



**ANNEXURE 6**  
**COMMUNITY CONSULTATION**





## **CONSULTATION GUIDES**

- **Community Engagement Plan**
- **Information Kit**





**SPECIAL RATES VARIATION APPLICATION (IPART)  
COMMUNITY ENGAGEMENT PLAN**

Trim Ref: 14/8084

**Background:**

The success of Burwood Council's application to IPART for a Special Rates Variation (SRV) will be determined by the extent the community is informed of Council's decision to implement a rate increase.

In order for the application to be successful, IPART requires the following:

1. "That the council clearly communicated the full impact of the proposed rate increases to ratepayers"
2. "That the council clearly communicated what the special variation will fund"

Therefore, it is necessary for Council to undertake extensive community consultation prior to the application process in order to provide ample evidence to IPART that the community were informed of Council's proposed SRV.

**Key Dates:**

Start of community engagement: 13 November 2013 – Launched 13 November  
 Notification of intention to IPART: 13 December 2013 – Submitted 26 Nov (W13/2239)  
 First Council Meeting of 2014: 17 February 2014  
 Application Deadline to IPART: 24 February 2014

**Plan:**

TIMEFRAME	METHOD OF ENGAGEMENT	TARGET MARKET	ACTION
11-12 Nov 2013	Media Kit to Councillors	Councillors	A Media Kit containing SRV information and FAQ will be distributed to Councillors
13 Nov 2013	Website	Online users	Website section goes live  Designated section on Council's website, or the creation of a separate micro-site, which will include all the required information
25-27 Nov 2013	Mayoral Letter and Special Newsletter	Mail out to 14,000 ratepayers and businesses in Burwood LGA	Letter from Mayor  Special newsletter incorporating all the information on SRV such as the impact, alternatives, links to website/survey etc...



13 Nov – 22 Nov	Media Releases	Local publications (combined circulation of 150,000+): <ul style="list-style-type: none"> <li>▪ Inner West Courier</li> <li>▪ Burwood Scene</li> </ul>	A series of media releases will be distributed to media outlets providing information about the SRV, the impact it will have and how residents can provide feedback (including public hearing dates)
27 Nov 2013	Email to e-news subscribers	E-news subscribers	Email containing information on SRV, how to provide feedback, link to the survey and dates for the public meetings
27 Nov 2013	Email to survey focus group	Council's focus group consists of 20 members who engage with Council on a range of issues	Email will ask for feedback and invite the members to the public meetings
27 Nov 2013	Letter to local Chambers of Commerce	Local Chambers of Commerce: <ul style="list-style-type: none"> <li>▪ Strathfield</li> <li>▪ Croydon Park</li> <li>▪ Burwood</li> </ul>	Include information to pass onto members
27 Nov 2013	Letters/emails to community groups	Groups include: <ul style="list-style-type: none"> <li>▪ Seniors</li> <li>▪ CALD</li> <li>▪ Disability</li> <li>▪ Family &amp; Children</li> </ul>	Letters/emails will be sent to community groups  These will include additional information on Council's <i>Rates and Charges Hardship Assistance Policy</i>
13 Nov - Jan 2013-14	Paper advertising: Local papers	Local publications: <ul style="list-style-type: none"> <li>▪ Burwood Scene</li> </ul>	Advertisements will include information on SRV, how to comment, links to the website and online survey etc...
28 - 30 Nov 2013	Micromex Phone Survey	Results will provide a statistically valid representation of the LGA	Phone survey with a random sample with translators available for CALD members
6 Dec 2013	Live Twitter session	Twitter followers (449)	A half hour Q&A session answering questions on SRV
27 Nov – 26 Jan 2013-14	Mayoral Column	Local publications (combined circulation of 150,000+): <ul style="list-style-type: none"> <li>▪ Inner West Courier</li> </ul>	Information on SRV as part of Mayoral Column including dates on hearings, where to access information etc...



		<ul style="list-style-type: none"> <li>▪ Burwood Scene</li> </ul>	
29 Nov - Feb 2013-14	Paper advertising: Cultural and Linguistically Diverse (CALD) media	<p>CALD Papers</p> <ul style="list-style-type: none"> <li>▪ La Fiamma (30,000)</li> <li>▪ Sing Tao (25,000)</li> <li>▪ El Telegraph (34,000)</li> <li>▪ Neos Kosmos (N/A)</li> </ul>	<p>Inform CALD members of the community of SRV and how to access information</p> <p>Articles will be translated into Arabic, Chinese, Greek and Italian</p>
4 & 5 Dec 2013	2 x public meetings		<p>Public meetings will provide information on the SRV and the impact on the conditions of road/paths with and without the increase</p> <p>Promoted through special newsletter, website, social media, email, mail out to subscribers and advertisements</p>
Dec 2013	Section in Burwood Update Newsletter – December Edition	Mail out to 14,000 households and businesses in Burwood LGA	Section allocated to information on the SRV
Ongoing	Online advertisement	Burwood Scene online	Advertisement will have click through/link to website
Ongoing	Social Media	Social Media users (1000+) who may typically not engage with Council through traditional forms of communications	The Social Media campaign will feature a series of posts on the SRV, linking back to the website and online survey.
Ongoing	Static displays	Visitors to Council facilities (12,000 visitors during the 12-13 Financial Year)	Signage at Council's facilities: Chambers, Library, Woodstock and EAC
Ongoing	Online survey	Online users	Collateral material will advertise the online survey where available



**Burwood Council**

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# SPECIAL RATE VARIATION (SRV) INFORMATION KIT

November 2013



*Burwood Council*

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**Introduction**

In 2010, Council carried out an extensive consultation for the Burwood2030 Community Strategic Plan, a blueprint for the community’s needs and aspirations for the area.

One of the main priorities identified during this process was the need to maintain and upgrade local infrastructure including roads, footpaths and parks.

Since then, Council has carried out a comprehensive capital works program to improve our local infrastructure.

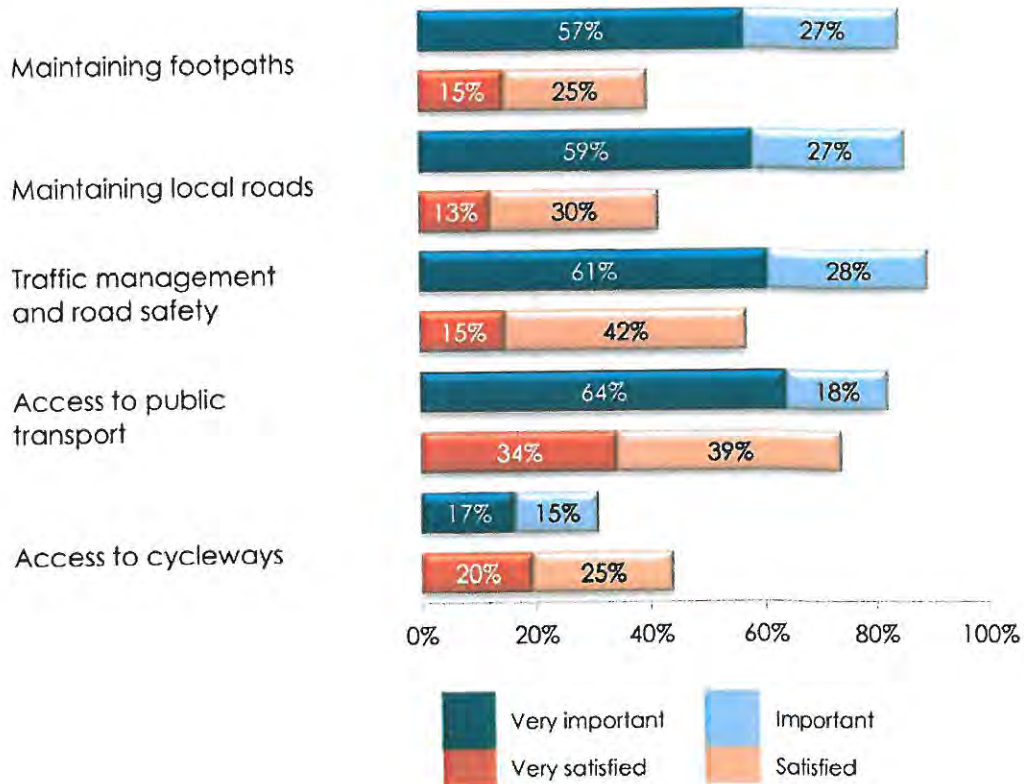
In early 2012, Council undertook a professional audit on roads, footpaths, kerbs and gutter in order to determine the condition of our infrastructure.

Each footpath, road, kerb and gutter was given a category ranking from 1-5 based on their condition, forming the basis of Council’s long term capital works management strategy:

- Condition 1-2 = Green / Good
- Condition 3 = Orange / Medium
- Condition 4-5 = Red / Poor

While continuing to deliver these works, earlier this year, Council conducted a community survey, to determine whether the needs of residents had changed since 2010.

The results aligned with the outcomes of the Burwood2030 Community Strategic Plan, demonstrating that residents still regard maintaining local infrastructure as a high priority.



Base: Importance n=500, Satisfaction n=155-444

Results from the community satisfaction survey

## T-Corp Report

In April 2013, The NSW Treasury Corporation released *Financial Sustainability of the New South Wales Local Government Sector*. The report provided a financial assessment of the 152 councils in NSW. In the report, Burwood was given a Sustainability Rating of 'weak' however was given a 'positive' Outlook. This was a result of the implementation of a number of financial plans and strategies which have improved Council's efficiency and its delivery of service.

In addition to presenting a financial outlook, the report also assessed the current asset position of councils including their backlog in infrastructure. The results below are derived from the TCorp analysis of NSW councils:

### Current asset position

Total Roads (km)	82
Total Bridge Length (m)	12
Total Assets 2013 (TCorp 000's)	\$386,126
Assets Per Capita	\$11,256
<b>Total Infrastructure Backlog 2012 (TCorp 000's)</b>	<b>\$167,688</b>
Infrastructure Backlog per capita	\$4,888

### What is a Special Rate Variation (SRV)?

Rate pegging was introduced by the NSW Government in 1977 to limit the amount by which councils can increase its rate revenue from one year to the next.

Currently, council rates are determined by the Independent Pricing and Regulatory Tribunal (IPART), which sets a 'rate peg', however it does not take into consideration rising costs and residents' demand for increased services.

As a result, councils are able to apply for a SRV under Section 508A of the *Local Government Act 1993*.

### Why do we need a SRV?

Our major source of revenue has been limited in growth because of rate pegging. Despite consecutive years of returning to surplus, the community's increasing demand for services and the rising costs associated with providing them will mean that Council will not be able to address the backlog in infrastructure.

This year, Council was successful in obtaining a loan of \$2m from the State Government in two rounds of the Local Infrastructure Renewal Scheme (LIRS). Although Council is currently applying for an additional \$2m in the third round of the LIRS, this will not be a sustainable long term funding option to improve our infrastructure.

Without a SRV, Council will only be able to upgrade roads, footpaths, kerbs and gutters that are considered a high priority and other important Council services may likely be compromised in order to fund infrastructure upgrades.

### What are our options?

Council will be applying for compounded increase under s508A of the *Local Government Act 1993*.

*"Successive annual percentage increases (for between 2 and 7 years), which remain permanently in the rate base"*

s508A Local Government Act 1993



Three funding options have been put forward; improve service, maintain service and decline in service. Council is currently undertaking consultation with the community in order to inform them on the various options available. A decision will be made in the first Council Meeting of 2014.

<b>DECLINE IN SERVICE</b> <i>(Option 1)</i>	<b>Current service levels would be maintained in the short term, but later decline.</b> Rates increase only by approved 'rate peg' amount. Council's capital works program may be compromised and priority will be given to essential infrastructure projects.
<b>MAINTAIN SERVICE</b> <i>(Option 2)</i>	<b>Maintain current service levels and priority infrastructure.</b> Rates will increase progressively each year over seven years at a lower rate than Option 3. Council's capital works program may be compromised.
<b>IMPROVE SERVICE</b> <i>(Option 3)</i>	<b>Improved service levels, new capital projects, upgrading and maintenance of existing infrastructure.</b> This is supported by a special variation each year over seven years commencing 2014/15. The improvements are outlined in the attached newsletter and detailed on the website.

### What is the percentage increase in rates per year?

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	Cumulative Impact
<b>DECLINE IN SERVICE</b>	3%	3%	3%	3%	3%	3%	3%	23%
<b>MAINTAIN SERVICE</b>	5.5%	6.5%	7%	7.5%	7.5%	7.5%	7.5%	60.6%
<b>IMPROVE SERVICE</b>	7.5%	7.5%	7.5%	7.5%	7.5%	7.5%	7.5%	65.9%

*Note: all scenarios include the rate peg adjustment set by IPART estimated at 3%*

### What will each option mean for Council services?

#### Decline in Service:

Rates would increase only by the State Government rate cap of approximately 3% per annum. Service levels will likely be reduced to make savings each year.

Under this option savings could include:

- Reduced opening hours or possible closure of facilities including pools, libraries, etc
- Reduced maintenance of sporting facilities, parks and gardens
- Reduced maintenance of roads, footpaths, cycleways and drains
- Reduced environmental programs (e.g. weed removal and native vegetation programs)
- Longer processing times for customer requests, applications and permits.
- Fewer community events
- Less funds for community sponsorship and economic development
- Large increases in user fees and charges

#### Maintain Service:

The second option is maintain services. To maintain current service levels, rates would need to progressively rise above the State Government rate cap to 7.5% in 2020/21.

This would mean the following for Council:

- Maintaining opening hours and programs at pools, libraries, although no new facilities would be constructed
- Maintenance of sporting facilities, parks and gardens would remain as is, with no increase to mowing, planting or maintenance
- Construction of roads, footpaths, cycleways and drains would be maintained

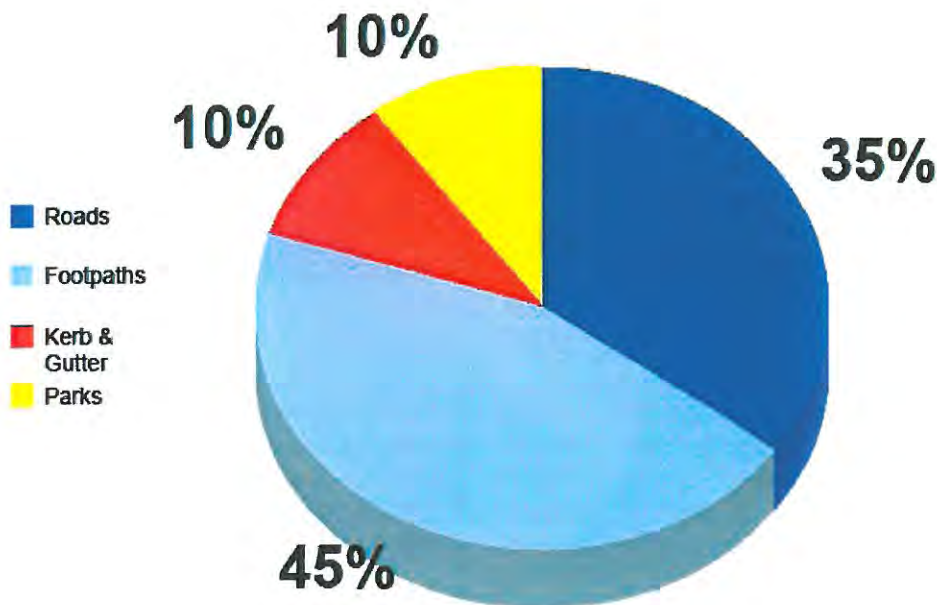
- Environmental programs would be retained (e.g. weed removal and native vegetation programs)
- Processing times for customer requests, applications and permits would remain the same
- Community events would be maintained, but not expanded
- Funding of community sponsorship and Economic Development would be maintained

Improve Service:

The final option is improve services. In addition to maintaining all current service levels this option would enable Council to provide the community with the following enhancements:

- Resheet an extra 32,000 square metres of roads above the Decline option across the LGA over seven years
- Reconstruct an additional 23,600 square metres of footpath above the Decline option over seven years
- Reconstruct more than 5,500 metres of kerb and gutters
- Council will be able to do the following in our local parks:
  - Install new playgrounds
  - Install shade structures
  - Upgrade amenity blocks
  - Install park exercise equipment
  - Install floodlighting for a sportsground
  - Install solar lighting
  - Upgrade park amenities (BBQ areas and picnic tables)

**Where will the additional money go?**



*Please note: This is an estimate from Engineering Staff based on an assessment of current infrastructure. The allocation of funds is not permanent and can be changed during the seven year period provided it is spent on infrastructure maintenance.*

## How will this affect ratepayers?

<b>DECLINE</b>	2013/ 2014*	(3%) 2014/ 2015	(3%) 2015/ 2016	(3%) 2016/ 2017	(3%) 2017/ 2018	(3%) 2018/ 2019	(3%) 2019/ 2020	(3%) 2020/ 2021	Additional payment at the end of 7 years (23% compounded increase)
Residential:	\$1,043	\$1,074	\$1,106	\$1,139	\$1,174	\$1,209	\$1,245	\$1,282	\$239
Town Centre - Residential:	\$918	\$946	\$974	\$1,003	\$1,033	\$1,064	\$1,096	\$1,129	\$211
Business:	\$2,643	\$2,722	\$2,804	\$2,888	\$2,975	\$3,064	\$3,156	\$3,250	\$607
Business B:	\$10,643	\$10,962	\$11,291	\$11,630	\$11,978	\$12,338	\$12,708	\$13,089	\$2,446
Business C:	\$9,898	\$10,194	\$10,500	\$10,815	\$11,140	\$11,474	\$11,818	\$12,173	\$2,275
Business D:	\$101,346	\$104,387	\$107,518	\$110,744	\$114,066	\$117,488	\$121,013	\$124,643	\$23,297
Town Centre - Minor Business:	\$3,598	\$3,706	\$3,817	\$3,932	\$4,050	\$4,171	\$4,296	\$4,425	\$827
<b>MAINTAIN</b>	2013/ 2014*	(5.5%) 2014/ 2015	(6.5%) 2015/ 2016	(7%) 2016/ 2017	(7.5%) 2017/ 2018	(7.5%) 2018/ 2019	(7.5%) 2019/ 2020	(7.5%) 2020/ 2021	Additional payment at the end of 7 years (60.6% compounded increase)
Residential:	\$1,043	\$1,100	\$1,172	\$1,254	\$1,348	\$1,449	\$1,557	\$1,674	\$631
Town Centre - Residential:	\$918	\$969	\$1,032	\$1,104	\$1,187	\$1,276	\$1,371	\$1,474	\$556
Business:	\$2,643	\$2,788	\$2,969	\$3,177	\$3,416	\$3,672	\$3,947	\$4,243	\$1,600
Business B:	\$10,643	\$11,228	\$11,958	\$12,795	\$13,755	\$14,786	\$15,895	\$17,087	\$6,444
Business C:	\$9,898	\$10,442	\$11,121	\$11,899	\$12,791	\$13,751	\$14,782	\$15,891	\$5,993
Business D:	\$101,346	\$106,920	\$113,870	\$121,841	\$130,979	\$140,802	\$151,363	\$162,715	\$61,369
Town Centre - Minor Business:	\$3,598	\$3,796	\$4,043	\$4,326	\$4,650	\$4,999	\$5,374	\$5,777	\$2,179
<b>IMPROVE</b>	2013/ 2014*	(7.5%) 2014/ 2015	(7.5%) 2015/ 2016	(7.5%) 2016/ 2017	(7.5%) 2017/ 2018	(7.5%) 2018/ 2019	(7.5%) 2019/ 2020	(7.5%) 2020/ 2021	Additional payment at the end of 7 years (65.9% compounded increase)
Residential:	\$1,043	\$1,121	\$1,205	\$1,295	\$1,392	\$1,497	\$1,609	\$1,730	\$687
Town Centre - Residential:	\$918	\$987	\$1,061	\$1,141	\$1,226	\$1,318	\$1,417	\$1,523	\$605
Business:	\$2,643	\$2,841	\$3,054	\$3,283	\$3,530	\$3,794	\$4,079	\$4,385	\$1,742
Business B:	\$10,643	\$11,441	\$12,299	\$13,221	\$14,213	\$15,279	\$16,425	\$17,657	\$7,014
Business C:	\$9,898	\$10,640	\$11,438	\$12,296	\$13,218	\$14,209	\$15,275	\$16,420	\$6,522
Business D:	\$101,346	\$108,947	\$117,118	\$125,902	\$135,345	\$145,495	\$156,408	\$168,138	\$66,792
Town Centre - Minor Business:	\$3,598	\$3,868	\$4,158	\$4,470	\$4,805	\$5,166	\$5,553	\$5,969	\$2,371

\*2013/14 prior to the proposed introduction of SRV

### Media and General Enquiries

During the consultation process elected representatives and staff may be approached by both the media and residents. Councillors and staff should direct the enquirer to the website for information where possible.

It is important to note that this is a consultation stage and no formal decision has been made regarding the various funding options.

A summary of the community consultation will be presented in a Councillor Workshop in late January 2014 and a decision will be made at the first Council Meeting of 2014.

## Community Engagement Process

TIMEFRAME	METHOD OF ENGAGEMENT	ACTION
13 Nov 2013	Website	Website section goes live  Designated section on Council's website, or the creation of a separate micro-site, which will include all the required information
13 - 20 Nov 2013	Mayoral Letter and Special Newsletter	Letter from Mayor  Special newsletter incorporating all the information on SRV such as the impact, alternatives, links to website/survey etc...
13 Nov – 22 Nov	Media Releases	A series of media releases will be distributed to media outlets providing information about the SRV, the impact it will have and how residents can provide feedback (including public hearing dates)
15 Nov 2013	Email to news subscribers	Email containing information on SRV, how to provide feedback, link to the survey and dates for the public meetings
15 Nov 2013	Email to survey focus group	Email will ask for feedback and invite the members to the public meetings
15 Nov 2013	Letter to local Chambers of Commerce	Include information to pass onto members
15 Nov 2013	Letters/emails to community groups	Letters/emails will be sent to community groups  These will include additional information on Council's <i>Rates and Charges Hardship Assistance Policy</i>
19 Nov - Feb 2013-14	Paper advertising: Local papers	Advertisements will include information on SRV, how to comment, links to the website and online survey etc...
22 - 30 Nov 2013	Micromex Phone Survey	Phone survey with a random sample with translators available for CALD members
26 Nov 2013	Live Twitter session	A half hour Q&A session answering questions on SRV
27 Nov – 26 Jan 2013-14	Mayoral Column	Information on SRV as part of Mayoral Column including dates on hearings, where to access information etc...
29 Nov - Feb 2013-14	Paper advertising: Cultural and Linguistically Diverse (CALD) media	Inform CALD members of the community of SRV and how to access information  Articles will be translated into Arabic, Chinese, Greek and Italian
4 & 5 Dec 2013	2 x public meetings	Public meetings will provide information on the SRV and the impact on the conditions of road/paths with and without the increase  Promoted through special newsletter, website, social media, email, mail out to subscribers and advertisements
Dec 2013	Section in Burwood Update Newsletter – December Edition	Section allocated to information on the SRV
Ongoing	Online advertisement	Advertisement will have click through/link to website
Ongoing	Social Media	The Social Media campaign will feature a series of posts on the SRV, linking back to the website and online survey.
Ongoing	Static displays	Signage at Council's facilities: Chambers, Library, Woodstock and EAC
Ongoing	Online survey	Collateral material will advertise the online survey where available

[END OF INFORMATION KIT]



## **INFORMATION TO RATEPAYERS**

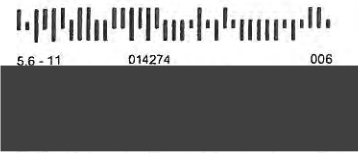
- **Letters to ratepayers:**
  - Residential
  - Residential (Town Centre)
  - Minor Business (Town Centre)
  - Business
  - Business (Category B)
  - Business (Category C)
  - Business (Category D)
  - Mixed Development
- **Special Newsletter**
- **Burwood Update residents newsletter**
  - Front and back page





**Councillor John Faker**  
 Burwood Mayor  
*Working for Our Community*

**Burwood Council**  
 heritage • progress • pride  
 Office of the Mayor



**FILE COPY**

Trim Ref: 13/45918  
 26 November 2013

Dear [REDACTED]

**Funding our future: What is a Special Rate Variation?**

In 2010 and 2013 Burwood Council spoke with the community to find out which services are most important to you.

After hearing your feedback, we identified that one of your key priorities is maintaining our local infrastructure.

Since then, we've carried out an extensive capital works program to improve our local roads, footpaths, parks and facilities. In fact, last financial year we reconstructed 2,200 square metres of footpath, resheeted 1.5 kilometres of asphalt roadway and installed new play equipment in our parks.

Unfortunately, despite our sound financial position, we won't be able to continue improving infrastructure at the current level, as the rising costs associated with these services are higher than the revenue we receive through rate payments.

Currently, Council rates are determined by the Independent Pricing and Regulatory Tribunal (IPART), which sets a 'rate peg'. Rate pegging limits the amount by which councils can increase rate revenue from one year to the next, however it does not take into consideration rising costs and residents' demand for increased services.

In order to maintain and upgrade local infrastructure at the current level, we will need to apply for a Special Rate Variation (SRV) above the current rate peg.

It's now time, as a community, that we decide how we will fund our future.

**What are our options?**

<b>DECLINE IN SERVICE</b> <i>(Option 1)</i>	<b>Current service levels would be maintained in the short term, but later decline. Rates increase only by approved 'rate peg' amount. Council's capital works program may be compromised and priority will be given to essential infrastructure projects.</b>
<b>MAINTAIN SERVICE</b> <i>(Option 2)</i>	<b>Maintain current service levels and priority infrastructure. Rates will increase progressively each year over seven years commencing 2014/15 at a lower rate than Option 3. Council's capital works program may be compromised.</b>
<b>IMPROVE SERVICE</b> <i>(Option 3)</i>	<b>Improved service levels, new capital projects, upgrading and maintenance of existing infrastructure. This is supported by a special variation each year over seven years. The improvements are outlined in the attached newsletter and detailed on the website.</b>

## What is the percentage increase in rates per year?

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	Compounded increase
<b>DECLINE IN SERVICE</b>	3%	3%	3%	3%	3%	3%	3%	23%
<b>MAINTAIN SERVICE</b>	5.5%	6.5%	7%	7.5%	7.5%	7.5%	7.5%	60.6%
<b>IMPROVE SERVICE</b>	7.5%	7.5%	7.5%	7.5%	7.5%	7.5%	7.5%	65.9%

Note: all scenarios include the rate peg adjustment set by IPART estimated at 3%

## What impact will this have on you?

Below is the average annual rate for a **Residential** ratepayer in Burwood under each scenario over the next seven years.

	2013/14 Avg. Rates	2014/15 Avg. Rates	2015/16 Avg. Rates	2016/17 Avg. Rates	2017/18 Avg. Rates	2018/19 Avg. Rates	2019/20 Avg. Rates	2020/21 Avg. Rates	Additional payment at the end of 7 years
<b>DECLINE IN SERVICE</b>	\$1,043*	\$1,074	\$1,106	\$1,139	\$1,174	\$1,209	\$1,245	\$1,282	\$239
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\*Prior to introduction of SRV

## Want to find out more?

For more information on the proposed SRV and to find out how you can have your say, please refer to the attached newsletter or visit Council's website at [burwood.nsw.gov.au](http://burwood.nsw.gov.au).

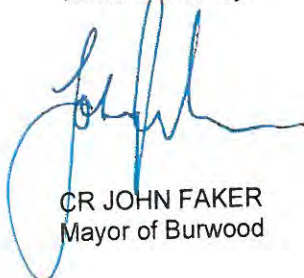
You can also attend one of our public information sessions which will be held at Council Chambers on the following dates:

- Information Session 1:** Wednesday, 4 December  
11am – 12.30pm
- Information Session 2:** Thursday, 5 December  
6pm – 7.30pm

RSVP to [ourfuture@burwood.nsw.gov.au](mailto:ourfuture@burwood.nsw.gov.au) or call Council on 02 9911 9911

I encourage you to participate in this important discussion. Your feedback is essential in ensuring that Burwood remains a proud place to live, work and visit.

Yours sincerely

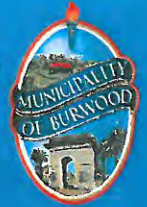


CR JOHN FAKER  
Mayor of Burwood



**Councillor John Faker**  
 Burwood Mayor  
*Working for Our Community*

*Burwood Council*  
 heritage • progress • pride  
 Office of the Mayor



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**FILE COPY**

Trim Ref: 13/45922  
 26 November 2013

Dear

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<b>DECLINE IN SERVICE</b>	3%	3%	3%	3%	3%	3%	3%	23%
<b>MAINTAIN SERVICE</b>	5.5%	6.5%	7%	7.5%	7.5%	7.5%	7.5%	60.6%
<b>IMPROVE SERVICE</b>	7.5%	7.5%	7.5%	7.5%	7.5%	7.5%	7.5%	65.9%

Note: all scenarios include the rate peg adjustment set by IPART estimated at 3%

## What impact will this have on you?

Below is the average annual rate for a **Residential (Town Centre)** ratepayer in Burwood under each scenario over the next seven years.

	2013/14 Avg. Rates	2014/15 Avg. Rates	2015/16 Avg. Rates	2016/17 Avg. Rates	2017/18 Avg. Rates	2018/19 Avg. Rates	2019/20 Avg. Rates	2020/21 Avg. Rates	Additional payment at the end of 7 years
<b>DECLINE IN SERVICE</b>	\$918*	\$946	\$974	\$1,003	\$1,033	\$1,064	\$1,096	\$1,129	\$211
<b>MAINTAIN SERVICE</b>	\$918*	\$969	\$1,032	\$1,104	\$1,187	\$1,276	\$1,371	\$1,474	\$556
<b>IMPROVE SERVICE</b>	\$918*	\$987	\$1,061	\$1,141	\$1,226	\$1,318	\$1,417	\$1,523	\$605

\*Prior to introduction of SRV

## Want to find out more?

For more information on the proposed SRV and to find out how you can have your say, please refer to the attached newsletter or visit Council's website at [burwood.nsw.gov.au](http://burwood.nsw.gov.au).

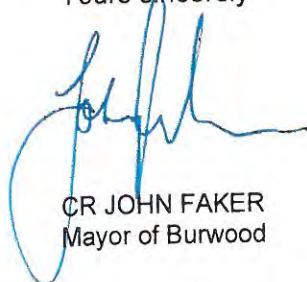
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I encourage you to participate in this important discussion. Your feedback is essential in ensuring that Burwood remains a proud place to live, work and visit.

Yours sincerely



CR JOHN FAKER  
Mayor of Burwood



**FILE COPY**



Trim Ref: 13/45921  
 26 November 2013

Dear

**Funding our future: What is a Special Rate Variation?**

In 2010 and 2013 Burwood Council spoke with the community to find out which services are most important to you.

After hearing your feedback, we identified that one of your key priorities is maintaining our local infrastructure.

Since then, we've carried out an extensive capital works program to improve our local roads, footpaths, parks and facilities. In fact, last financial year we reconstructed 2,200 square metres of footpath, resheeted 1.5 kilometres of asphalt roadway and installed new play equipment in our parks.

Unfortunately, despite our sound financial position, we won't be able to continue improving infrastructure at the current level, as the rising costs associated with these services are higher than the revenue we receive through rate payments.

Currently, Council rates are determined by the Independent Pricing and Regulatory Tribunal (IPART), which sets a 'rate peg'. Rate pegging limits the amount by which councils can increase rate revenue from one year to the next, however it does not take into consideration rising costs and residents' demand for increased services.

In order to maintain and upgrade local infrastructure at the current level, we will need to apply for a Special Rate Variation (SRV) above the current rate peg.

It's now time, as a community, that we decide how we will fund our future.

**What are our options?**

<b>DECLINE IN SERVICE</b> <i>(Option 1)</i>	<b>Current service levels would be maintained in the short term, but later decline.</b> Rates increase only by approved 'rate peg' amount. Council's capital works program may be compromised and priority will be given to essential infrastructure projects.
<b>MAINTAIN SERVICE</b> <i>(Option 2)</i>	<b>Maintain current service levels and priority infrastructure.</b> Rates will increase progressively each year over seven years commencing 2014/15 at a lower rate than Option 3. Council's capital works program may be compromised.
<b>IMPROVE SERVICE</b> <i>(Option 3)</i>	<b>Improved service levels, new capital projects, upgrading and maintenance of existing infrastructure.</b> This is supported by a special variation each year over seven years. The improvements are outlined in the attached newsletter and detailed on the website.

## What is the percentage increase in rates per year?

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	Compounded increase
<b>DECLINE IN SERVICE</b>	3%	3%	3%	3%	3%	3%	3%	23%
<b>MAINTAIN SERVICE</b>	5.5%	6.5%	7%	7.5%	7.5%	7.5%	7.5%	60.6%
<b>IMPROVE SERVICE</b>	7.5%	7.5%	7.5%	7.5%	7.5%	7.5%	7.5%	65.9%

Note: all scenarios include the rate peg adjustment set by IPART estimated at 3%

## What impact will this have on you?

Below is the average annual rate for a **Minor Business (Town Centre)** ratepayer in Burwood under each scenario over the next seven years.

	2013/14 Avg. Rates	2014/15 Avg. Rates	2015/16 Avg. Rates	2016/17 Avg. Rates	2017/18 Avg. Rates	2018/19 Avg. Rates	2019/20 Avg. Rates	2020/21 Avg. Rates	Additional payment at the end of 7 years
<b>DECLINE IN SERVICE</b>	\$3,598*	\$3,706	\$3,817	\$3,932	\$4,050	\$4,171	\$4,296	\$4,425	\$827
<b>MAINTAIN SERVICE</b>	\$3,598*	\$3,796	\$4,043	\$4,326	\$4,650	\$4,999	\$5,374	\$5,777	\$2,179
<b>IMPROVE SERVICE</b>	\$3,598*	\$3,868	\$4,158	\$4,470	\$4,805	\$5,166	\$5,553	\$5,969	\$2,371

\* Prior to introduction of SRV

## Want to find out more?

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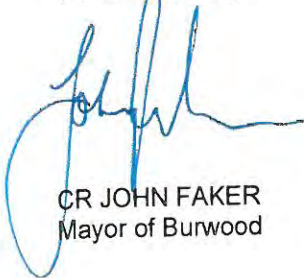
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Yours sincerely



CR JOHN FAKER  
Mayor of Burwood



**Councillor John Faker**

Burwood Mayor

*Working for Our Community*

**Burwood Council**

heritage • progress • pride

Office of the Mayor



**FILE COPY**

Trim Ref: 13/45917  
26 November 2013

Dear [REDACTED]

### Funding our future: What is a Special Rate Variation?

In 2010 and 2013 Burwood Council spoke with the community to find out which services are most important to you.

After hearing your feedback, we identified that one of your key priorities is maintaining our local infrastructure.

Since then, we've carried out an extensive capital works program to improve our local roads, footpaths, parks and facilities. In fact, last financial year we reconstructed 2,200 square metres of footpath, resheeted 1.5 kilometres of asphalt roadway and installed new play equipment in our parks.

Unfortunately, despite our sound financial position, we won't be able to continue improving infrastructure at the current level, as the rising costs associated with these services are higher than the revenue we receive through rate payments.

Currently, Council rates are determined by the Independent Pricing and Regulatory Tribunal (IPART), which sets a 'rate peg'. Rate pegging limits the amount by which councils can increase rate revenue from one year to the next, however it does not take into consideration rising costs and residents' demand for increased services.

In order to maintain and upgrade local infrastructure at the current level, we will need to apply for a Special Rate Variation (SRV) above the current rate peg.

It's now time, as a community, that we decide how we will fund our future.

### What are our options?

<b>DECLINE IN SERVICE</b> (Option 1)	<b>Current service levels would be maintained in the short term, but later decline.</b> Rates increase only by approved 'rate peg' amount. Council's capital works program may be compromised and priority will be given to essential infrastructure projects.
<b>MAINTAIN SERVICE</b> (Option 2)	<b>Maintain current service levels and priority infrastructure.</b> Rates will increase progressively each year over seven years commencing 2014/15 at a lower rate than Option 3. Council's capital works program may be compromised.
<b>IMPROVE SERVICE</b> (Option 3)	<b>Improved service levels, new capital projects, upgrading and maintenance of existing infrastructure.</b> This is supported by a special variation each year over seven years. The improvements are outlined in the attached newsletter and detailed on the website.

## What is the percentage increase in rates per year?

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	Compounded increase
<b>DECLINE IN SERVICE</b>	3%	3%	3%	3%	3%	3%	3%	23%
<b>MAINTAIN SERVICE</b>	5.5%	6.5%	7%	7.5%	7.5%	7.5%	7.5%	60.6%
<b>IMPROVE SERVICE</b>	7.5%	7.5%	7.5%	7.5%	7.5%	7.5%	7.5%	65.9%

Note: all scenarios include the rate peg adjustment set by IPART estimated at 3%

## What impact will this have on you?

Below is the average annual rate for a **Business** ratepayer in Burwood under each scenario over the next seven years.

	2013/14 Avg. Rates	2014/15 Avg. Rates	2015/16 Avg. Rates	2016/17 Avg. Rates	2017/18 Avg. Rates	2018/19 Avg. Rates	2019/20 Avg. Rates	2020/21 Avg. Rates	Additional payment at the end of 7 years
<b>DECLINE IN SERVICE</b>	\$2,643*	\$2,722	\$2,804	\$2,888	\$2,975	\$3,064	\$3,156	\$3,250	\$607
<b>MAINTAIN SERVICE</b>	\$2,643*	\$2,788	\$2,969	\$3,177	\$3,416	\$3,672	\$3,947	\$4,243	\$1,600
<b>IMPROVE SERVICE</b>	\$2,643*	\$2,841	\$3,054	\$3,283	\$3,530	\$3,794	\$4,079	\$4,385	\$1,742

\* Prior to introduction of SRV

## Want to find out more?

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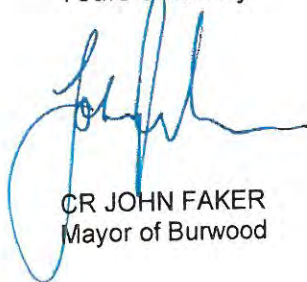
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Yours sincerely



CR JOHN FAKER  
Mayor of Burwood



**FILE COPY**

Trim Ref: 13/45919  
 26 November 2013



**Funding our future: What is a Special Rate Variation?**

In 2010 and 2013 Burwood Council spoke with the community to find out which services are most important to you.

After hearing your feedback, we identified that one of your key priorities is maintaining our local infrastructure.

Since then, we've carried out an extensive capital works program to improve our local roads, footpaths, parks and facilities. In fact, last financial year we reconstructed 2,200 square metres of footpath, resheeted 1.5 kilometres of asphalt roadway and installed new play equipment in our parks.

Unfortunately, despite our sound financial position, we won't be able to continue improving infrastructure at the current level, as the rising costs associated with these services are higher than the revenue we receive through rate payments.

Currently, Council rates are determined by the Independent Pricing and Regulatory Tribunal (IPART), which sets a 'rate peg'. Rate pegging limits the amount by which councils can increase rate revenue from one year to the next, however it does not take into consideration rising costs and residents' demand for increased services.

In order to maintain and upgrade local infrastructure at the current level, we will need to apply for a Special Rate Variation (SRV) above the current rate peg.

It's now time, as a community, that we decide how we will fund our future.

**What are our options?**

<b>DECLINE IN SERVICE</b> <i>(Option 1)</i>	<b>Current service levels would be maintained in the short term, but later decline.</b> Rates increase only by approved 'rate peg' amount. Council's capital works program may be compromised and priority will be given to essential infrastructure projects.
<b>MAINTAIN SERVICE</b> <i>(Option 2)</i>	<b>Maintain current service levels and priority infrastructure.</b> Rates will increase progressively each year over seven years commencing 2014/15 at a lower rate than Option 3. Council's capital works program may be compromised.
<b>IMPROVE SERVICE</b> <i>(Option 3)</i>	<b>Improved service levels, new capital projects, upgrading and maintenance of existing infrastructure.</b> This is supported by a special variation each year over seven years. The improvements are outlined in the attached newsletter and detailed on the website.

## What is the percentage increase in rates per year?

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	Compounded increase
<b>DECLINE IN SERVICE</b>	3%	3%	3%	3%	3%	3%	3%	23%
<b>MAINTAIN SERVICE</b>	5.5%	6.5%	7%	7.5%	7.5%	7.5%	7.5%	60.6%
<b>IMPROVE SERVICE</b>	7.5%	7.5%	7.5%	7.5%	7.5%	7.5%	7.5%	65.9%

Note: all scenarios include the rate peg adjustment set by IPART estimated at 3%

## What impact will this have on you?

Below is the average annual rate for a **Business (Category B)** ratepayer in Burwood under each scenario over the next seven years.

	2013/14 Avg. Rates	2014/15 Avg. Rates	2015/16 Avg. Rates	2016/17 Avg. Rates	2017/18 Avg. Rates	2018/19 Avg. Rates	2019/20 Avg. Rates	2020/21 Avg. Rates	Additional payment at the end of 7 years
<b>DECLINE IN SERVICE</b>	\$10,643*	\$10,962	\$11,291	\$11,630	\$11,978	\$12,338	\$12,708	\$13,089	\$2,446
<b>MAINTAIN SERVICE</b>	\$10,643*	\$11,228	\$11,958	\$12,795	\$13,755	\$14,786	\$15,895	\$17,087	\$6,444
<b>IMPROVE SERVICE</b>	\$10,643*	\$11,441	\$12,299	\$13,221	\$14,213	\$15,279	\$16,425	\$17,657	\$7,014

\* Prior to introduction of SRV

## Want to find out more?

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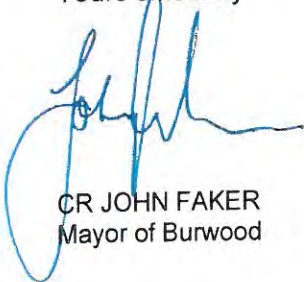
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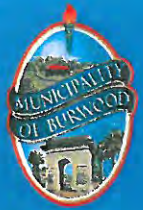
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Yours sincerely



CR JOHN FAKER  
Mayor of Burwood



**FILE COPY**

Trim Ref: 13/45920  
26 November 2013

### Funding our future: What is a Special Rate Variation?

In 2010 and 2013 Burwood Council spoke with the community to find out which services are most important to you.

After hearing your feedback, we identified that one of your key priorities is maintaining our local infrastructure.

Since then, we've carried out an extensive capital works program to improve our local roads, footpaths, parks and facilities. In fact, last financial year we reconstructed 2,200 square metres of footpath, resheeted 1.5 kilometres of asphalt roadway and installed new play equipment in our parks.

Unfortunately, despite our sound financial position, we won't be able to continue improving infrastructure at the current level, as the rising costs associated with these services are higher than the revenue we receive through rate payments.

Currently, Council rates are determined by the Independent Pricing and Regulatory Tribunal (IPART), which sets a 'rate peg'. Rate pegging limits the amount by which councils can increase rate revenue from one year to the next, however it does not take into consideration rising costs and residents' demand for increased services.

In order to maintain and upgrade local infrastructure at the current level, we will need to apply for a Special Rate Variation (SRV) above the current rate peg.

It's now time, as a community, that we decide how we will fund our future.

#### What are our options?

<b>DECLINE IN SERVICE</b> (Option 1)	<b>Current service levels would be maintained in the short term, but later decline.</b> Rates increase only by approved 'rate peg' amount. Council's capital works program may be compromised and priority will be given to essential infrastructure projects.
<b>MAINTAIN SERVICE</b> (Option 2)	<b>Maintain current service levels and priority infrastructure.</b> Rates will increase progressively each year over seven years commencing 2014/15 at a lower rate than Option 3. Council's capital works program may be compromised.
<b>IMPROVE SERVICE</b> (Option 3)	<b>Improved service levels, new capital projects, upgrading and maintenance of existing infrastructure.</b> This is supported by a special variation each year over seven years. The improvements are outlined in the attached newsletter and detailed on the website.



## What is the percentage increase in rates per year?

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	Compounded increase
<b>DECLINE IN SERVICE</b>	3%	3%	3%	3%	3%	3%	3%	23%
<b>MAINTAIN SERVICE</b>	5.5%	6.5%	7%	7.5%	7.5%	7.5%	7.5%	60.6%
<b>IMPROVE SERVICE</b>	7.5%	7.5%	7.5%	7.5%	7.5%	7.5%	7.5%	65.9%

Note: all scenarios include the rate peg adjustment set by IPART estimated at 3%

## What impact will this have on you?

Below is the average annual rate for a **Business (Category C)** ratepayer in Burwood under each scenario over the next seven years.

	2013/14 Avg. Rates	2014/15 Avg. Rates	2015/16 Avg. Rates	2016/17 Avg. Rates	2017/18 Avg. Rates	2018/19 Avg. Rates	2019/20 Avg. Rates	2020/21 Avg. Rates	Additional payment at the end of 7 years
<b>DECLINE IN SERVICE</b>	\$9,898*	\$10,194	\$10,500	\$10,815	\$11,140	\$11,474	\$11,818	\$12,173	\$2,275
<b>MAINTAIN SERVICE</b>	\$9,898*	\$10,442	\$11,121	\$11,899	\$12,791	\$13,751	\$14,782	\$15,891	\$5,993
<b>IMPROVE SERVICE</b>	\$9,898*	\$10,640	\$11,438	\$12,296	\$13,218	\$14,209	\$15,275	\$16,420	\$6,522

\* Prior to introduction of SRV

## Want to find out more?

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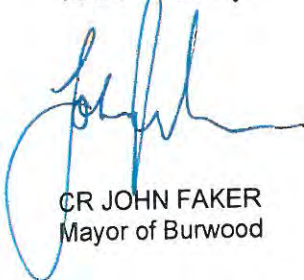
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Yours sincerely



CR JOHN FAKER  
Mayor of Burwood



**FILE COPY**

Trim Ref: 13/45923  
 26 November 2013

D

**Funding our future: What is a Special Rate Variation?**

In 2010 and 2013 Burwood Council spoke with the community to find out which services are most important to you.

After hearing your feedback, we identified that one of your key priorities is maintaining our local infrastructure.

Since then, we've carried out an extensive capital works program to improve our local roads, footpaths, parks and facilities. In fact, last financial year we reconstructed 2,200 square metres of footpath, resheeted 1.5 kilometres of asphalt roadway and installed new play equipment in our parks.

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In order to maintain and upgrade local infrastructure at the current level, we will need to apply for a Special Rate Variation (SRV) above the current rate peg.

It's now time, as a community, that we decide how we will fund our future.

**What are our options?**

<b>DECLINE IN SERVICE</b> <i>(Option 1)</i>	<b>Current service levels would be maintained in the short term, but later decline.</b> Rates increase only by approved 'rate peg' amount. Council's capital works program may be compromised and priority will be given to essential infrastructure projects.
<b>MAINTAIN SERVICE</b> <i>(Option 2)</i>	<b>Maintain current service levels and priority infrastructure.</b> Rates will increase progressively each year over seven years commencing 2014/15 at a lower rate than Option 3. Council's capital works program may be compromised.
<b>IMPROVE SERVICE</b> <i>(Option 3)</i>	<b>Improved service levels, new capital projects, upgrading and maintenance of existing infrastructure.</b> This is supported by a special variation each year over seven years. The improvements are outlined in the attached newsletter and detailed on the website.

## What is the percentage increase in rates per year?

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	Compounded increase
<b>DECLINE IN SERVICE</b>	3%	3%	3%	3%	3%	3%	3%	23%
<b>MAINTAIN SERVICE</b>	5.5%	6.5%	7%	7.5%	7.5%	7.5%	7.5%	60.6%
<b>IMPROVE SERVICE</b>	7.5%	7.5%	7.5%	7.5%	7.5%	7.5%	7.5%	65.9%

Note: all scenarios include the rate peg adjustment set by IPART estimated at 3%

## What impact will this have on you?

Below is the average annual rate for a **Business (Category D)** ratepayer in Burwood under each scenario over the next seven years.

	2013/14 Avg. Rates	2014/15 Avg. Rates	2015/16 Avg. Rates	2016/17 Avg. Rates	2017/18 Avg. Rates	2018/19 Avg. Rates	2019/20 Avg. Rates	2020/21 Avg. Rates	Additional payment at the end of 7 years
<b>DECLINE IN SERVICE</b>	\$101,346*	\$104,387	\$107,518	\$110,744	\$114,066	\$117,488	\$121,013	\$124,643	\$23,297
<b>MAINTAIN SERVICE</b>	\$101,346*	\$106,920	\$113,870	\$121,841	\$130,979	\$140,802	\$151,363	\$162,715	\$61,369
<b>IMPROVE SERVICE</b>	\$101,346*	\$108,947	\$117,118	\$125,902	\$135,345	\$145,495	\$156,408	\$168,138	\$66,792

\* Prior to introduction of SRV

## Want to find out more?

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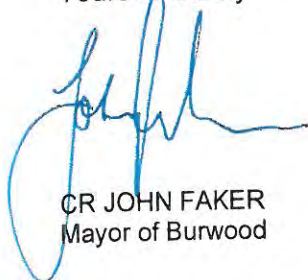
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Yours sincerely



CR JOHN FAKER  
Mayor of Burwood



**FILE COPY**

Trim Ref: 13/46289  
 26 November 2013

Dear [REDACTED]

**Funding our future: What is a Special Rate Variation?**

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It's now time, as a community, that we decide how we will fund our future.

**What are our options?**

<b>DECLINE IN SERVICE</b> <i>(Option 1)</i>	<b>Current service levels would be maintained in the short term, but later decline.</b> Rates increase only by approved 'rate peg' amount. <i>Council's capital works program may be compromised and priority will be given to essential infrastructure projects.</i>
<b>MAINTAIN SERVICE</b> <i>(Option 2)</i>	<b>Maintain current service levels and priority infrastructure.</b> Rates will increase progressively each year over seven years commencing 2014/15 at a lower rate than Option 3. <i>Council's capital works program may be compromised.</i>
<b>IMPROVE SERVICE</b> <i>(Option 3)</i>	<b>Improved service levels, new capital projects, upgrading and maintenance of existing infrastructure.</b> <i>This is supported by a special variation each year over seven years. The improvements are outlined in the attached newsletter and detailed on the website.</i>

## What is the percentage increase in rates per year?

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	Cumulative Impact
<b>DECLINE IN SERVICE</b>	3%	3%	3%	3%	3%	3%	3%	23%
<b>MAINTAIN SERVICE</b>	5.5%	6.5%	7%	7.5%	7.5%	7.5%	7.5%	60.6%
<b>IMPROVE SERVICE</b>	7.5%	7.5%	7.5%	7.5%	7.5%	7.5%	7.5%	65.9%

Note: all scenarios include the rate peg adjustment set by IPART estimated at 3%

## What impact will this have on you?

DECLINE	2013/ 2014*	(3%) 2014/ 2015	(3%) 2015/ 2016	(3%) 2016/ 2017	(3%) 2017/ 2018	(3%) 2018/ 2019	(3%) 2019/ 2020	(3%) 2020/ 2021	Additional payment at the end of 7 years (23% compounded increase)
Residential:	\$1,043	\$1,074	\$1,106	\$1,139	\$1,174	\$1,209	\$1,245	\$1,282	\$239
Town Centre - Residential:	\$918	\$946	\$974	\$1,003	\$1,033	\$1,064	\$1,096	\$1,129	\$211
Business:	\$2,643	\$2,722	\$2,804	\$2,888	\$2,975	\$3,064	\$3,156	\$3,250	\$607
Business B:	\$10,643	\$10,962	\$11,291	\$11,630	\$11,978	\$12,338	\$12,708	\$13,089	\$2,446
Business C:	\$9,898	\$10,194	\$10,500	\$10,815	\$11,140	\$11,474	\$11,818	\$12,173	\$2,275
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Business C:	\$9,898	\$10,442	\$11,121	\$11,899	\$12,791	\$13,751	\$14,782	\$15,891	\$5,993
Business D:	\$101,346	\$106,920	\$113,870	\$121,841	\$130,979	\$140,802	\$151,363	\$162,715	\$61,369
Town Centre - Minor Business:	\$3,598	\$3,796	\$4,043	\$4,326	\$4,650	\$4,999	\$5,374	\$5,777	\$2,179
<b>IMPROVE</b>	2013/ 2014*	(7.5%) 2014/ 2015	(7.5%) 2015/ 2016	(7.5%) 2016/ 2017	(7.5%) 2017/ 2018	(7.5%) 2018/ 2019	(7.5%) 2019/ 2020	(7.5%) 2020/ 2021	Additional payment at the end of 7 years (65.9% compounded increase)
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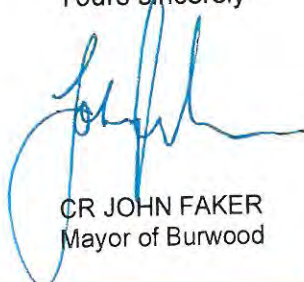
\*2013/14 - Prior to introduction of SRV

## Want to find out more?

For more information on the proposed SRV and to find out how you can have your say, please refer to the attached newsletter or visit Council's website at [burwood.nsw.gov.au](http://burwood.nsw.gov.au).

I encourage you to participate in this important discussion. Your feedback is essential in ensuring that Burwood remains a proud place to live, work and visit.

Yours sincerely



CR JOHN FAKER  
Mayor of Burwood



News from Your Council

# Burwood Update

Special Edition Nov 2013

BURWOOD BURWOOD HEIGHTS CROYDON CROYDON PARK ENFIELD STRATHFIELD




Over the past few years, Council has carried out an extensive capital works program in order to keep our community's infrastructure to the best possible standards.

In addition to providing public amenity, these works improve the look of our streets and local parks and help increase safety and accessibility in the area.

In order for Council to continue to provide this service at our current level, we will need to find additional funding. The most sustainable option is to apply for a Special Rate Variation (SRV).

This special newsletter will provide you with all the information you need to know about SRVs, including why we need a SRV, the different options available, what impact it will have on you, where the money will go, and how you can have your say.

We are asking for you to help decide how we will fund our future. This is an important decision for us to make as a community, please join the discussion and have your say to ensure that Burwood remains a proud place to live, work and visit.

  
Cr John Faker  
Mayor of Burwood

## funding our future

### What is a Special Rate Variation (SRV)?

Rate pegging was introduced by the NSW Government in 1977 to limit the amount by which councils can increase rate revenue from one year to the next.

Currently, council rates are determined by the Independent Pricing and Regulatory Tribunal (IPART), which sets a 'rate peg', however it does not take into consideration rising costs and residents' demand for increased services.

As a result, councils are able to apply for a SRV in order to set rates higher than the rate peg for up to a seven year period.

### Why do we need a SRV?

Our major source of revenue has been limited in growth because of rate pegging. Despite our sound financial position, the community's increasing demand for services and the rising costs associated with providing them will mean that Council will not be able to address the backlog in infrastructure.

Without a SRV, Council will only be able to upgrade roads, footpaths, kerbs and gutters that are considered a high priority and other important Council services may be compromised in order to fund infrastructure upgrades.

### What are our options?

As a community, we must decide on the most suitable funding option for our future.

#### Decline in Service:

Current service levels would be maintained in the short term, but later decline.

*Increase by approved 'rate peg' (estimated 3% ) each year.*

#### Sustain Service:

Maintain current service levels and priority infrastructure.

*Progressive increase each year over 7 years (5.5%, 6.5%, 7%, 7.5%, 7.5%, 7.5%, 7.5%)*

#### Improve Service

Improved service levels, new capital projects, upgrading and maintenance of existing infrastructure.

*7.5% variation each year over 7 years*



## Local Infrastructure

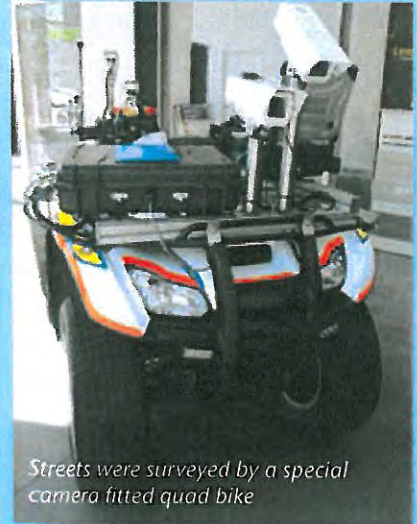
In 2012, Council undertook an extensive audit of all the roads, footpaths, kerbs and gutter in the LGA. Quad bikes and vans, fitted with state-of-the-art cameras, surveyed the area collecting vital data to help identify which infrastructure required the most urgent attention.

Each footpath, road, kerb and gutter was given a category ranking from 1-5 based on their condition, forming the basis of Council's long term capital works management strategy:

- Condition 1-2 = Green / Good
- Condition 3 = Orange / Medium
- Condition 4-5 = Red / Poor

This year, Council was successful in receiving \$2 million in loans from the State Government in two rounds of the Local Infrastructure Renewal Scheme (LIRS). Although Council is currently applying for an additional \$2m in the third round of the LIRS, these loans will not be a sustainable long term funding option to tackle a backlog in infrastructure.

Without a SRV, Council will only be able to upgrade roads, footpaths, kerbs and gutters that are considered a high priority and other important Council services may likely be compromised in order to fund infrastructure upgrades.



Streets were surveyed by a special camera fitted quad bike

## What are we currently spending?

	Capital	Maintenance
Roads	\$250,000	\$227,000
Footpaths	\$175,000	\$237,000
Kerb and Gutter	\$100,000	\$189,000
Parks	\$155,000	\$2,200,000
Traffic facilities	\$100,000	\$0
Streetscape	\$0	\$261,000
Car Parks	\$0	\$106,000
Graffiti removal	\$0	\$129,000

\* In addition, Council successfully obtained a total of \$2million in loans in two rounds of the Local Infrastructure Renewal Scheme (LIRS) and will apply for a further \$2 million in round 3 of the LIRS.

## What you've asked for

Earlier this year, Council conducted a comprehensive community satisfaction survey, to determine whether the key strategic directions identified in the 20 year community plan are still relevant.

According to the survey, more than 80 per cent of residents believed maintaining local roads and footpaths was important.

Your priorities were incorporated into Council's long term strategic plans including the Community Strategic Plan, which form the blueprint of all activities Council will undertake in the next four to ten years.

In order for Council to continue maintaining local roads and footpaths at this level and maintain a satisfaction level above the benchmark, Council will require additional funding.

## How we've improved

Over the past few years we have concentrated on making Burwood Council stronger, more efficient and more strategic.

This has been achieved through a number of ways:

- Implemented an organisational restructure
- Instigated a large number of service reviews, making our Council more efficient and generating savings
- Implemented a property strategy, generating income over \$47 million
- Introduced an independent auditor and Audit Committee
- Review of Major Projects such as the former Civic Precinct
- Developed a Long Term Financial Plan and Community Strategic Plan

These achievements were recognised this year in the NSW Treasury's report on Local Government sustainability which identified Burwood as one of only 5 councils in NSW with a financially positive future.

Despite maximising efficiencies to better align service delivery with community expectation, these actions are not enough for Council to continue to address the backlog in infrastructure without compromising other services.

## How will it affect you?

Below are the average annual rates for ratepayers in Burwood under each scenario over the next seven years.

<b>DECLINE</b> (23% compounded increase)	2013/ 2014*	(3%) 2014/ 2015	(3%) 2015/ 2016	(3%) 2016/ 2017	(3%) 2017/ 2018	(3%) 2018/ 2019	(3%) 2019/ 2020	(3%) 2020/ 2021	Additional payment at the end of 7 years
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<b>MAINTAIN</b> (60.6% compounded increase)	2013/ 2014*	(5.5%) 2014/ 2015	(6.5%) 2015/ 2016	(7%) 2016/ 2017	(7.5%) 2017/ 2018	(7.5%) 2018/ 2019	(7.5%) 2019/ 2020	(7.5%) 2020/ 2021	Additional payment at the end of 7 years
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<b>IMPROVE</b> (65.9% compounded increase)	2013/ 2014*	(7.5%) 2014/ 2015	(7.5%) 2015/ 2016	(7.5%) 2016/ 2017	(7.5%) 2017/ 2018	(7.5%) 2018/ 2019	(7.5%) 2019/ 2020	(7.5%) 2020/ 2021	Additional payment at the end of 7 years
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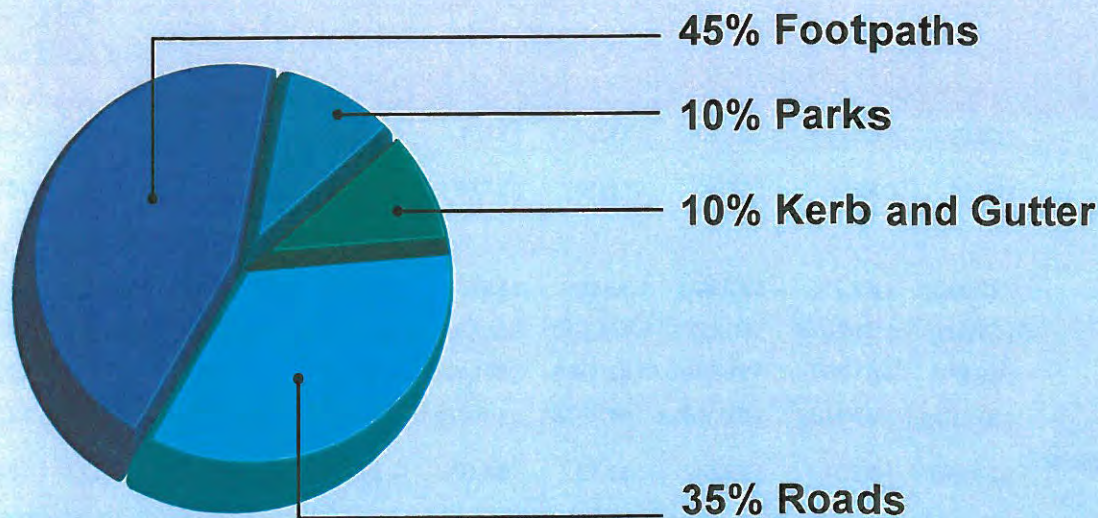
Note: All scenarios include the rate peg adjustment set by IPART estimated at 3%

After the seventh year of the SRV, the rates will return to 3% 'rate peg' determined by IPART.



## Where will the money go?

Council will allocate the additional funds raised from the SRV to the following services:



### Roads

Maintaining local roads is a high priority for Council. In fact, last year alone we resheeted 1.5 kilometres of asphalt roadway, providing increased safety for motorists and pedestrians in the area.

#### Decline (Rate Peg):

Under the rate peg option, Council will be able to resheet 18,700 square metres of road over a seven year period. This will allow Council to upgrade Condition 5 roads but not maintain higher category roads, which will lead to a decline in road quality over seven years.

#### Maintain (Progressive SRV):

A progressive SRV means that Council can maintain its current level of service and resheet 49,300 square metres of roads over a seven year period.

#### Improve (7.5% SRV):

Under this option, Council will be able to resheet close to 54,000 square metres of roads over seven years, improving the quality of roads across the LGA.



### Footpaths

There are more than 170km of footpaths in Burwood LGA which are used everyday by pedestrians on their way to work, school or simply taking a stroll. Damaged footpaths can present a safety risk and can limit accessibility to certain areas for some residents.

#### Decline:

Without a SRV, Council will only be able to reconstruct 18,000 square metres of footpath over seven years. This may result in short term solutions such as patch working being undertaken to fix damaged footpaths.

#### Maintain:

Under this option, Council can reconstruct 49,000 square metres of footpath over seven years.

#### Improve:

Council will be able to reconstruct more than 53,000 square metres of footpath over seven years.



## Kerb and Gutter

Kerb and gutters must be maintained in order to assist storm water drainage and improve streetscape.

Under the Improve option, Council will be able to reconstruct more than 5,300 metres of kerb and gutters.



*Example of a Condition 5 kerb and gutter*



*We require an additional \$6,100,000 over 7 years to maintain our roads, footpaths, kerbs and gutters.*

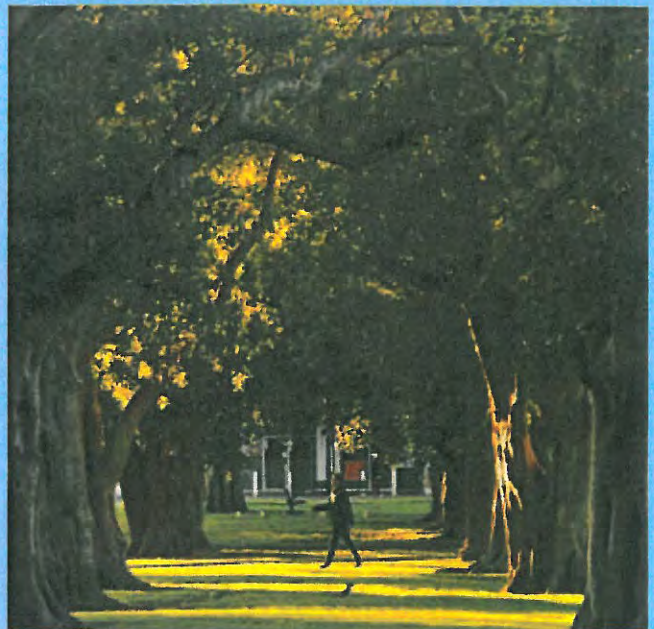
## Parks

Burwood has 40 hectares of public parks and reserves, spanning across six suburbs.

Over the past few years, Council has been installing new play equipment, shade structures and fencing in parks around the area in order to improve safety for children and families.

With the funding received from the Improve option, Council will be able to do the following in our local parks:

- Install new playgrounds
- Install shade structures
- Upgrade amenity blocks
- Install park exercise equipment
- Install floodlighting for a sportsground
- Install solar lighting
- Upgrade park amenities (BBQ areas and picnic tables)



*New playground in Burwood Park*



## Have your say

Join the discussion and have your say on our funding future.

### Take Our Online Survey:

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

### Social Media:

-  /BurwoodCouncil
-  @BurwoodCouncil

### Information Sessions at Council Chambers:

- Wednesday, 4 Dec (11am – 12.30pm)
- Thursday, 5 Dec (6pm – 7.30pm)

RSVP to [ourfuture@burwood.nsw.gov.au](mailto:ourfuture@burwood.nsw.gov.au) or phone Council

Mail: PO Box 240, Burwood 1805

Phone: 02 9911 9911

Email: [ourfuture@burwood.nsw.gov.au](mailto:ourfuture@burwood.nsw.gov.au)

In Person: Level 2, 1-17 Elsie Street, Burwood

Visit [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au) for more information.

업데이트된 버우드시 정보책자 내용 중에 문의가 있으시면, 버우드 시의회로 직접 오시거나 혹은 통역인 서비스가 필요하시면 13 14 50 으로 전화하시고 9911 9911 버우드 시로 전화주셔도 됩니다.

Se non riuscite a capire le informazioni contenute in questa edizione di Burwood Update, potete venire al Council Chambers o chiamare il numero servizio interpreti 13 14 50 e chiedere di parlare con il nostro Council al 9911 9911.

如果你不明白有关Burwood市现代化这项信息所包含的内容, 请亲临市议会的会议厅或致电传译服务热线 13 14 50. 要求与市议会交谈电话: 9911 9911

## Your Councillors



Cr John Faker (Mayor)  
9911 9916  
[mayer@burwood.nsw.gov.au](mailto:mayer@burwood.nsw.gov.au)



Cr Tony Doueithi (Deputy Mayor)  
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Cr Sally Deans  
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Cr Lesley Furneaux-Cook  
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[lesley.furneaux-cook@burwood.nsw.gov.au](mailto:lesley.furneaux-cook@burwood.nsw.gov.au)

إذا كنت لا تفهم هذه المعلومات الواردة في العدد الجديد، يمكنك الذهاب الى مركز البلدية او يمكنك الاتصال بخدمة الترجمة على رقم ١٣١٤٥٠ واطلب التكم مع بلديتنا هاتف رقم: ٩٩١١٩٩١١

अगर आप 'बरवुड अपडेट' के इस अंक में दी गई जानकारी समझ नहीं पाते तो आप काउंसिल सदरन पर आ सकते हैं या दुभाषिया सेवा द्वारा 13 14 50 नंबर पर हमारी काउंसिल से 02 9911 9911 पर बात करने के लिये पूछ सकते हैं।

### CONTACT COUNCIL

#### COUNCIL CHAMBERS

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PO Box 240 Burwood NSW 1805

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F: 9911 9900

E: [council@burwood.nsw.gov.au](mailto:council@burwood.nsw.gov.au)  
(service counter operates Mon-Fri, 8.30am-4.45pm)

#### BURWOOD LIBRARY

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Burwood NSW 2134

T: 9911 9999

E: [library@burwood.nsw.gov.au](mailto:library@burwood.nsw.gov.au)  
(Open Mon-Fri 9.30am-8pm, Sat 9.30am-4pm, Sun 12pm-4pm)

#### ENFIELD AQUATIC CENTRE

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Ph 9747 4319



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[george.mannah@burwood.nsw.gov.au](mailto:george.mannah@burwood.nsw.gov.au)



Cr Justin Taunton  
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[justin.taunton@burwood.nsw.gov.au](mailto:justin.taunton@burwood.nsw.gov.au)



Cr Ernest Wong  
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[ernest.wong@burwood.nsw.gov.au](mailto:ernest.wong@burwood.nsw.gov.au)



News from Your Council

# Burwood Update

SUMMER 2013

BURWOOD • BURWOOD HEIGHTS • CROYDON • CROYDON PARK • ENFIELD • STRATHFIELD



## Mayor's Message

The festive season provides us with an opportunity to reflect on the year that has passed before the New Year arrives, and 2013 has been full of achievements for Council.

Building on the success of 2012, we have continued to deliver a high level of service to the community to ensure that our area remains a proud place to live.

Throughout the year, we have made a concentrated effort to ensure our area remains a safe place. Working in conjunction with Burwood Police, Council's WatchOut Program led to a 44 per cent reduction in robbery offences in the area. This was achieved through our extensive CCTV network, installation of information signage and improved lighting in busy areas.

In addition to enhancing safety in the community, Council remains committed to upgrading and maintaining our local infrastructure. Working under an extensive capital works program, Council resheeted more than 1.5 kilometres of asphalt road and reconstructed more than 2,200 square metres of footpath in the last financial year.

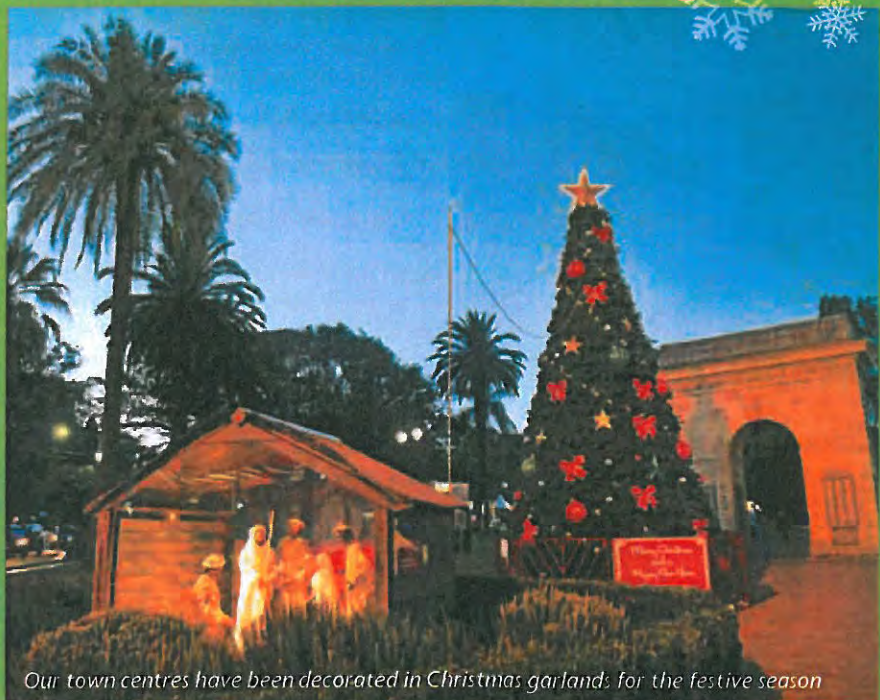
As we approach the end of the year, our major projects continue to make significant progress. In particular, The Fitzroy Centre at Woodstock (\$1.6million), adjoining the historic Woodstock Community Centre, is now complete and is set to become the home of arts and culture Burwood.

There is much to look forward to in 2014, with the opening of the new Library and Community Hub (\$7 million) in January, continued works at Wangal Park (\$4.4 million allocated from 2013-17) and a range of exciting new projects to be undertaken.

I would like to wish you a safe and Merry Christmas and a Happy New Year.

**Cr John Faker**  
Mayor of Burwood

## Celebrate Christmas in Burwood



*Our town centres have been decorated in Christmas garlands for the festive season*

Christmas is fast approaching and to celebrate this season, Burwood Council has decorated the town centres in Burwood, Croydon, Croydon Park, Enfield and Strathfield with festive garlands.

In addition to the garlands, two large Christmas trees will welcome locals and visitors at the entrance of Burwood Park and The Strand in Croydon.

Our popular Carols in the Park returns this year on Saturday, 14 December with *X Factor's* **Audio Vixen** and the internationally renowned **Australian Youth Choir** headlining a stellar line-up of entertainment starting at 5.00pm.

The evening will end with a surprise guest from the North Pole followed by a sparkling fireworks display.

### Carols in the Park

Saturday, 14 December

- Carols • Fireworks • Food stalls •
- Santa's workshop • Petting zoo



# our funding future

## Funding our Future

Council is currently consulting the community on our funding future and is proposing three different options.


It's not too late to have your say, join the discussion and make your voice heard.


To find out more about Special Rate Variations and the impact it may have on you please visit our website [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au).

### Have your say

**Take our online survey:**  
[www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au)

### Social Media:

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 @BurwoodCouncil

**Mail:** PO Box 240, Burwood 1805

**Phone:** 02 9911 9911

**Email:** [ourfuture@burwood.nsw.gov.au](mailto:ourfuture@burwood.nsw.gov.au)

**In Person:** Level 2, 1-17 Elsie Street, Burwood



Council is committed to maintaining and upgrading local infrastructure

## Here to listen and help

You can contact any of Burwood's Councillors by calling Council on 9911 9911 or by using the information below.



Cr John Faker (Mayor)	9911 9916	<a href="mailto:mayor@burwood.nsw.gov.au">mayor@burwood.nsw.gov.au</a>
Cr Tony Doueih (Deputy Mayor)	0437 970 499	<a href="mailto:tony.doueih@burwood.nsw.gov.au">tony.doueih@burwood.nsw.gov.au</a>
Cr Sally Deans	0424 022 627	<a href="mailto:sally.deans@burwood.nsw.gov.au">sally.deans@burwood.nsw.gov.au</a>
Cr Lesley Furneaux-Cook	0408 227 826	<a href="mailto:lesley.furneaux-cook@burwood.nsw.gov.au">lesley.furneaux-cook@burwood.nsw.gov.au</a>
Cr George Mannah	0448 133 396	<a href="mailto:george.mannah@burwood.nsw.gov.au">george.mannah@burwood.nsw.gov.au</a>
Cr Justin Taunton	0448 083 108	<a href="mailto:justin.taunton@burwood.nsw.gov.au">justin.taunton@burwood.nsw.gov.au</a>
Cr Ernest Wong	0425 691 838	<a href="mailto:ernest.wong@burwood.nsw.gov.au">ernest.wong@burwood.nsw.gov.au</a>

업데이트된 버우드시 정보책자 내용 중에 문의가 있으시면, 버우드 시의회로 직접 오시거나 혹은 통역인 서비스가 필요하시면 13 14 50 으로 전화하시고 9911 9911 버우드 시로 전화주셔도 됩니다.

Se non riuscite a capire le informazioni contenute in questa edizione di Burwood Update, potete venire al Council Chambers o chiamare il numero servizio interpreti 13 14 50 e chiedere di parlare con il nostro Council al 9911 9911.

如果你不明白有关Burwood市现代化这项信息所包含的内容, 请亲临市议会的会议厅或致电传译服务热线 13 14 50. 要求与市议会交谈电话: 9911 9911

اذا كنت لا تفهم هذه المعلومات الواردة في العدد الجديد، يمكنك الذهاب الى مركز البلدية او يمكنك الاتصال بخدمة الترجمة على رقم ١٣١٤٥٠ واطلب التكم مع بلديتنا هاتف رقم: ٩٩١١٩٩١١

अगर आप 'बरवुड अपडेट' के इस अंक में दी गई जानकारी समझ नहीं पाते तो आप काउंसिल सदन पर आ सकते हैं या दुभाषिया सेवा द्वारा 13 14 50 नंबर पर हमारी काउंसिल से 02 9911 9911 पर बात करने के लिये पूछ सकते हैं।

### CONTACT COUNCIL

Suite 1, Level 2, 1-17 Elsie Street, Burwood NSW 2134  
PO Box 240 Burwood NSW 1805  
T: 9911 9911 (24 hours, every day)  
F: 9911 9900  
E: [council@burwood.nsw.gov.au](mailto:council@burwood.nsw.gov.au)  
(service counter operates Mon-Fri, 8.30am-4.45pm)

### GENERAL MANAGER

Michael McMahon  
T: 9911 9937

### BURWOOD LIBRARY

4 Marmaduke Street  
Burwood NSW 2134  
T: 9911 9999  
E: [library@burwood.nsw.gov.au](mailto:library@burwood.nsw.gov.au)  
(Open Mon-Fri 9.30am-8pm, Sat 9.30am-4pm, Sun 12pm-4pm)

### ENFIELD AQUATIC CENTRE

Portland Street Enfield NSW 2136  
Ph 9747 4319



## WEBSITE CONTENT

- *Funding our Future* page
- Website analytics



# WEBSITE CONTENT



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## Funding Our Future



Since 2010, Council has been listening to the community in order to identify and deliver services that are important to you.

One of the top priorities residents have raised is to maintain and upgrade local infrastructure including our roads, footpaths, kerbs and parks.

In order to continue delivering these services at our current level, Council will need to find additional funding. The most sustainable option is to apply for a Special Rate Variation (SRV).

This section of the website will provide you with all the information you need to know about SRVs, including why we need a SRV, the different options available, what impact it will have on you, where the money will go, and how you can have your say.

### What you've asked for

Earlier this year, Council conducted a comprehensive community satisfaction survey, to determine whether the goals set out in the Burwood2030 Community Strategic Plan were still relevant.

### How we've improved

T-Corp Report In April 2013, The NSW Treasury Corporation released Financial Sustainability of the New South Wales Local Government Sector.

### How will this affect you?

As a community, we must decide on the most suitable funding option for our future.

### Online Survey

Take part in our Online Survey.

### What is a Special Rate Variation (SRV)?

Rate pegging was introduced by the NSW Government in 1977 to limit the amount by which councils can increase rate revenue from one year to the next.

### Our infrastructure

In 2012, Council undertook an extensive audit of all the roads, footpaths, kerbs and gutter in the LGA.

### What difference will an SRV make?

As the years progress, the condition of roads, footpaths kerbs and gutters will decrease without adequate maintenance.

### Have your say

Join the discussion and have your say on our funding future.







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### What you've asked for

Earlier this year, Council conducted a comprehensive community satisfaction survey, to determine whether the goals set out in the Burwood2030 Community Strategic Plan were still relevant.

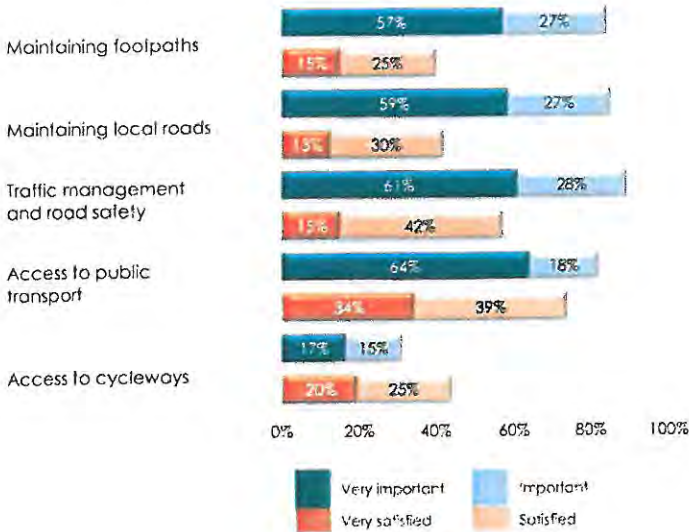
The survey covered a range of topics including Council facilities, infrastructure, environment, cleanliness and town planning.

Feedback from the survey was incorporated into Council's long term strategic plans, including the Community Strategic Plan, which was revised under the new Council in 2013. These documents form the blueprint of all activities Council will undertake in the next four to ten years.

*Click here to view the Community Strategic Plan and IP&R documents.*

Following the survey, two focus groups were held, with participants chosen at random from the telephone survey. The workshops provided an opportunity for residents to expand on the issues raised in the survey.

The results of the survey aligned with the outcomes of the Burwood2030 Plan, with more than 80 per cent of residents listing maintenance of local roads and footpaths as a priority.

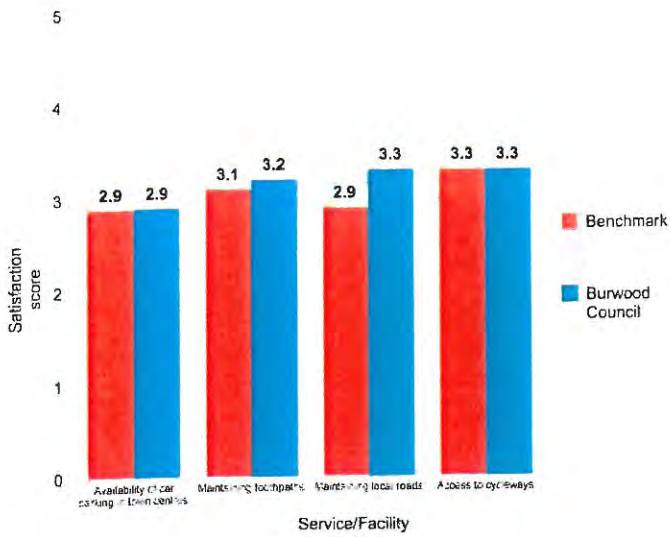


Base: Importance n=500. Satisfaction n=155-444

*To view the full report click here.*

In addition to providing feedback on residents' satisfaction with Council services, the survey also benchmarked Council's performance against other councils in NSW.

The research indicated that Burwood is currently above the benchmark in NSW for maintaining local roads and footpaths, based on the satisfaction level of residents.



In order for Council to continue maintaining local roads and footpaths at this level and maintain a satisfaction level above the benchmark, Council will require additional funding.

- For information on how the SRV will assist Council's maintenance and renewal program click [here](#).
- For information on what impact the SRV will have on you click [here](#).
- To have your say click [here](#).
- To take our online survey click [here](#).



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### What is a Special Rate Variation (SRV)?

Rate pegging was introduced by the NSW Government in 1977 to limit the amount by which councils can increase rate revenue from one year to the next.

Currently, council rates are determined by the Independent Pricing and Regulatory Tribunal (IPART), which sets a 'rate peg', however it does not take into consideration rising costs and residents' demand for increased services. As a result, councils are able to apply for a SRV in order to set rates higher than the rate peg for up to a seven year period.



#### Why do we need a SRV?

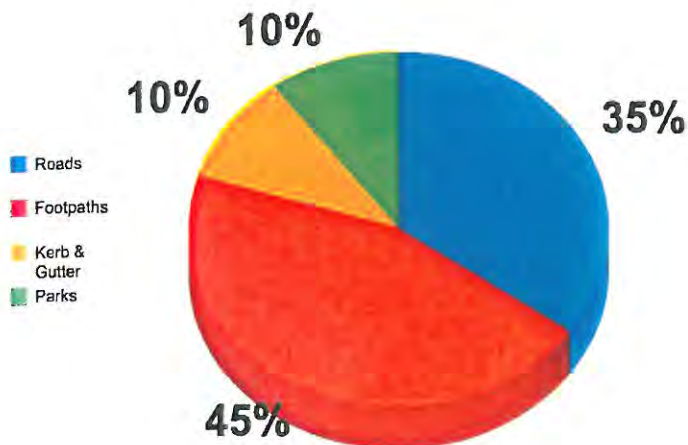
Our major source of revenue has been limited in growth because of rate pegging. Despite consecutive years of returning to surplus, the community's increasing demand for services and the rising costs associated with providing them will mean that Council will not be able to address the backlog in infrastructure.

Without a SRV, Council will only be able to upgrade roads, footpaths, kerbs and gutters that are considered a high priority and other important Council services may be compromised in order to fund infrastructure upgrades.

#### What are we currently spending?

	Capital	Maintenance
Roads	\$250,000	\$227,000
Footpaths	\$175,000	\$237,000
Kerb and Gutter	\$100,000	\$189,000
Parks	\$155,000	\$2,200,000
Traffic facilities	\$100,000	\$0
Streetscape	\$0	\$261,000
Car Parks	\$0	\$106,000

#### Where will the additional funding be spent?



Please note: This is an estimate from Engineering Staff based on an assessment of current

*infrastructure. The allocation of funds is not permanent and can be changed during the seven year period provided it is spent on infrastructure maintenance.*



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### How we've improved

#### T-Corp Report

In April 2013, The NSW Treasury Corporation released *Financial Sustainability of the New South Wales Local Government Sector*.

The report provided a financial assessment of the 152 councils in NSW.

In the report, Burwood was given a Sustainability Rating of 'Weak' however was given a 'Positive' Outlook.

Some of the factors which contributed to a Council receiving a 'Positive' Outlook included:

- A detailed program of maintenance and renewal works to reduce the Infrastructure Backlog
- Additional own sourced revenue in the short term which would improve Council's financial flexibility
- Proactive in seeking cost savings with efficiency programs in place

In addition to presenting a financial outlook, the report also included a financial assessment from 2012 report detailing the asset position of councils and their backlog in infrastructure. The results below are derived from the TCorp analysis of NSW councils:

#### Current asset position

Total Roads (km)	82
Total Bridge Length (m)	12
Total Assets 2013 (TCorp 000's)	\$386,126
Assets Per Capita	\$11,256
Total Infrastructure Backlog 2012 (TCorp 000's)	\$167,688
Infrastructure Backlog per capita	\$4,888

To view the full TCorp assessment [click here](#)

#### 'Positive' Outlook

Over the past few years we have concentrated on making Burwood Council stronger, more efficient and more strategic.

This has been achieved through a number of ways:

- Implemented an organisational restructure
- Instigated a large number of service reviews, making our Council more efficient and generating savings
- Implemented a property strategy, generating income over \$47 million
- Introduced an independent auditor and Audit Committee
- Review of Major Projects such as the former Civic Precinct
- Developed a Long Term Financial Plan and Community Strategic Plan

These achievements were recognised this year in the NSW Treasury's report on Local Government sustainability which identified Burwood as one of only 5 councils in NSW with a financially positive future.

Despite maximising efficiencies to better align service delivery with community expectation, these actions are not enough for Council to continue to address the backlog in infrastructure without compromising other services. As a result, Burwood Council is proposing a Special Rate Variation above the permissible rate peg, starting in 2014/15.







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### Our infrastructure

In 2012, Council undertook an extensive audit of all the roads, footpaths, kerbs and gutter in the LGA. Quad bikes and vans, fitted with state-of-the-art cameras, surveyed the area collecting vital data to help identify which infrastructure required the most urgent attention.

Each footpath, road, kerb and gutter was given a category ranking from 1-5 based on their condition, forming the basis of Council's long term capital works management strategy:

- Condition 1-2 = Green / Good
- Condition 3= Orange / Medium
- Condition 4-5 = Red / Poor



*In 2012 quad bikes and vans installed with cameras carried out an audit of local infrastructure*

This year, Council was successful in receiving \$2 million in loans from the State Government in two rounds of the Local Infrastructure Renewal Scheme (LIRS). Although Council is currently applying for an additional \$2m in the third round of the LIRS, these loans will not be a sustainable long term funding option to tackle a backlog in infrastructure.

Without a SRV, Council will only be able to upgrade roads, footpaths, kerbs and gutters that are considered a high priority and other important Council services may likely be compromised in order to fund infrastructure upgrades.

#### Roads

Maintaining local roads is a high priority for Council. In fact, last year alone we resheeted 1.5 kilometres of asphalt roadway, providing increased safety for motorists and pedestrians in the area.

#### Decline (2.3% Rate Peg):

Under the rate peg option, Council will be able to resheet 18,700 square metres of road over a seven year period. This will allow Council to upgrade Condition 5 roads but not maintain higher category roads, which will lead to a decline in road quality over seven years.



*Example of a Condition 5 road*

#### **Maintain (Progressive SRV):**

A progressive SRV means that Council can maintain its current level of service and resheet 49,300 square metres of roads over a seven year period.

#### **Improve (7.5% SRV):**

Under this option, Council will be able to resheet close to 54,000 square metres of roads over seven years, improving the quality of roads across the LGA.



*Example of a Condition 1 road*

## **Footpaths**

There are more than 170km of footpaths in Burwood LGA which are used everyday by pedestrians on their way to work, school or simply taking a stroll. Damaged footpaths can present a safety risk and can limit accessibility to certain areas for some residents.

#### **Decline:**

Without a SRV, Council will only be able to reconstruct 18,000 square metres of footpath over seven years. This may result in short term solutions such as patch working being undertaken to fix damaged footpaths.





*Example of a Condition 5 footpath*

**Maintain:**

Under this option, Council can reconstruct 49,000 square metres of footpath over seven years.

**Improve:**

Council will be able to reconstruct more than 53,000 square metres of footpath over seven years.



*Example of a Condition 2 footpath*

**Kerb and Gutter**

Kerb and gutters must be maintained in order to assist storm water drainage and improve streetscape.

Under the *Improve* option, Council will be able to reconstruct more than 5,300 metres of kerb and gutters

**Parks**

Burwood has 40 hectares of public parks and reserves, spanning across six suburbs.

Over the past few years, Council has been installing new play equipment, shade structures and fencing in parks around the area in order to improve safety for children and families.

With the funding received from the *Improve Option*, Council will be able to do the following in our local parks:

- Install new playgrounds
- Install shade structures
- Upgrade amenity blocks
- Install park exercise equipment
- Install floodlighting for a sportsground
- Install solar lighting
- Upgrade park amenities (BBQ areas and picnic tables)



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### How will this affect you?

As a community, we must decide on the most suitable funding option for our future.



### What are the options?

<b>DECLINE IN SERVICE</b> <i>(Option 1)</i>	Current service levels would be maintained in the short term, but later decline. Rates increase only by approved 'rate peg' amount. Council's capital works program may be compromised and priority will be given to essential infrastructure projects.
<b>MAINTAIN SERVICE</b> <i>(Option 2)</i>	Maintain current service levels and priority infrastructure. Rates will increase progressively each year over seven years at a lower rate than Option 3. Council's capital works program may be compromised.
<b>IMPROVE SERVICE</b> <i>(Option 3)</i>	Improved service levels, new capital projects, upgrading and maintenance of existing infrastructure. This is supported by a special variation each year over seven years commencing 2014/15.

### What is the percentage increase each year under each option?

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	Cumulative Impact
<b>DECLINE IN SERVICE</b>	2.3%	2.3%	2.3%	2.3%	2.3%	2.3%	2.3%	17.3%
<b>MAINTAIN SERVICE</b>	5.5%	6.5%	7%	7.5%	7.5%	7.5%	7.5%	60.6%
<b>IMPROVE SERVICE</b>	7.5%	7.5%	7.5%	7.5%	7.5%	7.5%	7.5%	65.9%

\*Please note: The 'rate peg' of 2.3% for 2014/15 was announced by IPART on 2 December 2013. The 3% 'rate peg' previously used was an estimate based on previous IPART 'rate peg' history.

### How will this affect you?

Below is a breakdown of the average rates per annum for ratepayers in Burwood under each funding option.

	2013/2014*	(2.3%) 2014/2015	(2.3%) 2015/2016	(2.3%) 2016/2017	(2.3%) 2017/2018	(2.3%) 2018/2019	(2.3%) 2019/2020	(2.3%) 2020/2021	Additional payment at the end of 7 years (17.3% compounded increase)
<b>DECLINE IN SERVICE</b>									

Residential:	\$1,043	\$1,067	\$1,091	\$1,116	\$1,142	\$1,168	\$1,195	\$1,223	\$180
Town Centre – Residential:	\$918	\$939	\$961	\$983	\$1,006	\$1,029	\$1,052	\$1,077	\$159
Business:	\$2,643	\$2,704	\$2,766	\$2,829	\$2,895	\$2,961	\$3,029	\$3,099	\$456
Business B:	\$10,643	\$10,887	\$11,138	\$11,394	\$11,656	\$11,924	\$12,198	\$12,479	\$1,836
Business C:	\$9,898	\$10,125	\$10,358	\$10,596	\$10,840	\$11,089	\$11,344	\$11,605	\$1,707
Business D:	\$101,346	\$103,677	\$106,062	\$108,501	\$110,997	\$113,550	\$116,161	\$118,833	\$17,487
Town Centre – Minor Business:	\$3,598	\$3,681	\$3,766	\$3,852	\$3,941	\$4,031	\$4,124	\$4,219	\$621
<b>MAINTAIN SERVICE</b>	<b>2013/ 2014*</b>	<b>(5.5%) 2014/ 2015</b>	<b>(6.5%) 2015/ 2016</b>	<b>(7%) 2016/ 2017</b>	<b>(7.5%) 2017/ 2018</b>	<b>(7.5%) 2018/ 2019</b>	<b>(7.5%) 2019/ 2020</b>	<b>(7.5%) 2020/ 2021</b>	<b>Additional payment at the end of 7 years (60.6% compounded increase)</b>
Residential:	\$1,043	\$1,100	\$1,172	\$1,254	\$1,348	\$1,449	\$1,557	\$1,674	\$631
Town Centre – Residential:	\$918	\$969	\$1,032	\$1,104	\$1,187	\$1,276	\$1,371	\$1,474	\$505
Business:	\$2,643	\$2,788	\$2,969	\$3,177	\$3,416	\$3,672	\$3,947	\$4,243	\$1,600
Business B:	\$10,643	\$11,228	\$11,958	\$12,795	\$13,755	\$14,786	\$15,895	\$17,087	\$6,444
Business C:	\$9,898	\$10,442	\$11,121	\$11,899	\$12,791	\$13,751	\$14,782	\$15,891	\$5,993
Business D:	\$101,346	\$106,920	\$113,870	\$121,841	\$130,979	\$140,802	\$151,363	\$162,715	\$61,369
Town Centre – Minor Business:	\$3,598	\$3,796	\$4,043	\$4,326	\$4,650	\$4,999	\$5,374	\$5,777	\$2,179
<b>IMPROVE SERVICE</b>	<b>2013/ 2014*</b>	<b>(7.5%) 2015/ 2016</b>	<b>(7.5%) 2016/ 2017</b>	<b>(7.5%) 2017/ 2018</b>	<b>(7.5%) 2018/ 2019</b>	<b>(7.5%) 2019/ 2020</b>	<b>(7.5%) 2020/ 2021</b>	<b>Additional payment at the end of 7 years (65.9% compounded increase)</b>	
Residential:	\$1,043	\$1,121	\$1,205	\$1,295	\$1,392	\$1,497	\$1,609	\$1,730	\$687
Town Centre – Residential:	\$918	\$987	\$1,061	\$1,141	\$1,226	\$1,318	\$1,417	\$1,523	\$536
Business:	\$2,643	\$2,841	\$3,054	\$3,283	\$3,530	\$3,794	\$4,079	\$4,385	\$1,742
Business B:	\$10,643	\$11,441	\$12,299	\$13,221	\$14,213	\$15,279	\$16,425	\$17,657	\$7,014
Business C:	\$9,898	\$10,640	\$11,438	\$12,296	\$13,218	\$14,209	\$15,275	\$16,420	\$6,522
Business D:	\$101,346	\$108,947	\$117,118	\$125,902	\$135,345	\$145,495	\$156,408	\$168,138	\$66,792
Town Centre – Minor Business:	\$3,598	\$3,868	\$4,158	\$4,470	\$4,805	\$5,166	\$5,553	\$5,969	\$2,371

\*Prior to the introduction of an SRV

## Financial hardship

Council recognises that ratepayers may experience hardship in some circumstances in paying rates and annual charges.

Ratepayers may apply for assistance under the Rates and Charges Hardship Assistance Policy.

[Click here to view the Rates and Charges Hardship Assistance Policy to see if you are eligible to apply.](#)



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### What difference will an SRV make?

As the years progress, the condition of roads, footpaths kerbs and gutters will decrease without adequate maintenance. In 2012, following a professional audit of local infrastructure, Council implemented an extensive capital works program in order to prioritise infrastructure which required urgent attention.



The condition of roads, footpaths, kerb and gutters were categorised from 1-5:

- Condition 1-2 = Green / Good
- Condition 3= Orange / Medium
- Condition 4-5 = Red / Poor

Below you will find a breakdown of the predicted average Condition Rating under each option for roads, footpaths, kerb and gutters over a seven year period.

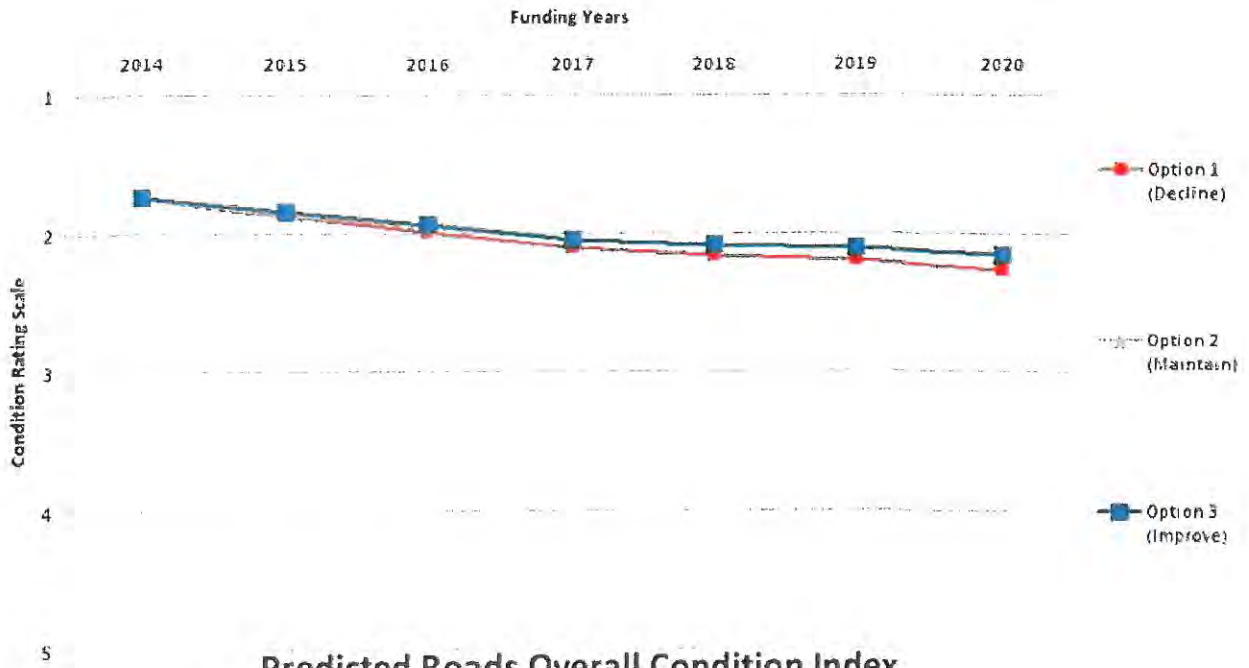
#### Roads

The graph below demonstrates the potential impact on roads under each option.

Currently, the average Condition Rating for roads is between 1 and 2, however, it is anticipated that the average will decline to 2-3 over the next seven years.

This scenario is based on the allocation of 35% of the additional funding on road capital and maintenance.

- **Option 1 is the 'Decline' option:** Rate peg at 2.3% *announced 2 December 2013.* (Please note: the predictions below are based on an estimate of 3% based on previous IPART 'rate peg' history)
- **Option 2 is the 'Maintain' option:** Progressive increase each year over seven years
- **Option 3 is the 'Improve' option:** 7.5% increase each year over seven years

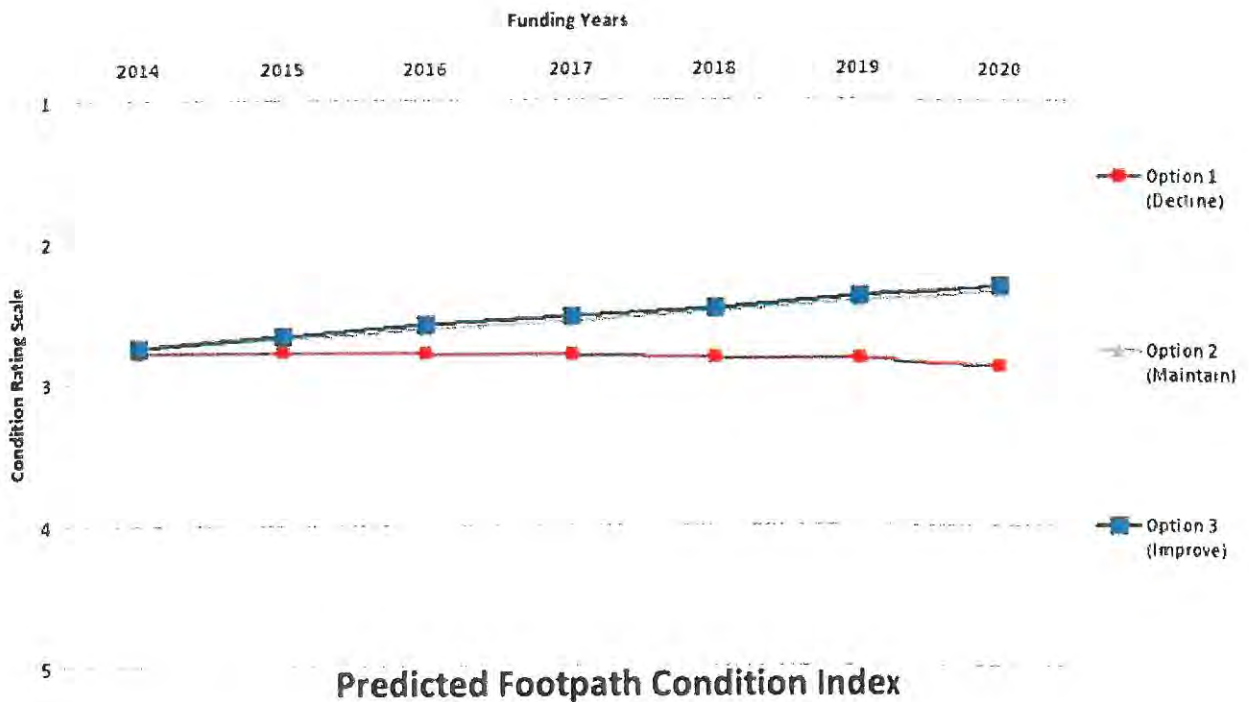


\*Please note: Option 1 is based on a 3% estimate.

### Footpaths

The graph below demonstrates the average Condition Rating for footpaths under each option. Currently, the average condition is slightly above 3. Under the Improve option, the average Condition Rating for footpaths in Burwood could increase to close to 2.

This scenario is based on the allocation of 45% of the additional funding on footpath capital and maintenance.



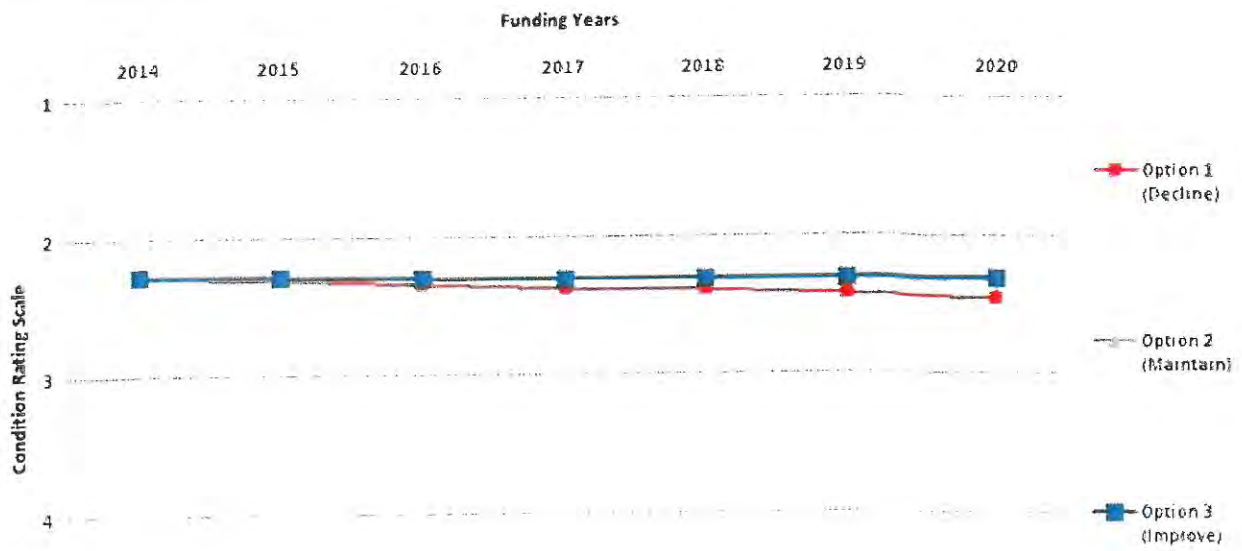
\*Please note: Option 1 is based on a 3% estimate.

### Kerb and Gutter

The graph below demonstrates the average Condition Rating for kerb and gutters in the Burwood LGA under each option.

This scenario is based on the allocation of 10% of the additional funding on kerb and gutter

capital and maintenance.



### Predicted Kerb Condition Index

*\*Please note: Option 1 is based on a 3% estimate.*





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### Online Survey

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This survey is currently closed. Please contact the author of this survey for further assistance.

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### Have your say


Join the discussion and have your say on our funding future. **Please note that the deadline for feedback is 10 January 2014.**

#### Take Our Online Survey:

Scroll down to take our online survey or [click here](#)

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#### Information Sessions at Council Chambers:

- Wednesday, 4 December – 11am – 12.30pm
- Thursday, 5 December – 6pm – 7.30pm

*RSVP to [ourfuture@burwood.nsw.gov.au](mailto:ourfuture@burwood.nsw.gov.au) or phone Council on 02 9911 9819*

**Mail :** PO Box 240, Burwood 1805

**Phone :** 02 9911 9819

**Email :** [ourfuture@burwood.nsw.gov.au](mailto:ourfuture@burwood.nsw.gov.au)

**In Person:** Level 2, 1-17 Elsie Street, Burwood

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Files
Traffic
Paths
Visitors
Referrals
Browsers
Server Responses
Search Engines
Geographics

Top Pages

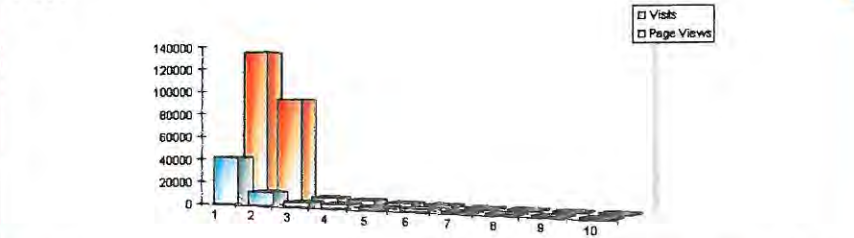


Table with columns: Rank, Page, Page Views, Visits, Bandwidth (KB). Lists top 107 pages with their respective metrics.

Date Range

11/13/2013 to 1/10/2014

Custom Date Range

Options

Rows: 500

Filter Set: no esp

Get Report

Tasks

- Send to Printer
Send to Email
Export Report Data





## **MEDIA & ADVERTISING**

- **Media**
  - Media releases
  - News articles
- **Advertising**
  - Mayoral column
  - Ads in local papers
  - Online ads
  - Facebook advertising
  - Ads in CALD publications
  - Signage display
- **Social Media**
  - Facebook
  - Twitter



# MEDIA





**Burwood Council**  
heritage • progress • pride



## **MEDIA RELEASE**

**Wednesday, 13 November 2013**

### **Funding our future: It's time to have your say**

Burwood Council is calling on you to help decide how to fund Burwood's future.

Following community consultation in both 2010 and 2013, residents and business owners listed maintaining and upgrading local infrastructure as one of their top priorities.

This feedback was included in the Burwood2030 Community Strategic Plan, which outlines the future for the Burwood area and highlights the community's vision.

Since then, Council has undertaken an extensive capital works program in order to tackle an infrastructure backlog and maintain local roads, footpaths, kerbs and parks. In order to continue delivering these services, Council will need to find additional funding.

Council rates are determined by the Independent Pricing and Regulatory Tribunal (IPART), which sets a 'rate peg', limiting the amount council rates can increase on a yearly basis. However, this rate peg does not take into consideration rising costs and resident's requests for increased services.

"Our major source of revenue has been limited in growth because of rate pegging. Despite consecutive years of returning to surplus, Council will not be able to address the backlog in infrastructure under the current rate peg," says Burwood Mayor, Cr John Faker.

"Over the past few years Council has concentrated on improving efficiency through expenditure control, service reviews and long term financial planning."

"Council has determined that the most suitable method to increase funding is to apply for a Special Rate Variation (SRV) above the current rate peg."

There are three proposed rate models which will each have a different outcome for both Council and the community.

"It's now time, as a community, that we decide how we will fund our future. I encourage ratepayers to participate in the discussion to ensure that Burwood remains a proud place to live, work and visit."

To take part in the online survey, or for more information please visit [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au).

You can also join in the conversation on this topic and make your opinion heard on Twitter (@BurwoodCouncil) or on Facebook ([www.facebook.com/BurwoodCouncil](http://www.facebook.com/BurwoodCouncil)).

[ENDS]

**For all media enquiries please contact Anthony Sonogo (02) 9911 9819 | 0401 776 264 or Corinne Boer 9911 9982.**

## **MEDIA RELEASE**

**Friday, 22 November 2013**

### **Find out all you need to know about Special Rate Variations (SRVs)**

Burwood Council will be conducting two public information sessions as part of the *Funding our Future*: Special Rate Variation (SRV) consultation.

The information sessions will provide information on SRVs including what our options are, how it will affect residents, what will happen without an SRV and what it means for local infrastructure.

The sessions will be held on the following dates:

- Wednesday, 4 December – 11am-12.30pm
- Thursday, 5 December – 6pm – 7.30pm

Please RSVP to [ourfuture@burwood.nsw.gov.au](mailto:ourfuture@burwood.nsw.gov.au) or call 9911 9911 if you wish to attend one of the sessions. Visit our website for more information.

[ENDS]

**For all media enquiries please contact Anthony Sonogo (02) 9911 9819 | 0401 776 264 or Corinne Boer 9911 9982.**



**Burwood Council**  
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## **MEDIA RELEASE**

**Tuesday, 10 December 2013**

### **Take part in a live Twitter session with Burwood Council**

Burwood Council will be hosting a live Twitter session to answer questions on Special Rate Variations (SRVs).

Anyone can take part by tweeting @BurwoodCouncil using #BurwoodFuture along with your question.

The sessions will be held on the following date:

- Tuesday, 17 December – 12.30pm – 1.00pm

Please note that Council may not be able to address all the questions put forward during the session.

Follow @BurwoodCouncil to take part in the session or to keep up to date with the latest Council news.

[ENDS]

**For all media enquiries please contact Anthony Sonogo (02) 9911 9819 | 0401 776 264 or Corinne Boer 9911 9982.**



# How do you want to pay your rates?

November 14, 2013 | Filed under [News](#) | Posted by [Editor](#)

**Rate models are under scrutiny as Burwood Council searches for the answer to clear its infrastructure backlog and is calling on its ratepayers to help decide how to fund Burwood's future with three options to pay rates.**



Council rates are determined by the Independent Pricing and Regulatory Tribunal (IPART), which sets a 'rate peg', limiting the amount council rates can increase on a yearly basis.

The three options put forward to begin in the 2014/15 financial year;

- Option 1.** Accept the estimated 3 percent rate-peg increase under IPART year on year.
- Option 2.** Apply for more than the rate pegged increase under the Special Rate Variation in incremental stages over seven (7) years.
- Option 3.** Apply for a rate increase of 7.5 percent each year, which is a fixed rate for seven (7) years.

## **What do these options mean?**

- Option 1.** Current service level would be maintained in the short term but would decline in the long term.
- Option 2.** Maintain current service levels and priority infrastructure.
- Option 3.** Improve service and include new capital projects.

An intense marketing campaign by Burwood Council including workshops and information sessions will be scheduled to determine the views of ratepayers on the three options.

Following community consultation in 2010 and again in 2013, residents and business owners listed maintaining and upgrading local infrastructure as one of their top priorities.

This feedback was included in the Burwood2030 Community Strategic Plan, which outlines the future for the Burwood area and highlights the community's vision.

Council says it has been tackling its capital works program and maintaining local roads, footpaths, kerbs and parks but says it has to find additional funding that is above the rate peg.

"This rate peg does not take into consideration rising costs and resident's requests for increased services," a council press release stated.

Mayor John Faker said that rate-pegging was holding back needed infrastructure.

"Our major source of revenue has been limited in growth because of rate pegging. Despite consecutive years of returning to surplus, Council will not be able to address the backlog in infrastructure under the current rate peg," says Burwood Mayor, Cr John Faker.

"Council has determined that the most suitable method to increase funding is to apply for a Special Rate Variation (SRV) above the current rate peg."

"It's now time, as a community, that we decide how we will fund our future. I encourage ratepayers to participate in the discussion to ensure that Burwood remains a proud place to live, work and visit."

To take part in the online survey see [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au) or have your say on twitter @BuwoodCouncil or on facebook.

# ADVERTISING

# News from Burwood Council



Burwood Mayor  
John Faker  
Twitter: @johnfaker

## Funding our Future

Since 2010, Council has been talking with the community in order to identify and deliver services that are important to you.

One of the top priorities residents have raised is for Council to maintain and upgrade local infrastructure including our roads, footpaths, kerbs and parks. Despite our sound financial position, Council will need to find additional funding in order to continue delivering these services at our current level.

This is because council rates are determined by the Independent Pricing and Regulatory Tribunal (IPART), which sets a 'rate peg', limiting the amount by which councils can increase rate revenue from each year.

This 'rate peg' does not take into consideration rising costs and residents' need for increased services.

The most sustainable funding option would be to apply for a Special Rate Variation (SRV) above the 'rate peg'. Ratepayers will soon receive a letter in the mail which includes a newsletter with all the information you need to know about SRVs.

You can also visit our website for more information on SRVs including what options are available, how it will affect you and where the additional funds will go.

This is an important decision for us to make as a community, which is why I encourage your feedback on how we will fund our future to ensure Burwood remains a proud place to live, work and visit.

## funding our future

### Funding our Future: Have your say

It's time to have your say on our funding future. Council will be conducting two public information sessions on Special Rate Variations (SRVs). The sessions will be held on the following dates:

Wednesday, 4 December – 11am-12.30pm

Thursday, 5 December – 6pm – 7.30pm

Please RSVP to ourfuture@burwood.nsw.gov.au or call 9911 9819 if you wish to attend one of the sessions. Visit our website for more information.



### Christmas arrives in Burwood

The Christmas spirit is alive in our community with Mayor Faker launching the Kmart Wishing Tree Appeal in Burwood.

The festive cheers will continue in Burwood in the weeks leading up to Christmas, with Council rolling out a cavalcade of entertaining including Carols in the Park on Saturday, 14 December.



The Kmart Wishing Tree Appeal aims to collect gifts for those less fortunate

### DEVELOPMENT APPLICATIONS APPROVED

- 6 November To 20 November 2013
- BD.2013.076 27 Beaumaris Street, ENFIELD  
Removal of existing tree and garden shed and construction of new detached garage to the rear of the property. 06/11/2013
- BD.2005.219 86 Brighton Street, CROYDON PARK  
Section 96 Modification for alterations and additions, new front fence and new carport - New roof to garage and carport and an attached pergola. 08/11/2013
- BD.2013.136 Suite 34/1 Railway Parade, BURWOOD  
Fitout and use of suite as an office for a legal practice. 08/11/2013
- BD.2012.047 27 Selborne Street, BURWOOD  
Alterations and first floor addition to existing dwelling with new attached garage and front and side return fence. 11/11/2013
- BD.2010.111 34 Malvern Avenue, CROYDON  
Section 96 Modification for erection of new front boundary fence - Extend timber fence up driveway and install automatic gate. 13/11/2013
- BD.2013.155 Suite 61/1 Railway Parade, BURWOOD  
Fitout and use of suite for medical consultation rooms. 13/11/2013
- BD.2013.139 35 Byer Street, ENFIELD  
Demolition of existing carports and rear covered area, and undertake alterations and additions to the existing single storey dwelling. 13/11/2013
- BD.2012.123 3 Everton Road, STRATHFIELD  
Section 96 Modification for alterations and additions to existing hospital. 13/11/2013
- BD.2013.129 276-280 Liverpool Road, ENFIELD  
Strata subdivision of residential flat building into 20 lots. 13/11/2013
- BD.2013.141 44 Burwood Road, BURWOOD  
Use of shop premises as hair and beauty salon. 14/11/2013
- BD.2013.075 94-96 Shaftesbury Road, BURWOOD  
Extension of trading hours of Burwood RSL from 9am to 3am Wednesday to Sunday with Monday and Tuesday remaining 9am to 12 midnight. 18/11/2013
- BD.2013.101 37 Mitchell Street, CROYDON PARK  
Alterations and conversion of garage/shed into granny flat. 18/11/2013

### DEVELOPMENT APPLICATIONS RECEIVED

- 7 November to 21 November 2013
- Note: Disclosure of Political Donations and Gifts
- In lodging a development application or making a submission, you may be required by law to declare political donations or gifts (including services rendered). Failure to do so risks substantial fines. The relevant declaration form may be obtained from Council.
- BD.2013.057 Level 4 carpark, 98A-114 Burwood Road, BURWOOD  
Westfield. Relocation of car wash.
- BD.2013.158 Unit 204, 21 Burwood Road BURWOOD.  
Fitout for doctors consulting rooms.
- BD.2013.159 59 Cheltenham Road, CROYDON.  
Detached secondary dwelling and garage.
- BD.2013.160 216 Burwood Road, BURWOOD.  
Fitout for medical centre.
- BD.2013.161 75 Burwood Road, BURWOOD.  
Alterations and additions to existing commercial building.
- BD.2013.162 22-30 Coronation Parade, ENFIELD.  
Demolition of existing building and construction of a six-storey mixed use development.
- BD.2013.163 11 Tangarra Street, CROYDON  
Construction of new garage and laundry.
- BD.2013.164 34 Dawson Street, CROYDON  
Demolition of existing residential dwelling.
- BD.2013.165 23 Chelmsford Avenue, CROYDON.  
Alterations and additions to dwelling.
- BD.2013.166 130 Lucas Road, BURWOOD.  
Erection of carport to front of property.
- BD.2013.167 21 Woodside Avenue, BURWOOD.  
New timber decking, car port and fence.
- BD.2013.168 45 Wentworth Road, STRATHFIELD.  
Extension to boarding house.
- BD.2013.170 48/258-264 Burwood Road, BURWOOD.  
Extension in trading hours to existing restaurant.



**Burwood Council**  
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Telephone: 9911 9911  
Email: council@burwood.nsw.gov.au  
Web: www.burwood.nsw.gov.au

Follow us on  
Facebook and Twitter

### Council Meeting

Please note the Council Meeting of 9 November 2013 has been moved to Tuesday, 10 November 2013 at 6.00pm in Council Chambers.

Governance

Service

Sustainability

Respect





# COUNCIL NEWS



Burwood Council  
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## Mayor's Message



by Cr John Faker

Follow me on Twitter: @johnfaker

**Cr John Faker (Mayor)**  
9911 9916  
mayor@burwood.nsw.gov.au

**Cr Ernest Wong**  
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ernest.wong@burwood.nsw.gov.au

**Cr Sally Deans**  
0424 022 627  
sally.deans@burwood.nsw.gov.au

**Cr Lesley Furneaux-Cook**  
0408 227 826  
lesley.furneaux-cook@burwood.nsw.gov.au

**Cr George Mannah**  
0448 133 396  
george.mannah@burwood.nsw.gov.au

**Cr Justin Taunton**  
0488 083 108  
justin.taunton@burwood.nsw.gov.au

**Cr Tony Doueihi**  
0437 970 499  
tony.doueihi@burwood.nsw.gov.au

CONTACTS

COUNCIL MEETINGS

### Council Meeting

Please note the Council Meeting of 9 December 2013 has been moved to Tuesday, 10 December 2013 at 6.00pm in Council Chambers.



## funding our future

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Please RSVP to ourfuture@burwood.nsw.gov.au or call 9911 9819 if you wish to attend one of the sessions. Visit our website for more information.



## FUNDING OUR FUTURE

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One of the top priorities residents have raised is for Council to maintain and upgrade local infrastructure including our roads, footpaths, kerbs and parks.

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Ratepayers will soon receive a letter in the mail which includes a newsletter with all the information you need to know about SRVs.

You can also visit our website for more information on SRVs including what options are available, how it will affect you and where the additional funds will go.

This is an important decision for us to make as a community, which is why I encourage your feedback on how we will fund our future to ensure Burwood remains a proud place to live, work and visit.



## CHRISTMAS ARRIVES IN BURWOOD

The Christmas spirit is alive in our community with Mayor Faker launching the Kmart Wishing Tree Appeal in Burwood.

The festive cheers will continue in Burwood in the weeks leading up to Christmas, with Council rolling out a cavalcade of entertaining including Carols in the Park on Saturday, 14 December.



Burwood Council, Level 2, 1-17 Elsie Street, Burwood NSW 2134  
9911 9911 www.burwood.nsw.gov.au





# KEEPING IN TOUCH WITH THE COMMUNITY BURWOOD Scene



- Home
- Local Business Directory
- Latest Events
- Photo Galleries
- Video Galleries
- Community Links
- Contact Us

## Special Rate Variations information sessions

November 28, 2013 | Filed under Burwood | 2 | Posted by Editor

Burwood Council will be conducting two public information sessions as part of the *Funding our Future: Special Rate Variation (SRV) consultation*.

The information sessions will provide information on SRVs including what our options are, how it will affect residents, what will happen without an SRV and what it means for local infrastructure.

The sessions will be held on the following dates:

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RSVP to [ourfuture@burwood.nsw.gov.au](mailto:ourfuture@burwood.nsw.gov.au) or call 9911 9911 if you wish to attend one of the sessions.

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Name \*

Email \*

Website

Comment

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www.canterburyice.dink.com.au  
Learn to skate

# KEEPING IN TOUCH WITH THE COMMUNITY

# BURWOOD Scene



- Home
- Local Business Directory
- Latest Events
- Photo Galleries
- Video Galleries
- Community Links
- Contact Us

### ICAC investigate Yaralla Estate

The controversial eviction of horses from Yaralla Estate is being investigated by the Independent Commission Against...

*November 17, 2013 / [Read More](#)*



- ICAC investigate Yaralla Estate
- STAND BY ON AIR
- Rising to the top takes drive and ambition
- Palliative unit underway
- Does the NSW State Library hold your ancestor's WWII diary?

### Inner West TENNIS ACADEMY

CALL ALEX 0417 432 757 or SHAUN 0412 745 557

School Holiday Tennis Courses at Strathfield Sports Club

121 First Ave, Five Dock  
**9712 2133**  
[domremy.catholic.edu.au](http://domremy.catholic.edu.au)

### Voilà Maison

70 Burwood Road, Concord (cnr Crane St)  
**9715 6696**

### TOP STORIES

#### Pool registration only days away

Only days remain for pool owners to register their pools without penalty. The extension to November...

*November 17, 2013 / [Read More](#)*

#### Time capsule keeps Burwood history alive

To celebrate 61 years and the impending opening of its new library and community hub, Burwood...

*November 17, 2013 / [Read More](#)*

#### Five charged for attempted armed robbery

Five men have been charged over an alleged armed robbery of premises in George Street, Burwood...

### BURWOOD CANADA BAY ASHFIELD STRATHFIELD

#### TOP STORIES

#### Pushing up units instead of daisies

5:50 pm | A Planning Proposal to rezone a major portion of the Flower Power site on Mitchell Street at Enfield has been submitted to Burwood Council to facilitate the construction of eight 2 to 3 storey residential flat...

*November 12, 2013 / 4 Comments / [Read More](#)*

#### Smart phone mobile website launched

6:51 am | Residents can now send enquiries or make payments from anywhere with the launch of Burwood Council's new mobile website, which better suit smart phones. The mobile website allows users to send enquiries and access key Council...

*November 12, 2013 / [Read More](#)*

### NEWS

#### How do you want to pay your rates?

### EDUCATION

#### Talking about Julia

It's time to decide our funding future  
Visit burwood.nsw.gov.au for more information

### MERIDEN

## Facebook Advertising



**Burwood Council**  
It's time to have your say. Visit [burwood.nsw.gov.au](http://burwood.nsw.gov.au) to find out more.

**funding our future**

**Burwood Council**  
Council of the Government of New South Wales  
Council of the Government of New South Wales

✓ Liked

The advertisement features a large graphic with the text 'funding our future' in blue and white. Below the graphic is a horizontal row of six small, square images showing various community scenes: a street view, a park with people, a person in a wheelchair, a person in a red hat, a sunset over water, and a person walking. The text 'It's time to have your say. Visit burwood.nsw.gov.au to find out more.' is positioned above the graphic. The Burwood Council logo is in the top left, and the text 'Burwood Council Council of the Government of New South Wales' is at the bottom left. A 'Liked' button is at the bottom right.



**Cr John Faker**  
Sindaco di Burwood



**Burwood Council**

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**LA VITA COMUNITARIA DI BURWOOD**

**funding  
our future**  
**(FINANZIAMO IL NOSTRO FUTURO)**



Dal 2010 il Council comunica con la comunità al fine di identificare e recapitare servizi che sono importanti per voi.

Una delle priorità che i residenti hanno evidenziato è che il Council mantenga e migliori le infrastrutture locali tra cui le nostre strade, marciapiedi, cordoli e cunette.

Nonostante la nostra solida posizione finanziaria, il Council avrà bisogno di un ulteriore finanziamento per poter continuare a recapitare questi servizi al nostro livello attuale.

L'opzione più sostenibile sarebbe quella di ricorrere a una "variazione speciale del tasso" (SRV) oltre al tasso fisso.

Si prega di visitare il nostro sito web [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au) per ulteriori informazioni sui SRV: quali sono le opzioni disponibili, come vi influenzerà, dove sarà destinato il finanziamento.

Questa è una decisione importante da prendere come comunità, ecco perchè vi esorto a lasciare commenti su come finanziare il nostro futuro per garantire che Burwood rimanga uno splendido luogo dove vivere, lavorare e da visitare.

**Suite 1, Lv 2, 1-17 Elsie Street, Burwood - [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au)**





**Burwood Council**

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## 為我們的將來籌備資金

自從 2010 年起，市議會就一切與居民息息相關的重要服務與居民展開討論，以確定及落實這些服務。

居民最關心的其中一項就是希望市議會維護及升級本區基礎建設，包括道路、人行道、路肩及公園。

儘管我們擁有穩健的財務狀況，市議會仍需籌備額外資金，以在現有水平上繼續推行各項服務。

最持續可行的集資方法就是在現有固定的市政費用上收取額外的調整費用 (SRV)。

關於 SRV 的更多詳情請瀏覽 [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au)，信息包括：可行方法，如何影響閣下及額外資金用於何處。

作為一整個社區，這是我們作出的一個重要決定，市長鼓勵居民的各種反饋意見，如何為我們的將來籌備資金，確保寶活是一個在生活、工作及旅遊上都值得驕傲的地方。



1/611851@B



**Burwood Council**

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**التحويل في مستقبلنا**

**funding  
our future**



منذ عام ٢٠١٠ والمجلس يتحدث مع المجتمع من اجل تحديد وتسليم الخدمات الهامة لكم.

واحدى اهم الاولويات التي ينادي بها السكان هي للحفاظ وتحديث البنى التحتية المحلية من بينها الطرق، الارصفة، حواف الطرق والمنزهات.

بالرغم من مكانتنا الاقتصادية السليمة، فإن المجلس في حاجة لإيجاد تمويل اضافي من اجل مواصلة تقديم هذه الخدمات على المستوى الحالي.

واهم خيار مالي مقبول هو تطبيق التغيير في الضريبة الخاصة (SRV) بأعلى من المعدل المربوط.

لمزيد من المعلومات عن التغيير في الضريبة الخاصة (SRV) وبما يشمل الخيارات المتوفرة، وكيف يمكن أن يؤثر عليه واين توجه الاموال الاضافية الرجاء تفقد موقعنا على الانترنت [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au)

هذا قرار هام علينا اتخاذه كمجتمع، ومن اجل ذلك أشجع تلقي المعلومات الاسترجاعية وكيفية تمويل مستقبلنا للتأكيد على أن تبقى بيروود مدعاة الفخر للعيش، العمل والزيارة.

# our funding future



**Burwood**  
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**Υποστηρίζοντας την ποικιλομορφία:  
Πρωθώντας τον πολιτισμό**

Από το 2010, το Δημοτικό Συμβούλιο βρίσκεται σε ανοιχτό διάλογο με τους κατοίκους της περιοχής με στόχο να λάβει γνώση των αναγκών και στη συνέχεια να προσφέρει τις υπηρεσίες που είναι σημαντικές για τους πολίτες.

Μία από τις σημαντικότερες προτεραιότητες των κατοίκων, που ετέθησαν ενώπιον του Δημοτικού Συμβουλίου, είναι η συντήρηση και η αναβάθμιση των τοπικών υποδομών, συμπεριλαμβανομένων των δρόμων, των πεζοδρομίων, των κράσπεδων και των πάρκων.

Παρά την οικονομική ευρωστία του Δήμου, το Συμβούλιο θα πρέπει να βρει πρόσθετη χρηματοδότηση προκειμένου να συνεχίσει την παροχή υψηλών υπηρεσιών.

Η πιο βιώσιμη εναλλακτική λύση χρηματοδότησης θα ήταν η διεκδίκηση ενός επιπρόσθετου εσόδου μέσω των Δημοτικών Τελών (SRV).

Παρακαλούμε επισκεφθείτε την ιστοσελίδα μας, στην ηλεκτρονική διεύθυνση [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au) για περισσότερες πληροφορίες σχετικά με το SRV και τις διαθέσιμες επιλογές, καθώς και για να ενημερωθείτε για την χρήση των πρόσθετων κεφαλαίων.

Πρόκειται για μια σημαντική απόφαση για εμάς ως κοινότητα, και αυτός είναι ο λόγος που ζητούμε τα σχόλιά σας σχετικά με το πώς θα εξασφαλίσουμε την χρηματοδότηση των υποδομών μας στο μέλλον, με στόχο να εξασφαλίσουμε ότι το Μπέργουντ (Burwood) θα παραμείνει ένα υπέροχο μέρος για να ζούμε και να εργαζόμαστε. Ένα μέρος που αξίζει να επισκεφτεί κάποιος.

# SIGNAGE ON DISPLAY



Enfield Aquatic Centre



Council Chambers



Burwood Library

# **SOCIAL MEDIA**



Burwood Council Timeline Recent

Admin Panel

Promote Page

# our funding future



## Burwood Council

636 likes · 17 talking about this · 175 were here

Update Page Info

- Government Organization
- Suite 1, Level 2 1-17 Elsie St, Burwood, New South Wal...
- (02) 9911 9911
- Today 9:00 am - 4:45 pm

About



Photos

636 Likes

Likes



Map



Events

Status Photo / Video Offer, Event +

What have you been up to?



Burwood Council

20 hours ago

Since 2010, Council has been speaking with the community in order to identify and deliver services that are important to you.

One of the top priorities residents have raised is to maintain and upgrade local infrastructure including our roads. See More

Recent Posts by Others on Burwood Council

See All



2013 Groovability Festival- International Day of People with Disability

@ Hi, just sending an invitation for the the Inner West celeb...

November 17 at 11:00am



Denise Williams

Just wanted to know more about the VAP of the Flower Pow...

1 November 17 at 10:07am



Carlos Gomes

@ Hi since Monday I'm waiting for the rubbish pick up call the...

1 November 17 at 10:07am



Taraka Rama

See Your Ad Here

Burwood Council



Identified as a major centre by the NSW Government, Burwood is set to grow significantly in the next...

Like Burwood Council likes this.

Promote Page

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Time to le our ding ure

sv.au for more information



- Tweets**
- Following
  - Followers
  - Favorites
  - Lists

Photos and videos



- Who to follow · Refresh · View all
- 
**Sandi Krakowski** [@sandikr](#)  
 Followed by Dayne Hudson and 0 others  
[Follow](#) [Promoted](#)
  - 
**Magellan Company** [@MagellanCo](#)  
 Followed by Penrith City Council  
[Follow](#)
  - 
**SpeedHumpsAustralia** [@SpeedHumps](#)  
 Followed by SutherlandShire Cncl  
[Follow](#)
- Popular accounts · Find friends

- Sydney Trends · Change
- #Ashes [#Ashes](#)
  - #auspol
  - Australia
  - #AUSvENG
  - #theashes
  - Mark Textor



**Burwood Council**  
[@BurwoodCouncil](#)

Welcome to the official Twitter page of Burwood Council, located in the heart of Sydney's Inner West. RTs and Follows are not endorsements.  
 NSW, Australia - burwood.nsw.gov.au

637 [Tweets](#) · 381 [Followers](#) · 430 [Following](#) · [Edit profile](#)

**Tweets**




**Canterbury Council** [@CanterburyCouncil](#) 11:11 AM

International Day of People with Disability 2013 GroovABILITY Festival! register.eventarc.com/18893/internat... via [@eventarc](#)

[Retweeted by Burwood Council](#)

[Expand](#) [Retweeted](#)



**Burwood Council** [@BurwoodCouncil](#) 12:15 PM

Since 2010, Council has been speaking with the community in order to identify and deliver services that are... [fb.me/2SvLUGMdR](#)

[Retweet](#)



**Burwood Council** [@BurwoodCouncil](#) 7:31 PM

Mayor [@JohnFaker](#) & [@msjrowe](#) helped [@RevBillCrews](#) launch the Exodus Xmas Appeal at [@Target](#) Burwood Westfield yesterday. [pic.twitter.com/kD6FiwvIF](#)



## SOCIAL MEDIA POSTS



Facebook posts:



### Burwood Council

Since 2010, Council has been speaking with the community in order to identify and deliver services that are important to you.

One of the top priorities residents have raised is to maintain and upgrade local infrastructure including our roads, footpaths, kerbs and parks.

Currently, council rates are determined by the Independent Pricing and Regulatory Tribunal (IPART), which sets a 'rate peg' limit... See More



Like Comment Share

1,064 people saw this post



### Burwood Council

Earlier this year, Council conducted a comprehensive community satisfaction survey, to determine whether the goals set out in the Burwood2030 Community Strategic Plan were still relevant. This is what you said.

[http://www.burwood.nsw.gov.au/our\\_burwood/funding\\_our\\_future/what\\_have\\_you\\_asked\\_for.html](http://www.burwood.nsw.gov.au/our_burwood/funding_our_future/what_have_you_asked_for.html)

Like Comment Share

135 people saw this post



### Burwood Council

This week, ratepayers will receive a letter from Council with information on Special Rate Variations.

If you want more information, you can attend one of our information sessions on Wednesday, 4 December (11am-12.30pm) or Thursday, 5 December (6pm-7.30pm). RSVP at [ourfuture@burwood.nsw.gov.au](mailto:ourfuture@burwood.nsw.gov.au).

Or, you can take our online survey and have your say.... See More

[Online Survey | Burwood Council](#)

Like Comment Share

1 Like 1 Comment

68 people saw this post

Boost Post





**Burwood Council**

Burwood Update - Special Edition 2013

[http://www.burwood.nsw.gov.au/verve/\\_resources/Burwood\\_Council\\_6pp\\_Newsletter\\_Special\\_19Nov2013\\_V3.pdf](http://www.burwood.nsw.gov.au/verve/_resources/Burwood_Council_6pp_Newsletter_Special_19Nov2013_V3.pdf)

**Burwood Update - Funding our Future Special Edition 2013**

Like Comment Share

1 Like

61 people saw this post



**Burwood Council**

Have your say on our funding future and take part in our online survey.

[http://www.burwood.nsw.gov.au/our\\_burwood/funding\\_our\\_future/online\\_survey.html](http://www.burwood.nsw.gov.au/our_burwood/funding_our_future/online_survey.html)

To find out more about Special Rate Variations and the impact it will have on you please visit the link below:

[http://www.burwood.nsw.gov.au/our\\_burwood/funding\\_our\\_future/funding\\_our\\_future\\_landing\\_page.html](http://www.burwood.nsw.gov.au/our_burwood/funding_our_future/funding_our_future_landing_page.html)

**Online Survey | Burwood Council**

Like Comment Share

1 Like 2 Comments

559 people saw this post



**Burwood Council**

We'll be hosting a live Twitter session on Tuesday, 17 December from 12.30pm - 1.00pm where we'll be answering your questions regarding Special Rate Variations (SRV) and our funding future.

Make sure you follow us @BurwoodCouncil.

Like Comment Share

2 Likes 1 Comment

852 people saw this post



**Burwood Council**

Our live Twitter session is underway. Make sure you use **#BurwoodFuture** in your tweets.

👍 Like    💬 Comment    ➦ Share

2 Likes

138 people saw this post



**Burwood Council**

Today is the last day to lodge a submission for our Funding our Future consultation.

Thank you to those who participated in the discussion. Your feedback will be used to determine a suitable option for our community.

Please note that no formal decision has been made on our funding option.



👍 Like    💬 Comment    ➦ Share

1 Like

47 people saw this post



**Tweets:**



**Burwood Council**

Burwood Council

29,815

It's time, as a community, for us to decide our funding future.  
Click on the link and have your say. [burwood.nsw.gov.au/news\\_and\\_highl...](http://burwood.nsw.gov.au/news_and_highlights)

6/11/13



**Burwood Council**

Burwood Council

29,116

Since 2010, Council has been speaking with the community in order to identify and deliver services that are... [fb.me/2SyLUGMdR](https://www.facebook.com/burwoodcouncil/posts/259189)

6/11/13



**Burwood Council**

Burwood Council

23,100

Earlier this year, Council conducted a comprehensive community satisfaction survey, to determine whether the... [fb.me/380EwvIk3](https://www.facebook.com/burwoodcouncil/posts/380EwvIk3)

6/11/13



**Burwood Council**

Burwood Council

29,200

Burwood Update - Special Edition 2013... [fb.me/1ak6AFQCr](https://www.facebook.com/burwoodcouncil/posts/1ak6AFQCr)

6/11/13



**Burwood Council**

Burwood Council

29,100

Have your say on our funding future and take part in our online survey:... [fb.me/1c2VyxzMf](https://www.facebook.com/burwoodcouncil/posts/1c2VyxzMf)

6/11/13



**Burwood Council**

Burwood Council

13,524

We'll be hosting a live Twitter session on Tuesday, 17 December from 12.30pm - 1.00pm where we'll be answering... [fb.me/12CRP7973](https://www.facebook.com/burwoodcouncil/posts/12CRP7973)

6/11/13



**Burwood Council**

Burwood Council

10,320

Today is the last day to lodge a submission for our Funding our Future consultation.

Thank you to those who... [fb.me/2CTaFqN9w](https://www.facebook.com/burwoodcouncil/posts/2CTaFqN9w)

6/11/13



## **STAKEHOLDER INFORMATION**

- **Emails**
  - E-News subscribers
  - Focus group
  - Email to community groups
- **Letters**
  - Letters to local Chambers of Commerce
- **Information sessions**



EMAIL TO E-NEWS SUBSCRIBERS



*Burwood Council*  
heritage • progress • pride

## FUNDING OUR FUTURE

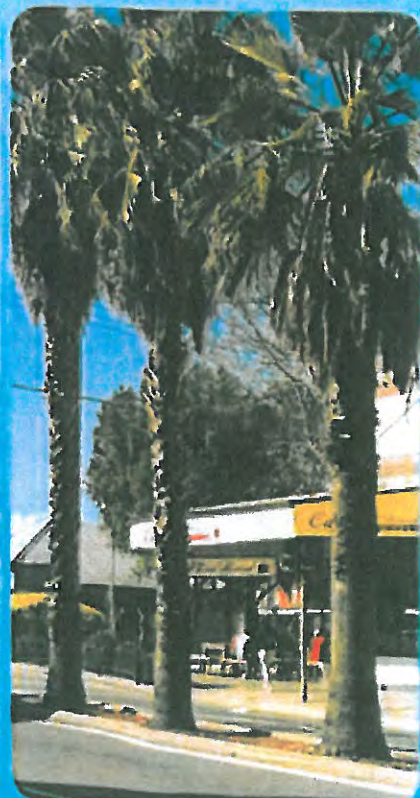
Since 2010, Council has been listening to the community in order to identify and deliver services that are important to you.

One of the top priorities residents have raised is to maintain and upgrade local infrastructure including our roads, footpaths, kerbs and parks.

Currently, council rates are determined by the Independent Pricing and Regulatory Tribunal (IPART), which sets a 'rate peg' limiting the amount rates can increase each year. However, the rate peg does not take into consideration rising costs and residents' demand for increased services.

In order to continue delivering these services at our current level, Council will need to find additional funding. The most sustainable option is to apply for a Special Rates Variation (SRV). Council has put forward three different rate options and we want to know which you prefer.

This is an important decision for us to make as a community. To find out more about the SRV and the impact it will have on you please visit our website [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au).



**Have your say**

Join the discussion and have your say on our funding future

## EMAIL TO FOCUS GROUP

Dear <Recipient>

One of the key priorities that were raised in the Community Satisfaction Survey you participated in earlier this year was the need for Burwood Council to maintain and upgrade local infrastructure.

Despite our sound financial position, Council will be unable to continue maintaining and upgrading roads and footpaths at the current service level without additional funding. This is because council rates are 'pegged' by the Independent Pricing and Regulatory Tribunal (IPART). 'Rate pegging' limits the amount rates can increase each year however, the 'rate peg' does not take into consideration rising costs and residents' needs for increased services.

As you may be aware, Burwood Council is currently undertaking community consultation to help determine how to fund our future in order to maintain the current level of service.

Council is proposing three different funding options and is asking for your feedback.

As a member of our Community Focus Group, Council would like to invite you to attend one of the Funding Our Future information sessions.

There are two information sessions which will be run by an independent facilitator on the following dates:

Wednesday, 4 December (11am-12.30pm)  
Thursday, 5 December (6pm-7.30pm)

If you wish to attend, simply respond to this email with your preferred session time.

For more information please view the message below or visit the following link:  
[http://www.burwood.nsw.gov.au/our\\_burwood/funding\\_our\\_future/funding\\_our\\_future\\_landing\\_page.html](http://www.burwood.nsw.gov.au/our_burwood/funding_our_future/funding_our_future_landing_page.html)

Kind regards,  
**The Communications Team**  
**Burwood Council**



## EMAIL TO COMMUNITY GROUPS

**From:** [REDACTED] on behalf of ourfuture  
**Sent:** Monday, 9 December 2013 5:12 PM  
**To:** 'koreanwelfare@hotmail.com'  
**Subject:** TRIM: Funding our Future: Burwood Council  
**Attachments:** Burwood\_Council\_6pp\_Newsletter\_Special\_19Nov2013\_V3.pdf; Rates and Charges Hardship Assistance Policy.pdf  
**HP TRIM Record Number:** E13/23070

To Whom It May Concern,

I was given your contact from our Community Services department, as we would like to notify you on an important consultation Burwood Council is currently undertaking which may affect some of your clients who reside in the Burwood LGA.

In 2010 and 2013, Burwood Council carried out extensive community consultation in order to determine which services were most important to residents. After receiving feedback from the community, Council identified that one of the key priorities raised by residents was for Council to upgrade and maintain our local infrastructure.

In order to continue delivering these services at our current level, Council will need to find additional funding. Currently, council rates are determined by the Independent Regulatory and Pricing Tribunal (IPART), which sets a 'rate peg' limiting the amount rates can increase each year. However, the rate peg does not take into consideration rising costs and residents' demand for increased services.

The most sustainable option is to apply for a Special Rates Variation (SRV). Council has put forward three different rate options and is asking the community for their input.

As you may be aware, Burwood is a diverse area with a large Korean community and higher proportion of people in the older age groups.

Council recognises that ratepayers, which may include some of your clients, may experience hardship in some circumstances in paying rates and annual charges.

Attached is an electronic newsletter with more information on SRVs and Council's *Rates and Charges Hardship Assistance Policy*.

I encourage you to share this information to those that may be affected by this matter.

For more information, you can visit the following link below:

[http://www.burwood.nsw.gov.au/our\\_burwood/funding\\_our\\_future/funding\\_our\\_future\\_landing\\_page.html](http://www.burwood.nsw.gov.au/our_burwood/funding_our_future/funding_our_future_landing_page.html)

Kind regards,

**The Communications Team**  
**Burwood Council**

T: 02 9911 9911 • W: [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au)  
Suite 1, Level 2, 1 – 17 Elsie Street, Burwood NSW 2134



**Burwood Council**  
heritage • progress • pride

22/01/2014



## FUNDING OUR FUTURE

Since 2010, Council has been listening to the community in order to identify and deliver services that are important to you.

One of the top priorities residents have raised is to maintain and upgrade local infrastructure including our roads, footpaths, kerbs and parks.

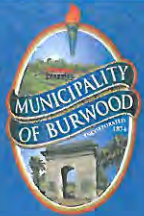
Currently, council rates are determined by the Independent Pricing and Regulatory Tribunal (IPART), which sets a 'rate peg' limiting the amount rates can increase each year. However, the rate peg does not take into consideration rising costs and residents' demand for increased services.

In order to continue delivering these services at our current level, Council will need to find additional funding. The most sustainable option is to apply for a Special Rates Variation (SRV). Council has put forward three different rate options and we want to know which you prefer.

This is an important decision for us to make as a community. To find out more about the SRV and the impact it will have on you please visit our website [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au).







Mr D Sutherland  
President  
Burwood Business Chamber  
PO BOX 187  
BURWOOD NSW 1805

**FILE COPY**

2 December 2013  
TRIM Ref: 13/47139

Dear Mr Sutherland

### **FUNDING OUR FUTURE: SPECIAL RATE VARIATION (SRV)**

In 2010 and 2013, Burwood Council carried out extensive community consultation in order to determine which services were most important to residents. After receiving feedback from the community, Council identified that one of the key priorities raised by residents was for Council to upgrade and maintain our local infrastructure.

As you may be aware, in April 2013, TCorp released a report on the sustainability of councils. In the report, Burwood was given a Sustainability Rating of 'Weak' however was one of only 5 councils in NSW given a 'Positive' Outlook.

The report also included a financial assessment from a 2012 report which detailed the asset position of councils. Burwood Council was identified as having a total infrastructure backlog of \$168 million.

Despite our sound financial position, Council will be unable to continue tackling this backlog without additional funding.

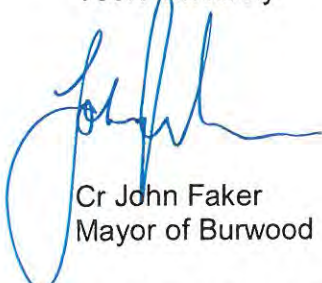
As you know, rates are our major source of revenue, however, the annual rate rise determined by the Independent Pricing and Regulatory Tribunal (IPART) does not take into consideration rising costs and residents' demand for increased services.

Therefore, Council is proposing to apply for a Special Rate Variation (SRV) above the 'rate peg' set by IPART.

Council is currently consulting with the community on three possible funding options for our future. It is important to note that this is a consultation stage and no formal decision has been made regarding the various funding options.

If you would like more information on the proposed SRV please visit our website which includes information on how the SRV will affect business, why we require an SRV and which funding options are available. I encourage you to share this important information with the members of your Chamber and join the discussion on our funding future.

Yours sincerely



Cr John Faker  
Mayor of Burwood

If you require information in other languages, please contact Burwood Council on 9911 9911. Staff will be able to organise an interpreter for you. Alternatively, you can contact the Telephone Interpreter Service directly on 131 450 (free service) and ask them to call Burwood Council on 9911 9911 on your behalf.

**ARABIC**

تطلب هذه الرسالة على معلومات مهمة. إذا كنتم غير قادرين على فهم محتوياتها، يرجى الاتصال بلغيتكم على الرقم 9911 9911 بتأجيل. مواضع اثنائية ترتيب مساعدة مقر في عظمى، أو يمكنك الاتصال خدمة الترجمة اثنائية على الرقم 131 450 (بداة الخدمة مجانية) والطلب من الاتصال بتأجيل اثنائية منكم على الرقم 9911 9911.

**CHINESE**

本信所含信息十分重要，如果您不能閱讀、或無法理解其內容，請與市政廳(Council)聯繫，電話9911 9911。我們的工作人員可以為您安排口譯人員。您也可以與電話口譯服務部門聯繫，聯繫電話131 450 (免費服務)，讓他們代您和市政廳聯繫。市政廳的聯繫電話是9911 9911。

**CROATIAN**

Ovo pismo sadrži važne informacije. Ako ga ne možete pročitati ili razumjeti, molimo nazovite općinu na 9911 9911. Osoblje Vam može organizirati pomoć tumača. Ili, možete nazvati Telefonsku službu tumača (Telephone Interpreter Service) na 131 450 (usluga su besplatne) i zamoliti ih da u Vaše ime nazovu općinu.

**GREEK**

Η παρούσα επιστολή περιέχει σημαντικές πληροφορίες. Αν δε μπορείτε να τη διαβάσετε ή να καταλάβετε το περιεχόμενό της, παρακαλούμε να επικοινωνήσετε με το Δήμο του Burwood στο 9911 9911. Το προσωπικό μπορεί να οργανώσει για εσάς έναν διερμηνέα. Αλλιώς μπορείτε να επικοινωνήσετε με την Τηλεφωνική Υπηρεσία Διερμηνέων στο 131 450 (αυτή είναι δωρεάν υπηρεσία) και να ζητήσετε να επικοινωνήσει με το Δήμο στο 9911 9911 εκ μέρους σας.

**ITALIAN**

Questa lettera contiene informazioni importanti. Se non siete in grado di leggerla o capire il suo contenuto, contattate il Municipio di Burwood al numero 9911 9911. Il personale può organizzare un interprete. Alternativamente, potete contattare il servizio di interpretariato telefonico (Telephone Interpreter Service) al numero 131 450 (servizio gratuito) e chiedere loro di contattare il Municipio di Burwood al 9911 9911 per vostro conto.

**KOREAN**

이 편지에는 중요한 정보가 담겨져 있습니다. 만약 그 내용을 읽어 이해하지 못할 산다면 전화 9911 9911로 걸어서서 매우도 도움을 연락하십시오. 직원이 통역을 마련해드릴 수 있습니다. 아니면 131 450 (이 통역은 무료임)에 전화 해서선회 통역 서비스를 받으시고 통역어 당신을 대신하여 9911 9911 번호로 전화하도록 하십시오.

**SPANISH**

Esta carta contiene información importante. Si Ud. no puede leer o entender su contenido, sírvase llamar a la Alcaldía en el número 9911 9911 y el personal de la Alcaldía organizará los servicios de un intérprete. Alternativamente, Ud puede contactar el Servicio Telefónico de Interpretación llamando al número 131 450 (este servicio es gratis) y solicitarles que llamen a la Alcaldía de parte suya, en el número 9911 9911.

**RUSSIAN**

Это письмо содержит важную информацию. Если вы не можете прочесть его или понять его содержание, пожалуйста свяжитесь с Бёрвудским Советом по телефону 9911 9911. Наши сотрудники предоставят Вам переводчика. Вы также можете связаться со Службой Телефонного Перевода по телефону 131 450 (это бесплатная услуга) и попросить их позвонить от Вашего имени в Совет по телефону 9911 9911.

**TAMIL**

இந்தக் கடினம் முக்கியமான தகவலைக் கொண்டு உள்ளது. அதைப் புரிவதற்கு, இங்கே உள்ள தகவலைப் படிக்க முடியாவிட்டால் அல்லது அதைப் புரிவதில் சிரமமாக இருந்தால், புகாரைக் கொண்டு 9911 9911 இல் தொடர்பு கொள்ளுங்கள். எங்கள் பணியினர் உங்களுக்கு ஒரு மொழிபெயர்க்கும் சேவையை ஏற்படுத்தும் முடியும். 131 450 இல் உள்ள தொலைபேசி மூலமாக இதைக் கேட்டுக் கொள்ளுங்கள். அவர்கள் உங்களுக்கு உங்களுக்கான புகாரைக் கொண்டு 9911 9911 இல் தொடர்பு கொள்ளும் முடியும்.



Ms T Franze  
President  
Croydon Park Chamber of Commerce  
PO BOX 376  
CROYDON PARK NSW 2133

**FILE COPY**

2 December 2013  
TRIM Ref: 13/47139

Dear Ms Franze

### **FUNDING OUR FUTURE: SPECIAL RATE VARIATION (SRV)**

In 2010 and 2013, Burwood Council carried out extensive community consultation in order to determine which services were most important to residents. After receiving feedback from the community, Council identified that one of the key priorities raised by residents was for Council to upgrade and maintain our local infrastructure.

As you may be aware, in April 2013, TCorp released a report on the sustainability of councils. In the report, Burwood was given a Sustainability Rating of 'Weak' however was one of only 5 councils in NSW given a 'Positive' Outlook.

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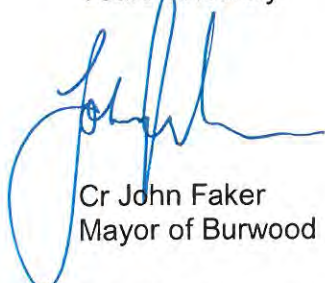
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Yours sincerely



Cr John Faker  
Mayor of Burwood

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#### ARABIC

تطري هذه الرسالة على معلومات مهمة إذا كنتم غير قادرين على فهم محتواها يرجى الاتصال هاتفية على الرقم 9911 9911 وتطلي موظفو المدينة ترتيباً معاً مقرر، شلهم، أو يمكنكم الاتصال بخدمات الترجمة الهاتفية على الرقم 131 450 (تأه خدمة مجانية) والتعبير من الاتصال بتأدية تلبية خدمكم على الرقم 9911 9911.

#### CHINESE

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#### CROATIÁN

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#### SPANISH

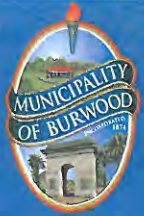
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Mr J Krebs  
President  
Strathfield Chamber of Commerce  
PO BOX 23  
STRATHFIELD NSW 2531

**FILE COPY**

2 December 2013  
TRIM Ref: 13/47139

Dear Mr Krebs

### **FUNDING OUR FUTURE: SPECIAL RATE VARIATION (SRV)**

In 2010 and 2013, Burwood Council carried out extensive community consultation in order to determine which services were most important to residents. After receiving feedback from the community, Council identified that one of the key priorities raised by residents was for Council to upgrade and maintain our local infrastructure.

As you may be aware, in April 2013, TCorp released a report on the sustainability of councils. In the report, Burwood was given a Sustainability Rating of 'Weak' however was one of only 5 councils in NSW given a 'Positive' Outlook.

The report also included a financial assessment from a 2012 report which detailed the asset position of councils. Burwood Council was identified as having a total infrastructure backlog of \$168 million.

Despite our sound financial position, Council will be unable to continue tackling this backlog without additional funding.

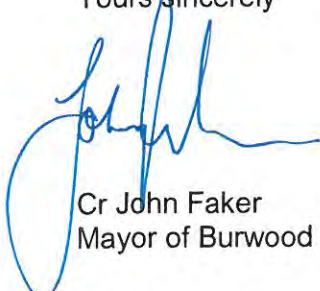
As you know, rates are our major source of revenue, however, the annual rate rise determined by the Independent Pricing and Regulatory Tribunal (IPART) does not take into consideration rising costs and residents' demand for increased services.

Therefore, Council is proposing to apply for a Special Rate Variation (SRV) above the 'rate peg' set by IPART.

Council is currently consulting with the community on three possible funding options for our future. It is important to note that this is a consultation stage and no formal decision has been made regarding the various funding options.

If you would like more information on the proposed SRV please visit our website which includes information on how the SRV will affect business, why we require an SRV and which funding options are available. I encourage you to share this important information with the members of your Chamber and join the discussion on our funding future.

Yours sincerely



Cr John Faker  
Mayor of Burwood

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## SURVEY



**BURWOOD COUNCIL  
COMMUNITY SURVEY  
SPECIAL RATE VARIATION**

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Good afternoon/evening, my name is \_\_\_\_\_ from Micromex Research and we are conducting a survey on behalf of Burwood Council. The survey will take about 10 minutes. Would you be able to assist us please?

**1. Before we begin, I would like to check whether you or an immediate family member works for Burwood Council?**

Yes  
No

**2. In which suburb do you live?**

Burwood  
Croydon  
Enfield  
Croydon Park  
Strathfield  
Burwood Heights

**3. How long have you lived in the Burwood Council area?**

6 months – 2 years  
3-5 years  
6-10 years  
11-20 years  
More than 20 years

**4. How satisfied are you with the quality of local infrastructure currently provided by Council?**

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

**5. How satisfied are you with the level of service currently provided by Council?**

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

**6. How important do you believe it is for Council to implement programs that will provide better infrastructure and service?**

Very important  
Important  
Somewhat important  
Not very important  
Not at all important



**Read statement:**

As you know, rates are Council's main source of income for delivering services and are capped by the State Government.

Unfortunately, despite Burwood's sound financial position, they won't be able to continue improving infrastructure at the current level, as the rising costs associated with these services are higher than the revenue received through rate payments.

As such Council is proposing a special rate increase in response to requests for improved services and in order to tackle a backlog in infrastructure.

Council is looking for your help in assessing three options for funding service levels:

1. Decline in Service – rates increase each year by the allowed 'rate peg'
2. Maintain Service – Rate increase above rate peg
3. Improve Service – Rates increase above rate peg

Let's look at the options:

**1. Decline in Service. Rates would increase only by the State Government rate cap of approximately 3% per annum.**

This would result in a total increase of 23% over the seven years. For the average residential rate payer this would mean an increase of \$239 over a seven year period.

Service levels will need to be reduced each year to make savings.

Under this option savings would include:

- Reducing the opening hours or possible closure of facilities including pools, libraries, etc
- Reducing the maintenance of sporting facilities, parks and gardens
- Reducing the maintenance of roads, footpaths, cycleways and drains
- Reducing environmental programs (e.g. weed removal and native vegetation programs)

Under this option there will also be:

- Longer processing times for customer requests, applications and permits.
- Fewer community events
- Lower level of funds for community sponsorship and economic development
- Larger increases in user fees and charges

**7. How supportive are you with Council proceeding with this option?**

Very supportive

Supportive

Somewhat supportive

Not very supportive

Not at all supportive

**2. The second option is Maintain Services. To maintain current service levels, rates would need to progressively rise above the State Government rate cap to 7.5% in 2020/21. (5.5%, 6.5%, 7%, 7.5%, 7.5%, 7.5%, 7.5%).**

This would be a total increase of 60.6% over the seven years. For the average residential rate payer this would mean an increase of \$631 over a seven year period. Of this, \$239 would be the rate cap increase and the remaining \$392 would be a Special Rate Variation.

This option would allow Council to continue to maintain current service level across key areas such as:

- The opening hours and programs at pools, libraries, although no new facilities would be constructed.
- The maintenance of sporting facilities, parks and gardens would remain as is, with no increase to mowing, planting or maintenance
- The Construction of roads, footpaths, cycleways and drains would be maintained,
- Current Environmental programs would be retained (e.g. weed removal and native vegetation programs)
- Processing times for customer requests, applications and permits would remain the same
- Community events would be maintained, but not expanded
- Funding of community sponsorship and Economic Development would be maintained

**9. How supportive are you with Council proceeding with this option?**

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

**3. The final option is Improve Services. To improve service levels, rates would rise by 7.5% each year for seven years for a total increase of 65.9%.**

For the average residential rate payer this would mean an increase of \$687 by 2021. Of this, \$239 would be the rate cap increase and the remaining \$448 would be a Special Rate Variation.

In addition to maintaining all current service levels this option would enable Council to provide the community with the following enhancements:

- Resheet an extra 32,000 square metres of roads across the LGA over seven years
- Reconstruct an additional 23,600 square metres of footpath above over seven years
- Reconstruct more than 5,500 metres of kerb and gutters

Council will be able to do the following in our local sporting facilities, parks and gardens:

- Install new playgrounds
- Install shade structures
- Upgrade amenity blocks
- Install park exercise equipment
- Install floodlighting for a sportsground
- Install solar lighting
- Upgrade park amenities (BBQ areas and picnic tables)

**10. How supportive are you with Council proceeding with this option?**

Very supportive

Supportive

Somewhat supportive

Not very supportive

Not at all supportive

**11. Please rank the three options in order of preference**

Decline in Service

Maintain Service

Improve Service

**12. What is your reason for choosing your first preference?**

**13. Are you currently a Burwood Ratepayer?**

Yes

No

**14. Please stop me when I read out your age group. Prompt**

18-35

35-49

50-54

65 years and over

Following the survey, we will be conducting two information sessions, on Wednesday, 4 December at 11am and Thursday, 5 December at 6pm. If you would like to attend one of these sessions please RSVP to [ourfuture@burwood.nsw.gov.au](mailto:ourfuture@burwood.nsw.gov.au) or call 9911 9819.

This completes the survey. Thank you very much for your time, enjoy the rest of your day/evening

# INFORMATION SESSIONS



Example of a  
kerb and gutter

Example of a  
kerb and gutter

Technical drawing or map

Example of a  
road

Example of a  
road

Technical drawing or map

Example of a  
road

Example of a  
road