# MONTHLY NEWSLETTER Draft Operational plan 2023-24 special edition

# Mayor's Message

e are pleased to submit the Draft Operational Plan for 2023-2024 for community comment. Whilst it is a legislative requirement to prepare and implement the plan it is also an excellent opportunity for council to present its proposed work schedule and budget to the community to obtain feedback and comment. To improve long term financial sustainability Council has received and considered reports over the last year on:

- an independent review of the budget
- service area benchmarking
- updated asset management plans
- independently prepared draft long term financial plan.

From an income perspective we will continue to pursue opportunities to improve financial contributions to the Shire from renewable energy zone developments. This includes robust discussions with EnergyCo, Department of Planning and the developers. Council will also continue to advocate to ensure the community has its concerns around roads, waste, housing etc. addressed.

The Councils General Fund increase is limited to 3.7% rate pegging however a large increase in land values for the Farmland category by the Valuer General will See Farmland increase rates on average by 11%. A reduction in Residential rates will be offset by increases in the water and sewer rates. These increases are to tackle urgent backlog maintenance items such as mains replacements.

Councillors and staff have worked hard to meet the challenges of emergency services, electricity, fuel, insurance, wages and materials cost increases maintain while attempting to service levels. Council will continue to pursue grant funding opportunities.

### Published 9 June 2023

In the meantime we continue our work on a range of significant projects which support service efficiency and reliability.

You are strongly encouraged to review the plan and provide comment by 5pm on 29 June 2023.

Mayor, Robert Bell

### DRAFT OPERATING BUDGET SNAPSHOT

Operating	
Income	\$24,815,000
Expenditure	-\$18,895,000
RESULT before	\$4,921000
depreciation & capital	
grants	
Depreciation, amortisation,	-\$6,367,000
impairment	
RESULT before	-\$1,447,000
grants and contribution	
ADD grants, contributions	\$5,753,000
RESULT	\$4,306,000

Grants make up а significant contribution to Council projects. It is important that we are able to identify and successfully secure grants and administer them as efficiently as In 2023/2024 Council will possible. commit а dedicated resource to increase our chances of securing and grants to streamline the coordination of acquittals. grant

## 2024 EXPENSE AND OPERATIONAL BUDGET ALLOCATION



### **ORGANISATION TRANSFORMATION PLAN 2022-24**

Over the last year Council has undertaken a significant reset of its strategic priorities, the most important of which remains delivering services in a financially sustainable manner. The Organisation Transformation Plan 2022-24 is the high level plan setting out this strategy. The below diagram highlights the progress against this plan.

### THE USC STORY

Uralla Shire Council needs to be financially sustainable, maintain agreed service levels and be able to consistently respond to customer requests in a satisfactory manner. Currently we don't always have the right resources, people or systems in place to deliver this. Plus, the current Local Government financial model is broken with fixed annual costs increasing at approximately four times the rate of revenue increases. To remain viable we need to have clear service standards, communication methods and be structured to deliver what we say we will deliver while being clear about what we are unable to deliver.

1 Increased capability - The right people in the right role	2 Increased capacity - suitable systems, procedures and tools	3 Promote a 'can do' culture, focussed on customer service	4 Review service levels, efficiency & operations	5 Source new revenue opportunities
1. Review the structure – levels, service delivery focus	<ol> <li>ICT shared service arrangement –improved software and hardware</li> </ol>	1. Create a service centre team using existing FTE	<ol> <li>Desktop review</li> <li>(benchmarking) of all service areas – service levels and costs</li> </ol>	1. New s7.11 and s7.12 income
2. Centralised training budget & centralised training program	2. Develop the customer request module – unique request number to customer, close-out to customer.	2. Customer experience training for all staff	2. Qualified assessment of nominated service areas - Council to determine: <i>independent review of</i> <i>budget 2023</i>	2. Regional Energy Zone opportunities
3. New Workforce Management Strategy developed and implemented	3. Procurement system completed and fully implemented	3. Embed new organisation values: Unity, Safety, Commitment to Service	3. Organisation structure review – shared service options, improved team-work	3. Expand McMaugh Gardens Aged Care Facility
		4. Open customer service counter, improved workflows to close-out requests, improved teamwork, efficiency gains	4. Review and update all Asset Mangement Plans	4. Fees and charges keep pace and average Benchmarking 2nd quartile
			5. Independent prepration of draft 2023 long term financial plan	6. Other revenue sources to cover increased assets service levels (e.g. road upgrades).
Council has identified five (5) key interventions to build and lead a high-performing organisation that is efficient, effective, customer focused and financially sustainable.				
Key:	Added since first publication	In-progress /on track	Nearing completion	Completed
UINT/23/5000   5001				

### HAVE RATES GONE UP?

The Independent Pricing and Regulatory Tribunal (IPART) caps the income councils can make from rates in process called rate pegging. Council а must ensure the total income from does not grow by more than rates the amount set by IPART, even if land values rise. For 2023/2024 the rate peg is 3.7%.

Council has not increased total rates revenue in excess of this.

The components of the rate rise for 2023-2024 are:

- The Local Government cost Index to June 2022 of 3.5%
- An adjustment of 0.2% for the increase in Superannuation Guarantee payments

The Main contributors to the Local Government Cost Index were increases in:



HOW ARE YOUR RATES CALCULATED?

All councils rates levy on land their local government within area. We are required by law to charge order to provide essential rates in services to the Uralla Shire such the community parks, as swimming pool and libraries, sports walking tracks, grounds, community halls, roads, footpaths, stormwater pipes, bins, emergency services and more.

rating land For purposes all in the Shire categorised according is to its characteristics and use. This of places it in to one five categories; Farmland, Residential, Rural Residential, Business and Mining.

In Uralla Shire your rates are calculated by adding



**The base amount** is an amount paid by every rateable property in each land category, regardless of land value. The base rate is \$282.80.

The ad-valorem amount is the rate by which the Valuer Generals Unimproved Land Value for your property is multiplied. The rate is calculated by multiplying the Property Valuation (determined by the Valuer General) by the Rate in the dollar (a cent in the dollar amount set by Council). The Ad-Valorem rate is 0.2062 cents in the dollar.

**Environmental** The Levv is an annual charge on all rateable properties. This charge recognises properties that all rateable waste and hence should produce contribute the costs of to council's facilities. running waste The environmental levy is \$347.00.

Location/Service specific charges depend on the range of services connected to or provided at your location and can include a water supply access charge, sewer connection charge, stormwater management levy, waste management charge. Other charges may also apply to nonresidential properties such as waste trade charges. These charges are listed separately on your rates notice.

# Valuer General Unimproved Land Values

for Land values rating purposes are supplied by the Valuer General's Office every 3 to 4 years. Council does not calculate land value. Landholders wanting to know more about their land value (or if you believe land value vour has been calculated incorrectly), should call the office of the Valuer General, Department of Lands on 1800 110 038, or visit the Valuer General's website.

#### Fees & charges

Council levies fees and charges across a range of services to reduce the level of cross subsidisation required to be funded by ordinary rates. Generally fees and charges have been increased by the consumer price index – 6%.

Water usage, sewer and waste charges have been increased to recover costs. Statutory fees and charges have changed as set by the NSW Government.

# When are rates Levied and due for payment?

Rates and charge notices are issued in July each year and are payable in four instalments on 31 August, 30 November, 28 February and 31 May each financial year. A rate instalment notice is issued 30 days before each instalment is due. Water and trade waste usage charge notices are issued twice yearly in approximately December and June.

### SOME OF THE THE PROJECTS BEING UNDERTAKEN IN 2023-24



Aged Persons Unit x 4 -Kitchen and flooring upgrades

Replacement of recycling waste bins and fixing safety issues at Uralla Landfill





New waste transfer station at Bundarra

Water main - replacements Water mains - New Duke St

Water treatment control network upgrade (SCADA)





Sewer - Control network upgrade (SCADA) Switchboard upgrades

**Electronic Care Management** 



## Your Councillors



**Robert Bell** mayor@uralla.nsw.gov.au 0434 244 774







Cr Lone Petrov etrov@uralla.nsw.gov.au 0427 784 760



Cr Tim Bower tbower@uralla.nsw.gov.au 0421 704 598



Cr Tom O'Connor

0460 649 700

TPOconnor@uralla.nsw.gov



0428 055 860 **Cr Bruce McMullen** 

bmcmullen@uralla.nsw.gov.au 0419 013 560

**Cr Sarah Burrows** 

sburrows@uralla.nsw.gov.au







General Manager Ms Kate Jessep

**Council Administration** PO Box 106 Uralla NSW 2358 Ph. 02 6778 6300 | Fax. 02 6778 6349 Email: council@uralla.nsw.gov.au Council Website: www.uralla.nsw.gov.au Tourism Website: www.uralla.com

#### **Emergency Contacts** Afte

Coui

Wate

Rep

r-Hours and Public Holidays				
ncil Overseer:	0427 784 982			
er / Sewer:	0427 784 304			
ort all Fires:	000			
Flood/Storm):	132 500			

100% Grant Funded Road Renewal Thunderbolts Way - Scrubby Creek (\$1,000,000) Thunderbolts Way - Fairview (\$500,000)

### PUBLIC EXHIBITION

The draft Operational Plan 2023-2024 sets out the intended focus and actions of the Council for 2023 - 2024. Council takes consideration feedback from into the community, recognising that citizens should have a say in decisions about actions that affect their lives.

Public submissions in writing will be received by Council during the public exhibition period until 5.00pm, on Thursday, 29 June 2023.

Before adopting the final plan Council will take into consideration all submissions received.

Submissions on the draft documents must be made in writing and can be submitted by council@uralla.nsw.gov.au email to [Ref:U21/6484] or by letter to the General Manager at PO Box 106, Uralla NSW 2358.

### HOW TO ACCESS A COPY OF THE PLAN:

The Draft 2023-2024 Operational plan can be accessed on the Uralla Shire Council's website.

Alternatively a printed copy of the plan can he viewed at Councils administration building, the Uralla Library or the Kentucky, Invergowrie and Bundarra General stores.

Please don't hesitate to reach out to your Councillors should you have any queries on the Draft Operational Plan 2023 - 2024.