

## Frequently Asked Questions

### Will there be a rate increase in 2020/21?

No decision has been made regarding a rates increase. The Draft Plans are subject to a 28-day public consultation period after which Council will consider all feedback received and make a final decision following the close of the consultation period on 16 June, 2020. For consultation purposes, the *Draft Annual Business Plan and Budget 2020/21* is based on an average rate increase of 0.45 per cent.

### What does that rate increase mean for residents?

This proposed rate increase means that for the average valued residential property in the City of Playford of \$242,000, the anticipated rate increase equates to \$7 per year.

*Please note that the updated valuation data for 2020/21 is yet to be received from the Valuer-General. Therefore figures supplied are estimates only, until 2020/21 rates modelling can be completed.*

### Why has Council proposed to raise the rates by 0.45 per cent?

The Annual Business Plan and Budget incorporates a proposed 0.45% rate increase for 2020/21 raising \$0.370M, comprising:

\$0.313M – 0.39% funding State Government Waste Levy cost pressure.

\$0.104M – 0.12% funding 11 new and enhanced services.

(\$0.047M) – (0.06%) savings from operating costs of previous initiatives.

### That's a pretty low rate increase compared to other years. If you can keep it so low this year, will you continue to do that?

Our long term strategy is to keep the organisation in operational breakeven positions and we will continue to work towards this; one of the things the community keeps telling us is that they want Council to be more financially sustainable. We have been able to keep rates low this year due to short term saving measures in response to the COVID-19 environment.

### What are you doing to help community during COVID-19?

While we have had to adjust some services to meet public health requirements, the City of Playford continues to deliver essential services to the community in its time of need. Council knows this is a tough time for many in our community and in response to the COVID-19 pandemic has:

- Stopped all fines and penalties on rates from March
- Suspended all licence fees to our local sporting clubs
- Provided more options around rate payments, such as deferral, payment plans tailored to your needs and postponements
- Made regular welfare checks to vulnerable, isolated or at-risk people in our community
- Introduced Quick Turnaround Community Wellbeing Grants, provided up to \$1,000 for projects that directly respond to the impacts of COVID-19
- Regularly monitored our public spaces to encourage adherence to social distancing guidelines

For more information about how we are responding to COVID-19, please go to:

[playford.sa.gov.au/live/around-me/public-notice](https://playford.sa.gov.au/live/around-me/public-notice)

### Why do we need to pay our rates at this difficult time?

Council continues to deliver essential services, despite the COVID-19 environment. While we understand people are finding things difficult due to the pandemic, it is not viable to put rates on hold – Council is still operating. If you are having trouble paying your rates, we have a great hardship policy to help you out. We encourage you to contact us about how we can support you. Ph. 8256 0333. Email: [playford@playford.sa.gov.au](mailto:playford@playford.sa.gov.au)

### What is the General Index?

Typically, Council takes in to account the inflationary impacts on the delivery of existing services, which for 2020/21 equate to a 2 per cent rate increase. In preparing the budget for 2020/21 Council was able to identify short term, financially sustainable, measures which will generate operational savings. These savings have been used to offset the General Index increase for 2020/21.

### What are Cost Pressures?

Each year Council's costs may be impacted by increases above inflation due to external pressures. In addition some cost pressures are caused by cost shifting through legislative changes and additional compliance requirements by the State Government.

These increases are over and above the General Index component. On 18 June 2019 the State Government unexpectedly announced a further increase to its Landfill levy with the increase applied to the \$103/tonne to be \$110/tonne effective 1 July and a subsequent increase to \$140/tonne effective 1 January 2020. This resulted in an unprecedented \$534k addition to Council's 2019/20 budget and a further \$313k to the 2020/21 budget. This had a direct impact on household rates of an additional 0.7% and 0.39% increase, respectively.

Council must pass on the cost of the State Government imposed Waste Levy. This levy must be paid on every tonne of waste that finds its way to landfill, and this year will result in a 0.39 per cent rate increase.

### What will I get for my rates in 2020/21?

#### Existing Services:

Over the next year, we will invest more than \$107 million to continue to provide a wide range of existing services to our community, including:

- **City presentation** services such as kerbside waste management and urban streetscape maintenance, including footpaths, signage, planting trees and keeping streets clean
- **Community and volunteer programs** for people of all ages including the Elizabeth Rise Community Centre, Grenville Hub, Northern Sound System, Healthy Food Co. and libraries
- **Health and environment** services including immunisation services for schools, new arrivals, community and businesses, and food safety inspections
- **Sports and recreation programs** such as club development sessions for local clubs
- **Regulatory services** such as graffiti reduction initiatives, illegal dumping and parking management
- **Customer care** such as assistance with paying rates and customer enquiries

#### New and Enhanced Assets and Services (funded from a 0.12% rate increase):

We will introduce a range of new or enhanced services or assets this year that are both time critical and our community is keen to see finished. To ensure Council maintains a strong, sustainable financial position, these new assets and services will require funding from an increase in rates income, the reallocation of existing funding or allocation of surplus funds (when available). \$0.104 million operating will be used to fund the 11 new or enhanced assets and services listed below:

- New Northern Adelaide School Shared Use Facilities

- Virginia Main Street Upgrade – Supplementary Funding
- Virginia Main Street - Institute Park and Gawler Road Entry Statement
- Stormwater Deeds - Stebonheath Road Culvert
- Footpath Shading/Tree Replacement
- New Footpath Projects
- Open Space Minor Projects
- Sport and Recreation Minor Projects
- Goulds Creek Road Acquisition and Upgrade
- Reach Slashing Program
- Tractor Slashing Program

#### Reserves Funded (funded from Growth)

These projects are predominantly addressing the demands of a growing City. Council also has access to growth revenue (rate revenue from new properties) and cash contributions required from developers in relation to open space reserve contribution, social and stormwater infrastructure deed agreements, construction of footpaths and kerbs, and street-tree planting. In 2020/21, \$2.389 million of capital and \$0.273 million of operating revenue has been allocated towards four eligible infrastructure projects from the list above.

#### Asset Renewal:

In 2020/21, Council will invest \$19.521 million to renew or replace our existing assets, including:

- **Renewal of 13km of footpath** including sections of; Alawoona Road, Curtis Road, Haydown Road, Hill Street, Hornet Crescent, Old Port Wakefield Road, Oldham Road, Richardson Road, Sedgehill Road, Swan Crescent, Thompson Street and Wimborne Street.
- **Renewal of 117m of kerbing**
- Renewal of 25km of sealed roads and surfaces including sections of; Alawoona Road, Andrews Road, Butler Street, Cornishmans Hill Road, Coventry Road, Craigmore Road, Fordingbridge Road, Frisby Road, Gawler-One Tree Hill Road, Heytesbury Road, Jarvis Road, Maltarra Road, Myall Avenue, Penfold Road, President Avenue, Ridley Road, Turner Drive, Uley Road, Woodford Road and Yorktown Road.
- **Renewal of sections of various leisure and sporting building infrastructure including;** Aquadome Pool Filtration, Argana Park Netball Clubrooms, Elizabeth Lions Clubrooms, Ramsay Park Change Rooms, Ridley Reserve (Potters) Change Rooms, Smithfield Oval Change Rooms and Smithfield Oval Clubrooms
- **Renewal of irrigation and sporting oval infrastructure including;** Central Districts Oval Scoreboard, Dauntsey Reserve Irrigation, Ridley Reserve Park Structures and Virginia Oval Drink Fountain.
- **Renewal of two playgrounds and identified surrounding park structures at** Honeysuckle Reserve and Kevin Taylor Reserve.

### Capital Projects:

Council's \$48.384 million Capital Works Program includes the \$19.521 million to renew or replace existing assets, \$11.162 million for new or enhanced assets listed above, \$6.857 million for projects previously commenced and \$10.844 million for donated assets.

### How can I provide feedback?

Your feedback is encouraged in writing or by email no later than 5pm on Tuesday 16 June, 2020.

The plans and feedback form are available at <https://playford.engagementhub.com.au/>. The plans can also be viewed at City of Playford Customer Service Counters and Libraries. For further information, please contact Customer Care on 8256 0333 or email [publicconsultation@playford.sa.gov.au](mailto:publicconsultation@playford.sa.gov.au).

Feedback can also be made via a verbal submission, online via Zoom, at a Public Hearing (see more information below).

### What is the Public Hearing?

The Public Hearing is a chance to provide a verbal submission, either in person or online via Zoom, on the Draft Business Plans at the Services Committee Meeting on 16 June 2020. Your submission may last for a maximum of five minutes and you must register your interest to speak via the Feedback Form or by contacting [publicconsultation@playford.sa.gov.au](mailto:publicconsultation@playford.sa.gov.au) by 5pm on Friday 12 June 2020.

**The opportunity for in person verbal submissions is subject to change, based on any new advice on social distancing and maximum numbers in the chamber.**

*Please note that prior registration for the Public Hearing is essential by 5pm on 12 June 2020 to allow for COVID-19 social distancing protocols to be adhered to for in-person submissions and instructions for online submissions via Zoom to be made available. Also note that we will be unable to accept any walk-ins on the night of the Public Hearing and only registered speakers may attend. Register via the Feedback Form or by contacting [publicconsultation@playford.sa.gov.au](mailto:publicconsultation@playford.sa.gov.au)*

### What will happen to my feedback?

All feedback will be logged and considered by Council following the close of the public consultation period.

### When will a decision be made?

Following the close of the consultation period on 16 June 2020, Council will consider feedback received before making a final decision at a subsequent Council Meeting in June.

## **Glossary of Terms**

### **Draft 2020/21 Annual Business Plan and Budget**

Outlines the services and programs we will deliver to the community during the coming year.

### **The Draft Long Term Financial Plan 2020/21 – 2029/30**

Ensures Council can deliver services, maintain assets and achieve our strategic objectives in a financially sustainable manner.

### **The Draft Asset Management Plans 2020/21**

Ensures Council continues to provide effective and comprehensive management of our asset portfolios. Assets include roads, footpaths, sporting grounds, parks, water infrastructure, school and pedestrian crossings and Council buildings.