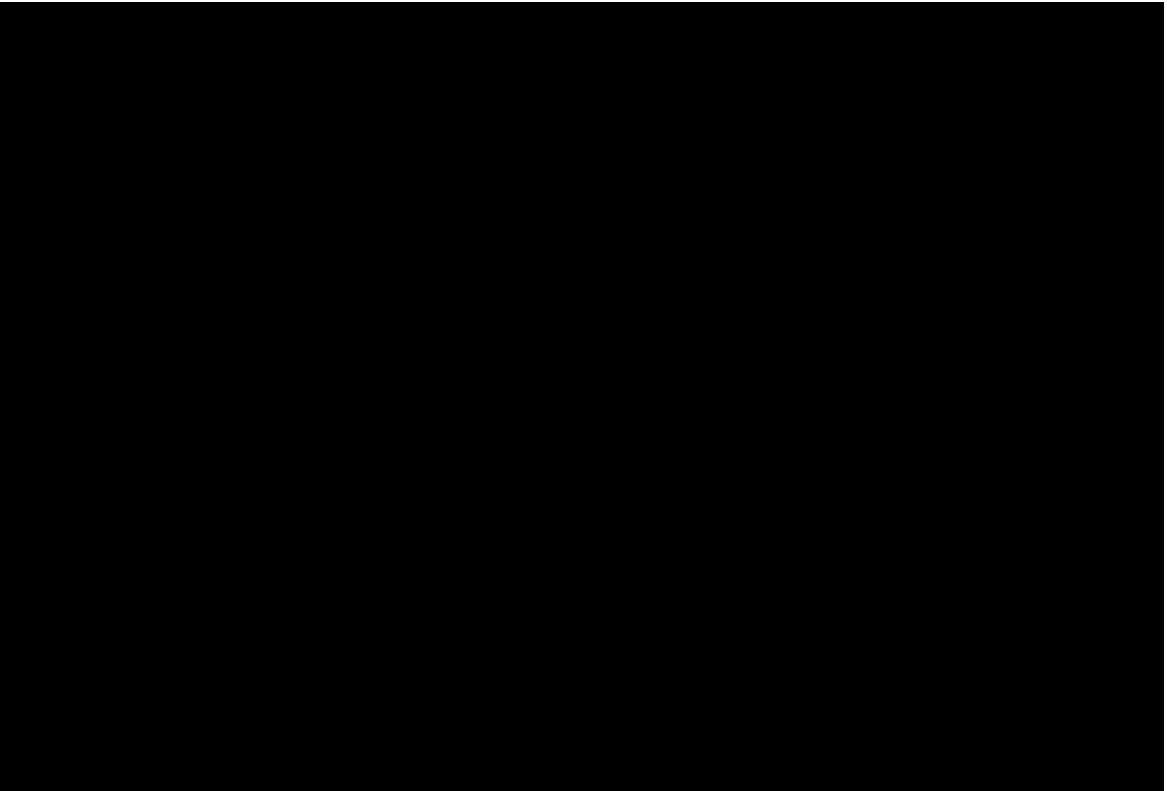
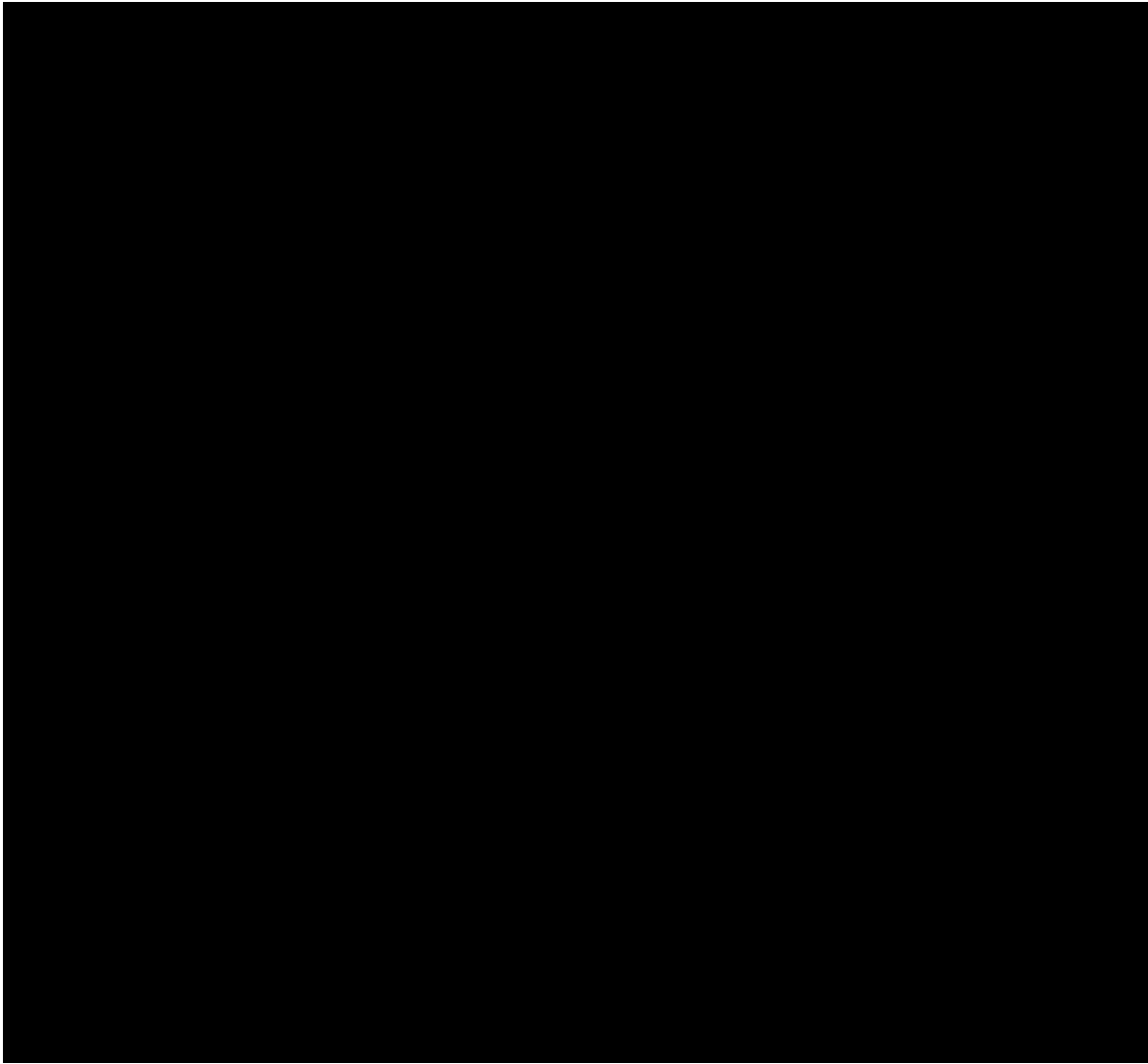


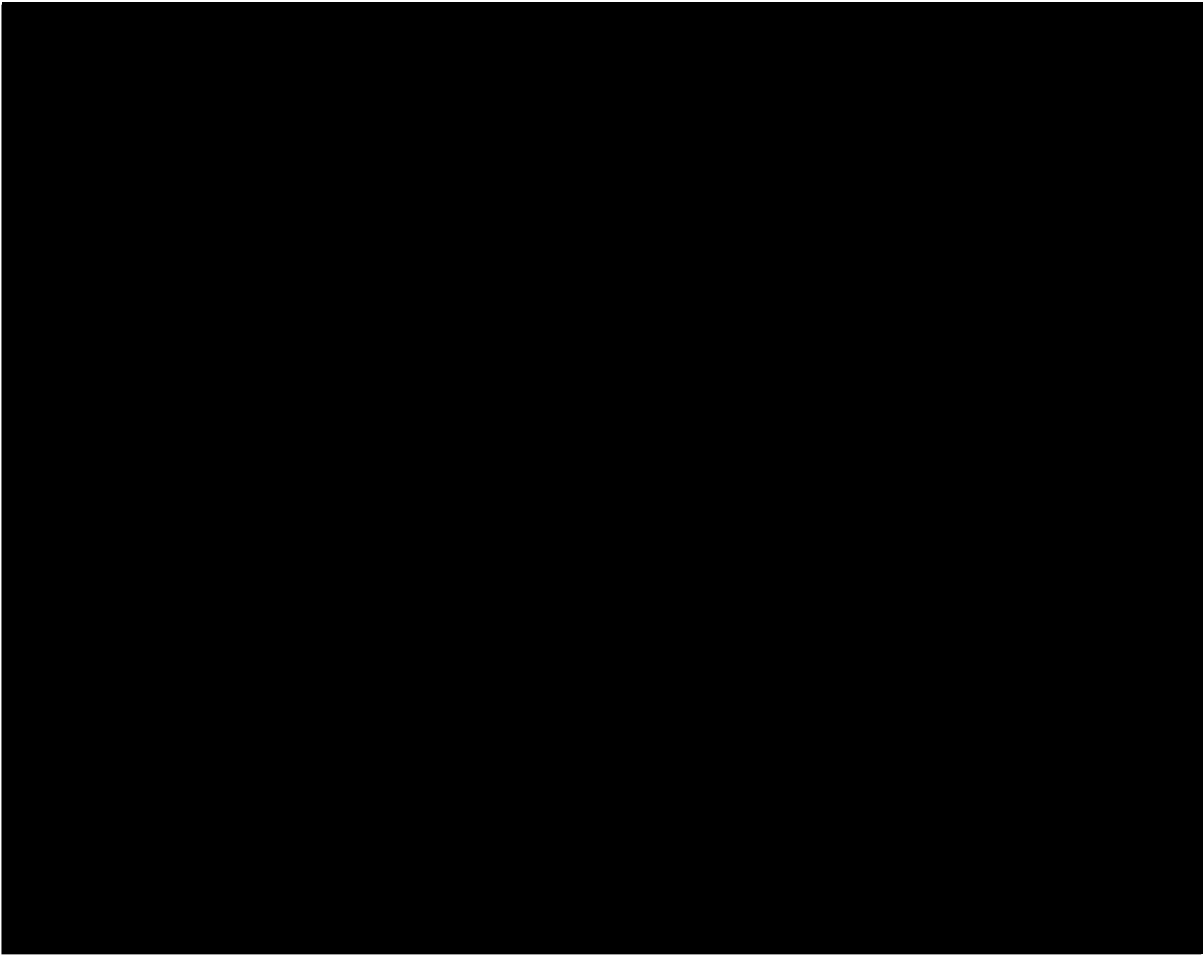
*2CC Radio 9am 29 November - Scott Mamer*



*2CC Radio (7.35am 30 November)*

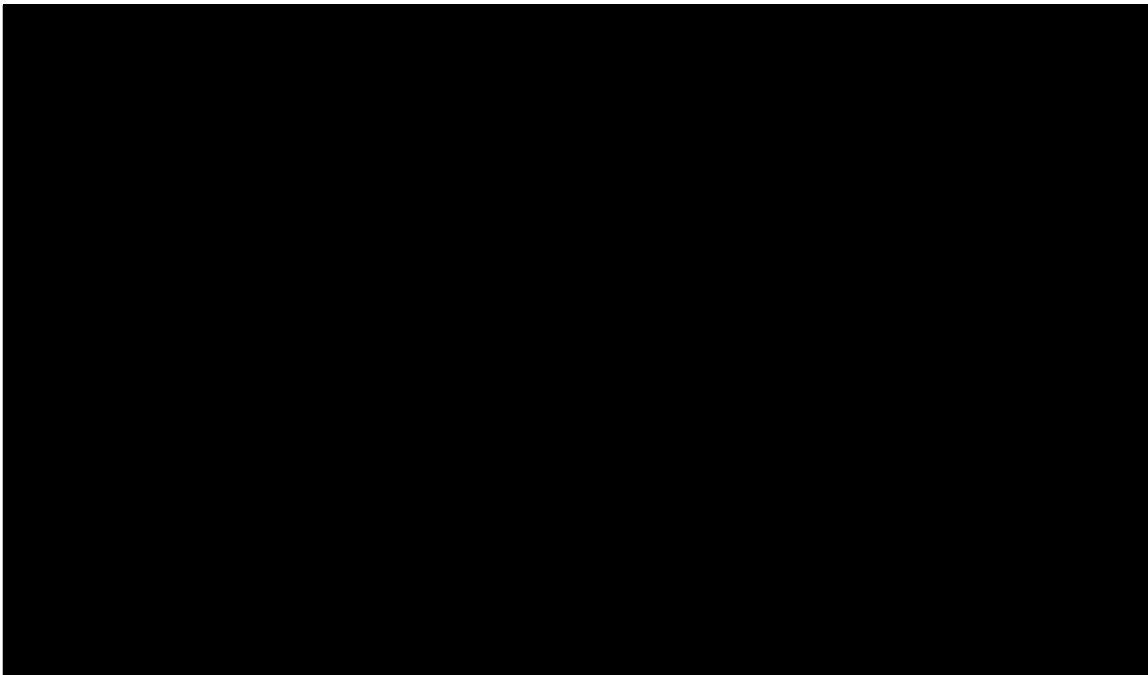


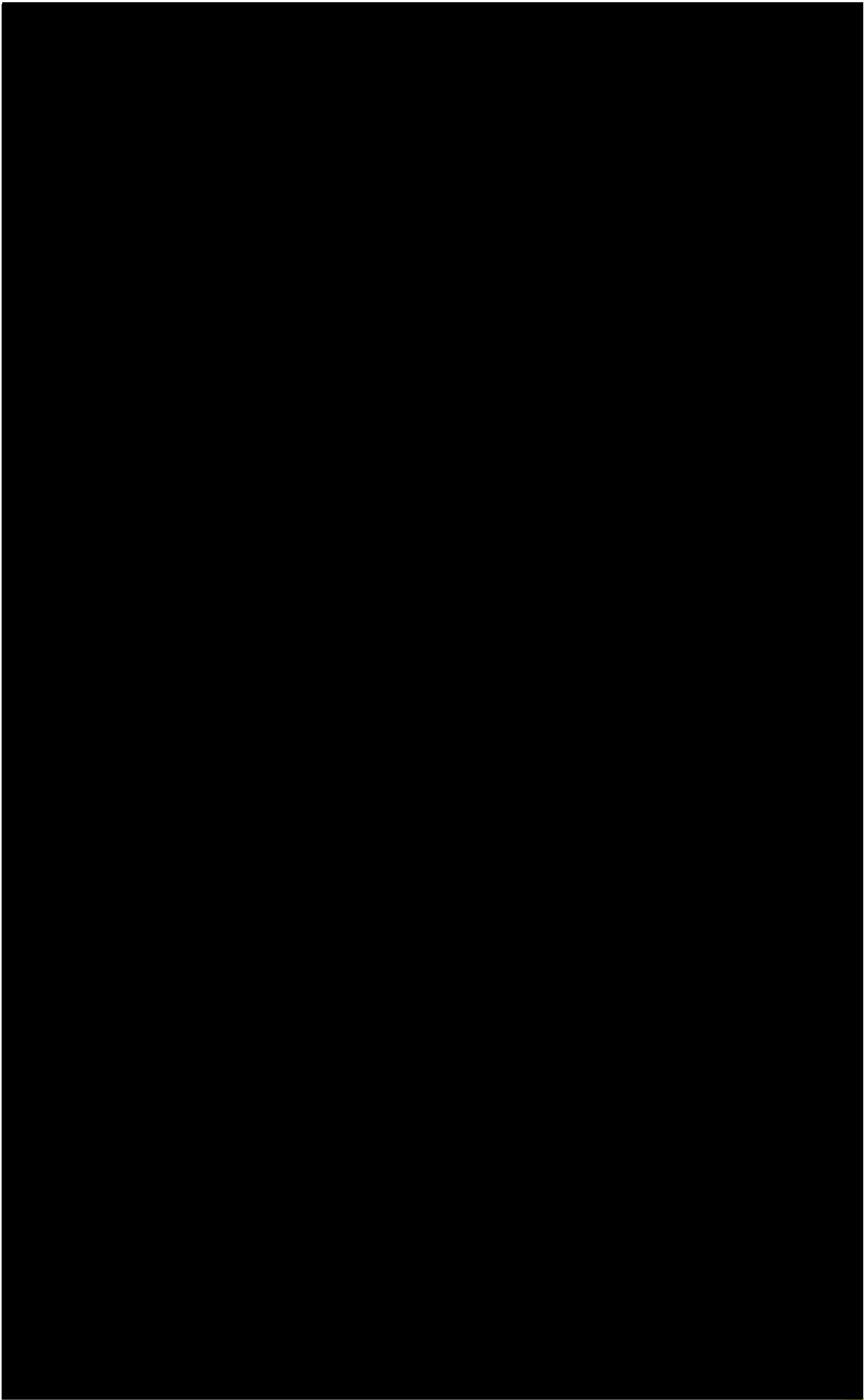


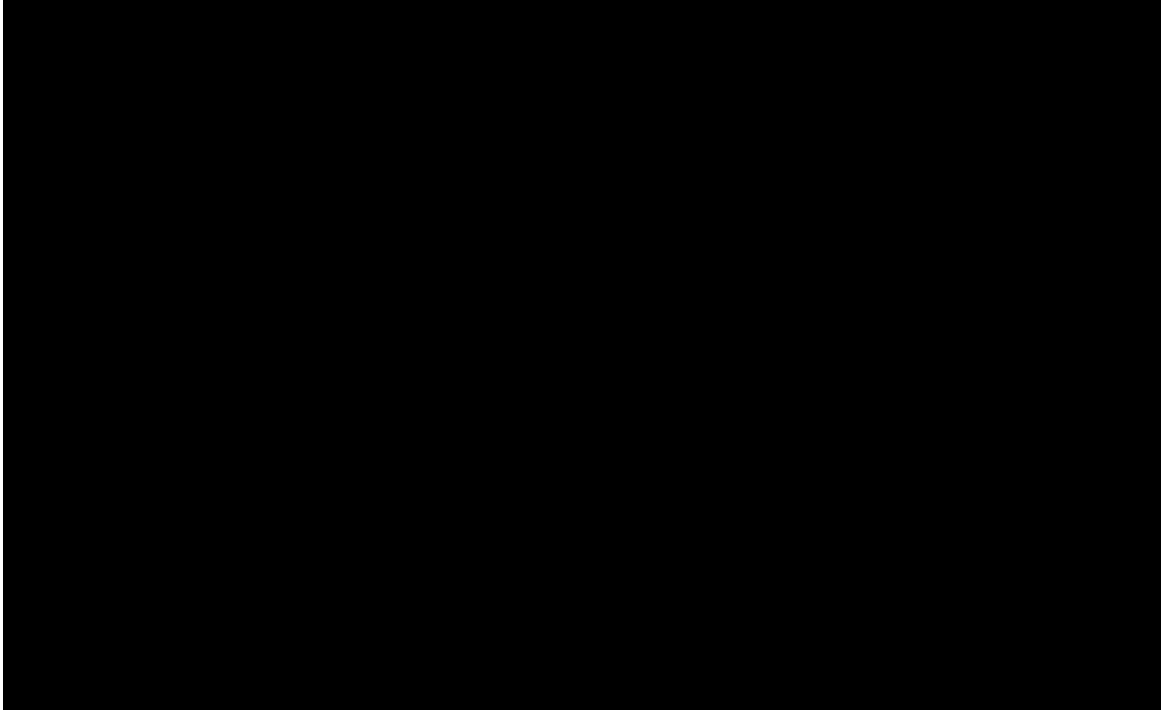


*Claire Fenwicke RiotACT (1 December 2022)*

**Cumulative rates rise of 97 per cent or go without services:  
QPRC's financial scenarios laid bare**

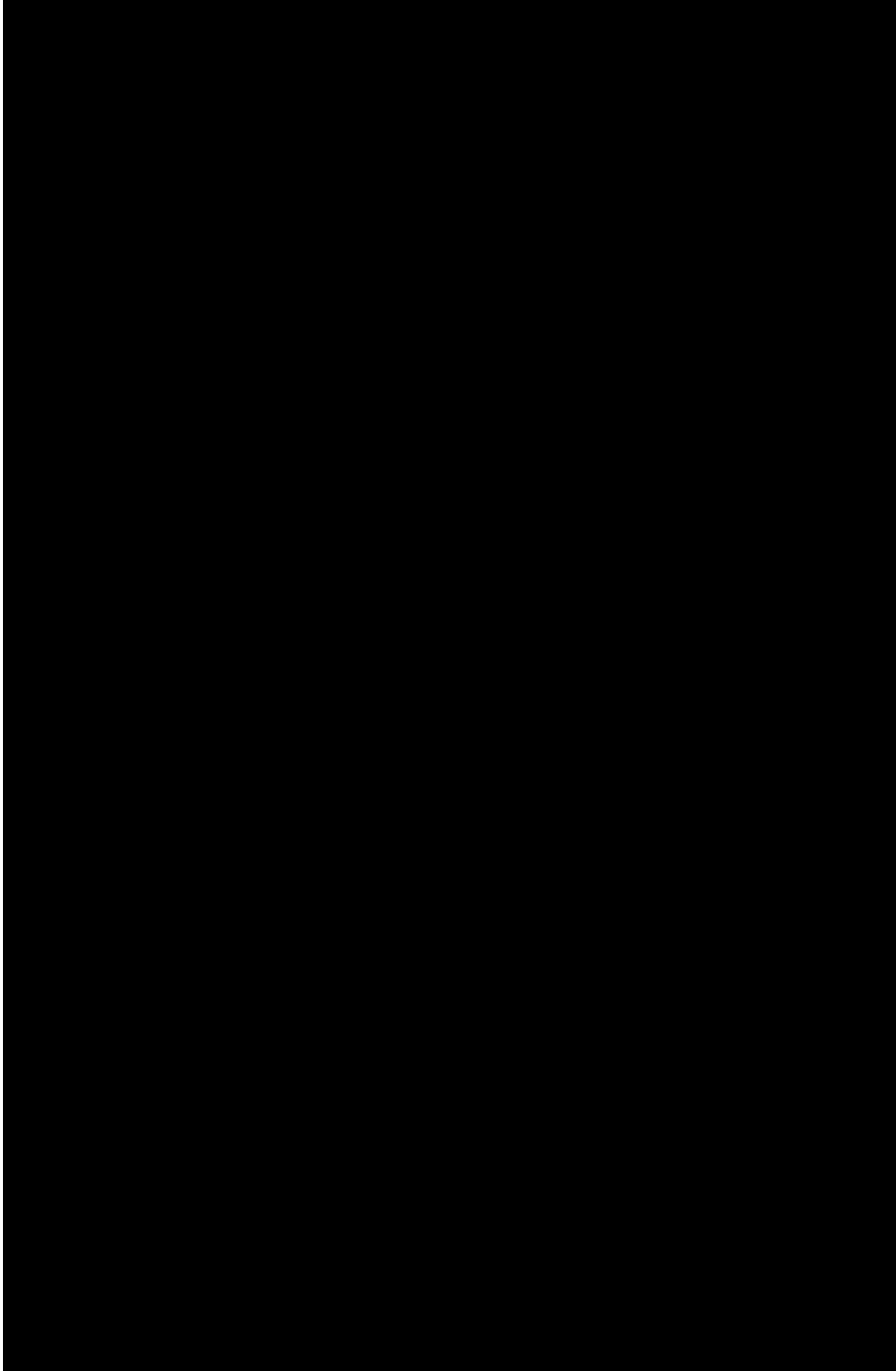






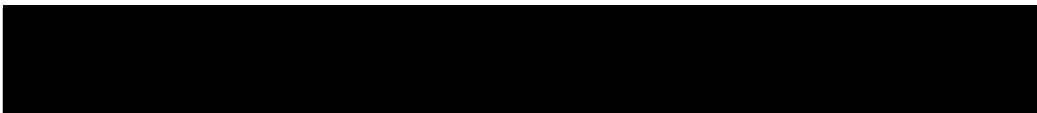


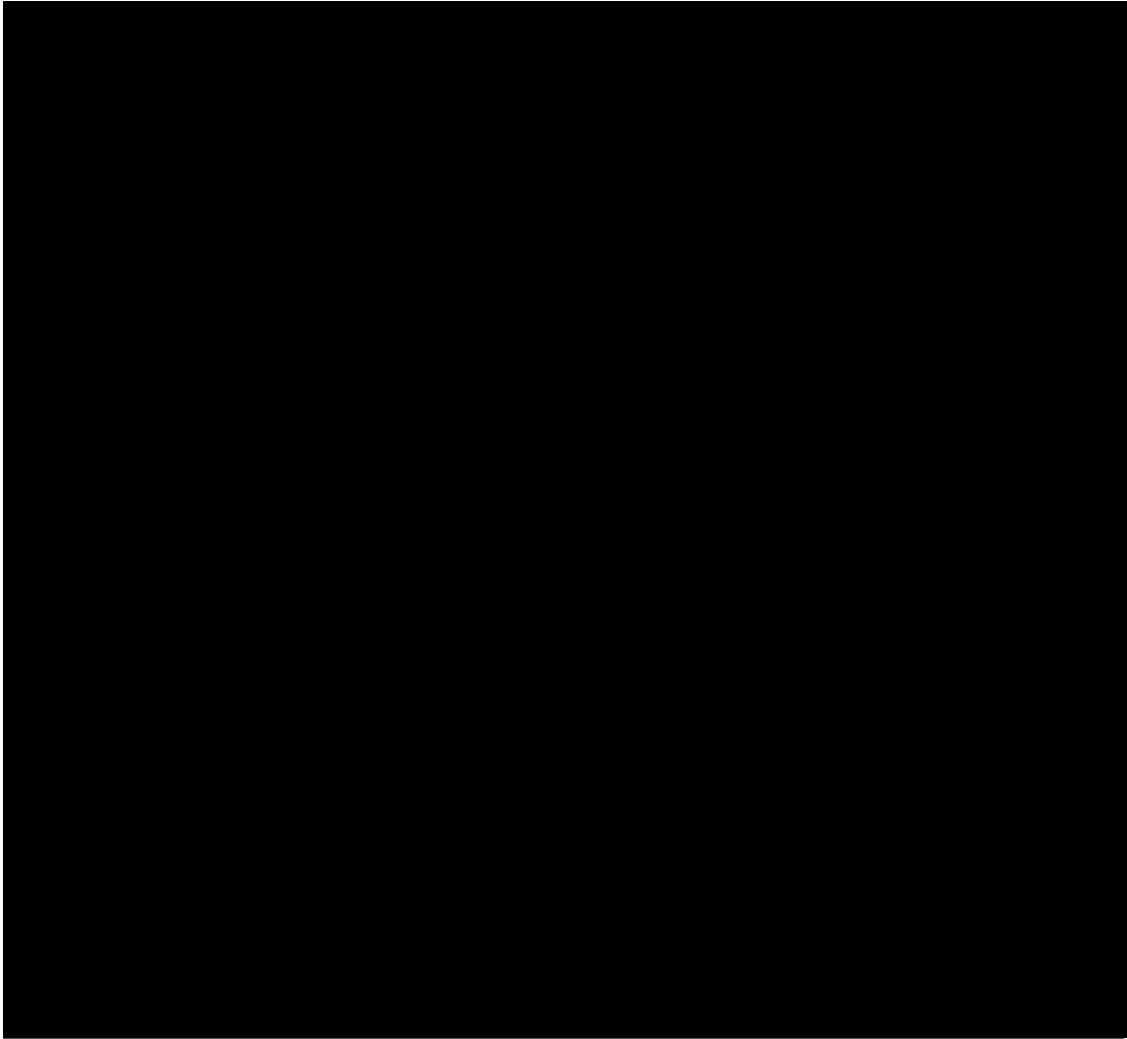
*The Regional Independent (7 December 2022)*



*Canberra Weekly - Newstime Media (December 15 2022)*

**3,775 Queanbeyan households projected to be in housing stress by 2041**

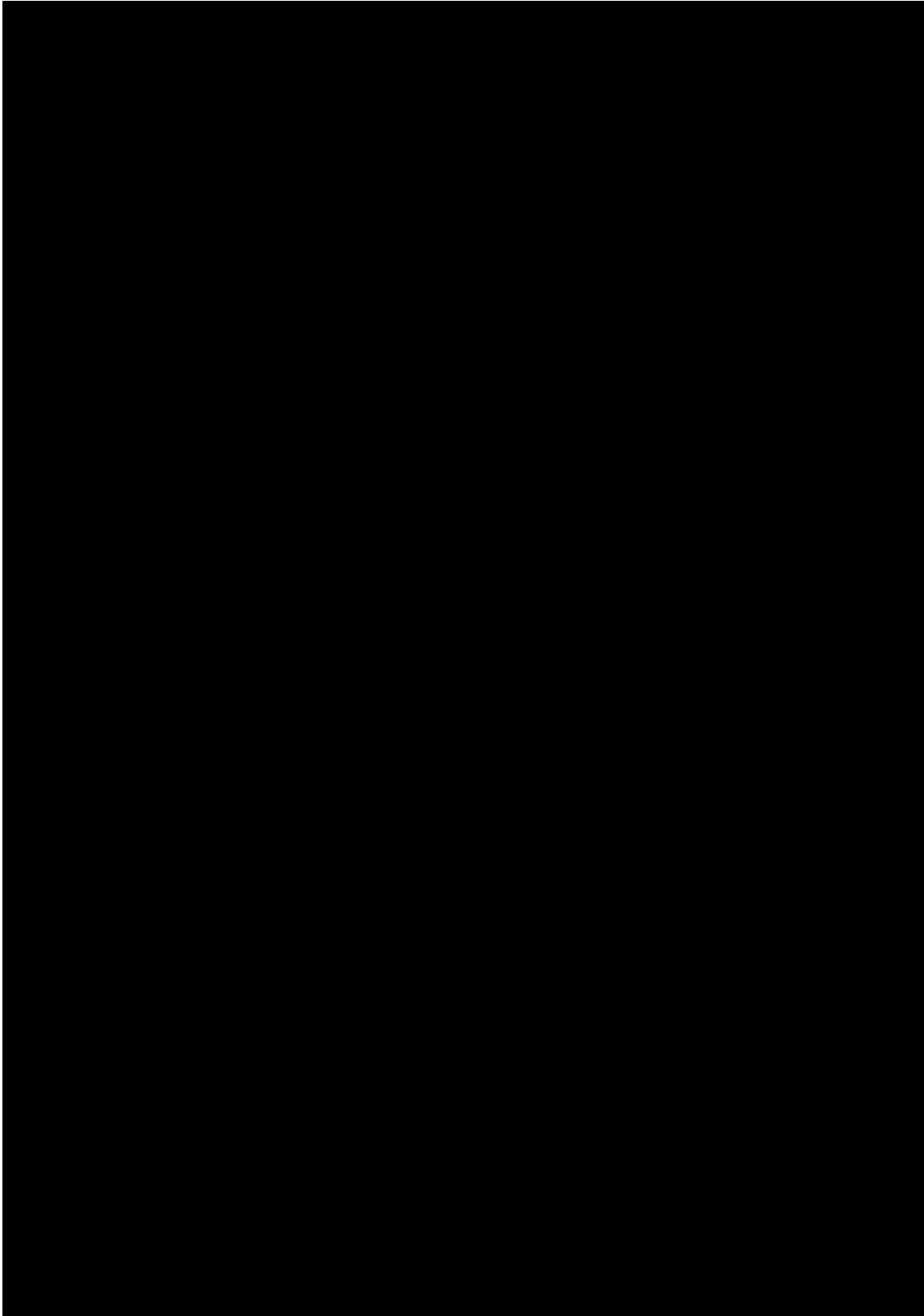


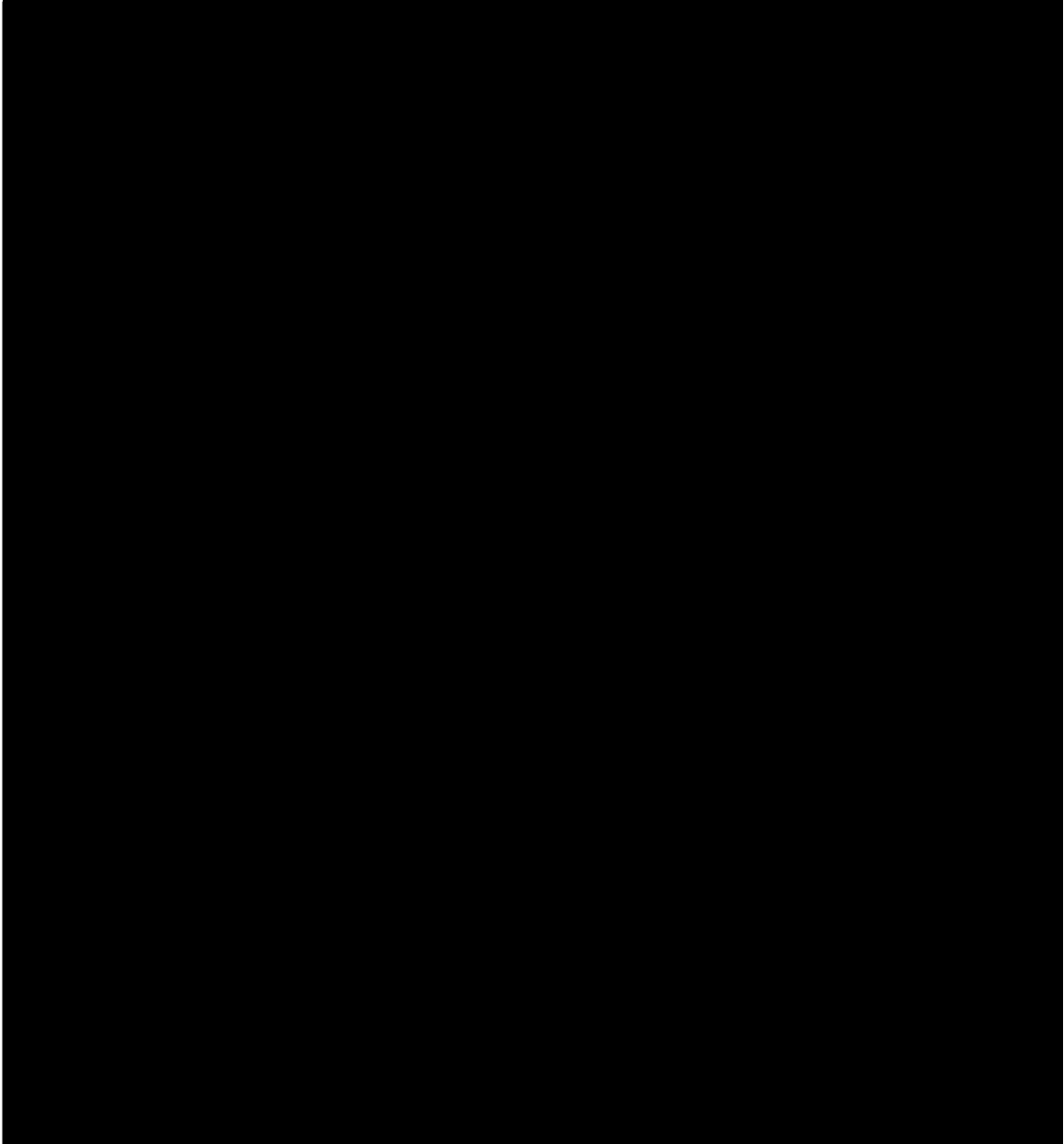


*The Regional Independent (18 January 2022)*



*The Braidwood Bugle (18 January 2022)*





*2CC Radio interview (25 January 2023)*

