

Criterion 2 Community Engagement Annexures

Attachment 2.e.i

- **Phase three online survey**
- **Phase three online survey results**

Community survey - seven year rating proposal

Over the past six months, Council has been seeking input from residents and rate payers to help solve its significant future financial challenge. Council needs an ongoing increase in revenue to sustainably deliver the services the community expects to see in the future. Following this consultation, a proposal that would see rates increased each year for seven years has been developed. By completing this survey you will be sharing your thoughts on both your awareness of the proposal, and how important you think it is for the future.

In which suburb do you live?

How long have you lived in the Maitland City Council area?

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

How satisfied are you with the level of service currently provided by Council in the local area?

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

How important do you believe it is for Council to continue to provide currently programmed and enhanced services to our growing population?

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

How important do you believe it is for Council to be financially sustainable (i.e. not in deficit) into the future?

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

Maitland is one of the fastest growing inland cities in Australia, with the equivalent of a new family arriving every day. However, Council's current rating revenue covers less than half the cost of providing services to these new and existing residents.

Looking at growth and other factors, Council's well-tested financial model predicts an operational shortfall of \$92 million over the next ten years, if current services are to be maintained. Additionally, the community has told Council they would like some service areas improved OR enhanced.

In responding to the challenge, Council is proposing to increase total rating revenue by 8.35% per year for seven years, being a 58.45% cumulative increase (36.05% above the expected standard rate peg for the period). This increase would be retained permanently in the rate base after the seven years.

This would be done as a 'special rate variation', submitted to the Independent Pricing and Regulatory Tribunal for determination.

Council's rating is spread across business, farmland, mining and residential categories.

As this 8.35% per annum increase in total rates revenue is made, Council is proposing to shift the proportion of rating paid by each rating category, to ensure equitable distribution. Our average residential rating is comparatively low (\$65 less than Newcastle and \$155 less than Lake Macquarie), while average business and farmland are higher. This is the result of change, as farmland has been developed into residential housing, fewer farmland ratepayers have been left to pay the same proportion of rates. The shift proposed will address these issues.

The average rate increase of each rating category would be as follows:

- Residential urban would have an average increase of 8.94%, or \$115 per annum, for seven years
- Farmland high intensity would have an average increase of 6.52%, or \$235 per annum, for seven years
- Business would have an average increase of 7.03% or \$458 per annum, for seven years.

Under the proposal, all of Council's current services would be maintained as programmed, with enhancements in the following key areas to happen over the seven years:

- Additional \$11.55 million for roads, kerbs and gutters and drains
- Additional \$350,000 towards bus shelters
- \$2.1 million more for footpaths
- Extra \$2.5 million towards community buildings, public toilets and amenities
- Additional \$2 million towards off road recreational cycleways, trails and shared pathways
- Extra \$1 million to improve access to the Hunter river for recreation
- \$2.5 million more for sporting facilities, parks, playgrounds and picnic facilities
- Additional \$2 million towards youth spaces (skate parks) and programs
- Extra \$1 million for place activation to bring more people to key spaces across the city.

Seven Year Rating Proposal

How supportive are you of Council proceeding with this application?

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

Why do you say that?

Based on what you have been told, how important do you believe it is that Maitland City Council is

allowed to introduce this special rate variation?

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

If you believe a special rate variation is 'not very important' or 'not important at all', can you see an alternative

and what might this be? optional

Prior to undertaking this survey, were you aware that Council is potentially seeking to increase rates via an application for a special rate variation?

- Yes
- No

If you were aware, how did you hear about it? optional

- Council Publication in my letterbox ('Funding our Future')
- Advertisements in the paper
- Facebook
- Media Coverage
- Word-of-mouth
- Council website/Maitland Your Say
- Other

What is your age bracket?

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

Which of the following best describes the house where you are currently living?

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

Which of the following best describes your current employment status?

- Work full time in the Maitland LGA
- Work full time outside the Maitland LGA
- Work part time in the Maitland LGA
- Work part time outside the Maitland LGA
- Home duties
- Student

- Self funded retiree
- Pensioner
- Unemployed
- Not applicable

What is your gender?

- Male
- Female

Summary Report For Community Survey - Seven Year Rating Proposal

Question			Answered	Skipped
1. In which suburb do you live?			167	0
Aberglasslyn	8.4% (14)			
Ashtonfield	9.0% (15)			
Bolwarra	1.8% (3)			
Bolwarra Heights	6.6% (11)			
East Maitland	19.8% (33)			
Gillieston Heights	3.6% (6)			
Greenhills	0.0% (0)			
Horseshoe Bend	0.0% (0)			
Largs	2.4% (4)			
Lochinvar	1.8% (3)			
Lorn	3.0% (5)			
Louth Park	0.6% (1)			
Maitland	1.8% (3)			
Metford	4.2% (7)			
Morpeth	1.8% (3)			
Raworth	2.4% (4)			
Rutherford	6.0% (10)			
South Maitland	0.0% (0)			
Telarah	4.8% (8)			
Tenambit	6.0% (10)			
Thornton	9.0% (15)			
Woodberry	1.2% (2)			
Other	6.0% (10)			
2. How long have you lived in the Maitland City Council area?			167	0
6months - 2 years	4.2% (7)			
3-5 years	12.6% (21)			
6-10 years	12.6% (21)			
11-20 years	21.6% (36)			
More than 20 years	49.1% (82)			
3. How satisfied are you with the level of service currently provided by Council in the local area?			167	0
Very satisfied	10.2% (17)			
Satisfied	31.1% (52)			
Somewhat satisfied	41.3% (69)			
Not very satisfied	11.4% (19)			
Not at all satisfied	6.6% (11)			
4. How important do you believe it is for Council to continue to provide currently programmed and enhanced services to our growing population?			167	0
Very important	21.0% (35)			
Important	32.3% (54)			
Somewhat important	29.9% (50)			
Not very important	11.4% (19)			
Not at all important	6.0% (10)			

5. How important do you believe it is for Council to be financially sustainable (i.e. not in deficit) into the future?			167	0
Very important	23.4% (39)			
Important	41.3% (69)			
Somewhat important	27.5% (46)			
Not very important	6.0% (10)			
Not at all important	2.4% (4)			
6. image_question_1382329986			0	167
7. How supportive are you of Council proceeding with this application?			167	0
Very supportive	7.2% (12)			
Supportive	8.4% (14)			
Somewhat supportive	9.6% (16)			
Not very supportive	22.8% (38)			
Not at all supportive	53.3% (89)			
8. Why do you say that?			167	0
9. Based on what you have been told, how important do you believe it is that Maitland City Council is allowed to introduce this special rate variation?			167	0
Very important	8.4% (14)			
Important	9.0% (15)			
Somewhat important	17.4% (29)			
Not very important	25.1% (42)			
Not at all important	44.9% (75)			
10. If you believe a special rate variation is 'not very important' or 'not important at all', can you see an alternative and what might this be?			117	50
11. Prior to undertaking this survey, were you aware that Council is potentially seeking to increase rates via an application for a special rate variation?			167	0
Yes	84.4% (141)			
No	16.2% (27)			
12. If you were aware, how did you hear about it?			150	17
Council Publication in my letterbox ('Funding our Future')	60.7% (91)			
Advertisements in the paper	14.7% (22)			
Facebook	10.7% (16)			
Media Coverage	24.7% (37)			
Word-of-mouth	24.0% (36)			
Council website/Maitland Your Say	18.7% (28)			
Other	5.3% (8)			
13. What is your age bracket?			167	0
18-34	15.6% (26)			
35-49	28.7% (48)			
50-64	36.5% (61)			
65+	19.2% (32)			
14. Which of the following best describes the house where you are currently living?			167	0
I/We own/are currently buying this property	96.4% (161)			
I/We currently rent this property	3.6% (6)			
15. Which of the following best describes your current employment status?			167	0
Work full time in the Maitland LGA	18.0% (30)			
Work full time outside the Maitland LGA	27.5% (46)			
Work part time in the Maitland LGA	12.0% (20)			
Work part time outside the Maitland LGA	6.6% (11)			
Home duties	3.0% (5)			

Student	3.6% (6)			
Self funded retiree	12.0% (20)			
Pensioner	18.0% (30)			
Unemployed	4.2% (7)			
Not applicable	1.2% (2)			
16. What is your gender?			167	0
Male	59.9% (100)			
Female	40.1% (67)			

