

ATTACHMENT A

**EXHIBITION SUBMISSIONS AND
RESPONSES 2016**

ISSUE 1

SUBMISSION RELATING TO BICYCLE EXPENDITURE

Issue

The amount of bicycle related expenditure per resident.

Background

One submission was received from the Bicycle Network organisation who are assessing the level of bicycle expenditure across all councils within Australia.

Response

Council was notified that the 2016/17 draft budget was used by Bicycle Network to calculate a 'BiXE (Bicycle Expenditure Index) rating, which shows the amount of bicycle related spending per resident.

The Council's BiXE rating for Sydney's draft 2016/17 budget was \$30.19 per person, which is above the Bicycle Network threshold of \$5 per person per year, but half of what was recorded for the 2012/13 year. The council is well placed to complete its major outstanding bicycle projects and create a more livable, sustainable city.

Recommendation

It is recommended that Council note the submission.

ISSUE 2

SUBMISSION RELATING TO REVIEW OF COUNCIL COMPLIANCE AND COMPLAINT SYSTEMS

Issue

The nature and quality of the City's compliance and complaint systems.

Background

One submission was received requesting a public review of the City's entire compliance and complaints systems with reference to suggestions for the use of GPS, live streaming, recording via mobile phones and moving to a shift work organisation.

Response

The City provides a wide range of customer contact services, including a 24 hour call service that enables the community to phone and lodge issues as they occur and online services that enable the community to lodge issue via their computers or mobile device or send issues by email, Facebook or Twitter.

The City Rangers' Unit utilises a rotating shift roster between 6am and 10pm, with a night shift ensuring 24 hour coverage to respond to critical issues as they occur. In addition, Health and Building staff are rostered to work Friday and Saturday nights between 7.30pm and 3.30am to assess compliance matters specific to late night activities.

All issues are regarded as important, but staff respond to more critical issues in a prioritised process after an initial assessment by senior staff. If further expertise is required, specialist staff who are rostered to be on call are contacted to provide further investigation, guidance or analysis.

The City has a robust complaint process that ensures the community's right to comment is protected and promoted and is available on the City's website to provide guidance and clarity about the City's roles and responsibilities. The complaints process is supported by a dedicated information system to manage responses and outcomes.

In addition to responding to community requests for construction, parking, rubbish dumping, noise, health and building and other general issues, the City undertakes proactive inspection programs in high risk or critical community health and safety areas to address public safety, health and amenity issues such as illegal accommodation and water cooling towers. Matters raised by the community that are of widespread concern or pose a significant threat to community amenity are given priority for such programs by the City.

The City is currently deploying new mobile devices for rangers and trialling mobile devices for health and building inspections in the field to provide efficiency and effectiveness outcomes.

Management teams continuously seek to improve process and technologies to provide enhanced customer services in a more efficient and effective manner and welcome constructive feedback and suggestions on how all of our services can be enhanced in a financially sustainable manner.

Recommendation

Council staff do not recommend a public review of the City's entire compliance and complaint systems at this time.

ISSUE 3**SUBMISSION RELATING TO ALEXANDRIA CHILD CARE CENTRE****Issue**

The proposed fees and charges structure for Alexandria Child Care Centre for 2016/17.

Background

The City of Sydney operates four early childhood education and care services that charge fees to families to partially recover the costs of provision. Alexandria Child Care Centre provides care to children aged 0-6 years. Families accessing these services are able to claim the child care benefit (CCB) and child care rebate (CCR) to offset costs of fees if eligible.

In 2016/17 the fees at Alexandria Child Care Centre have been increased to account for increased operational expenses. These include costs associated with changes to staff ratios under the Education and Care Services National Law & Regulations.

Following Council's endorsement of the draft Operational Plan for public exhibition, letters advising of the proposed Fees and Charges for 2016/17 and the method for providing feedback to Council were emailed to all families to notify them of the changes.

Two submissions were received:

Alexandria Child Care Centre

Of the 96 families who attend Alexandria child care centre, two submissions were received. The two submissions requested more information about the reason for the fee increases above CPI. One submission suggested the increase should be held over to next year.

Response

The City has conducted a full review of its fees and charges in Child & Family Services, considering funding allocations and completing benchmarking and comparisons to other services in the LGA.

There have been recent increases in costs associated with changes to staff ratios under the Education and Care Services National Law & Regulations. The City has been working on accommodating these over the past few years by gradually increasing fees by slightly more than CPI. The 5.2 – 5.5% fee increase (slightly above CPI) applies only to full fees. Reduced rate fees for low income and disadvantaged families have increased by slightly less than CPI.

Based on previous feedback, fees and charges have also been adjusted to ensure families are not charged for public holidays. Minimal costs incurred for public holidays (including salaries) have been incorporated into the daily fee.

The new fees and charges also reflect the high quality of programs, services and facilities we offer our community, whilst ensuring value for money for our customers. The new prices reflect market value, compared with other non-profit facilities.

Families accessing Alexandria Child Care Centre are able to claim the child care benefit (CCB) and child care rebate (CCR) to offset costs of fees if eligible. Our updated fees and charges will ensure we can continue to offer a range of excellent programs in the future.

Recommendation

There is no change recommended to the proposed fees and charges structure for the Alexandria Child Care Centre in 2016/17.