



# JOIN THE CONVERSATION

We'll soon be heading out to 15 local communities across the region to continue our Community Conversations program. Come along to be updated on what's happening in your area.

**April 2023**



**MIDCOAST**  
council

# DELIVERING FOR OUR COMMUNITY

Planning ahead is an important part of delivering the services, facilities and future vision that our community has told us matters.

While your long-term vision for our region is captured in the **Community Strategic Plan 2022-2032**, we require ongoing community input into the planning process to ensure we continue to head in the desired direction.

## HAVE YOUR SAY

You can play an active role in helping to shape what will be delivered in the short-term by telling us if we've 'got it right'. Right now we're seeking your feedback on:

- Our **Delivery Program 2022-2026** – our four-year commitment that turns the long-term goals from the community strategic plan into actions.
- Our draft **Operational Plan and Budget 2023-2024** – what we're planning to do over the next 12 months, what we will spend, and associated fees and charges.

Feedback can be provided online or by writing to us before submissions close on Friday 19 May 2023. After consideration by the elected Council, any required changes will be made before the documents are adopted in June as our agreed 'road map' for delivery through 2023-24.



# OUR FOUR-YEAR FOCUS AREAS

Based on what you've told us is important, there are common themes throughout our 2023-24 Operational Plan. These are part of our four-year commitment to delivering outcomes in the following areas:

## **CLIMATE ACTIONS**

Working internally and with our community to adapt to impacts of climate change.

## **CULTURE**

Strengthening delivery of personal, social, economic and environmental benefits through arts and culture.

## **CUSTOMER SERVICE**

Maintaining our commitment to exceptional customer experiences across all touchpoints.

## **DEVELOPMENT ASSESSMENT**

Streamlining our processes and improving assessment timeframes.

## **ECONOMIC DEVELOPMENT**

Working with businesses to build and sustain economic growth across the region.

## **FINANCIAL SUSTAINABILITY**

Responsible expenditure and investment for intergenerational equity.

## **LOCAL AND REGIONAL ROADS**

Continuing to focus on delivering safe, efficient transport networks, within Council's resources.

Scan the code or visit our website to find out more about how we will deliver within these focus areas, and to provide feedback.



# AN IMPORTANT CHANGE: WATER & SEWER CHARGES

From 1 July 2023 you'll find your annual water and sewer charges on your annual rate notice, instead of on your quarterly water account.

What this means for you:

- The new billing arrangement does not change the amount you'll pay for your services, just the account they appear on.
- You can continue to pay your rates – which will include your annual water and sewer charges – by instalments on a quarterly basis, allowing you to spread the total amount over 12 months.
- Water usage charges will be itemised on your quarterly water account, making it easier for you to monitor and manage the amount of water you're using.

This change is part of our commitment to improving efficiencies in the way we do business with you.

We understand it may impact your existing payment arrangements and that some customers may need time to adjust. Further detail will be provided, but if you would like to discuss what options are available to support you through this change, please call our customer service team on 02 7955 7777.



# COMMUNITY CONVERSATIONS

**MAY-JUNE 2023**

Come along to a conversation near you to find out what's in the pipeline for your local community since we visited towards the end of last year.

As well as providing you with updates, these conversations are an important way for us to hear from you about the things that matter to your community. And they're a chance for you to speak with senior Council staff and your councillors.

To make sure everyone can get involved, we'll be visiting 15 different locations during May and June.



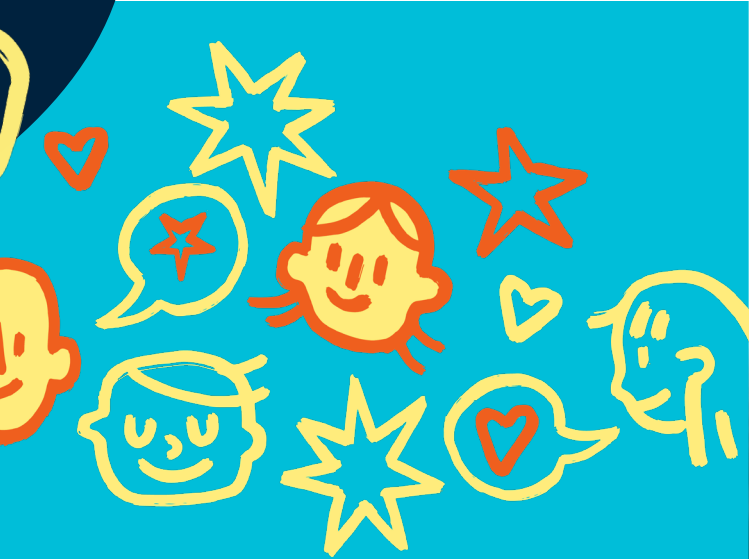
Scan the code or head to our website for the schedule of locations and dates, and to learn more. We look forward to chatting with you again soon.

## DOING BUSINESS WITH US ONLINE

Thanks to your feedback we have continued to improve our online services to make doing business with us easier and more efficient. Right now, among other services, you can connect via our website to:

- Pay a bill
- Have your say
- Register your pet
- Find job vacancies
- Lodge or track a DA
- Report an issue
- Subscribe for updates
- Check bin collections

**midcoast.nsw.gov.au**



# GET MORE INVOLVED

## HAVE YOUR SAY

Hearing from our community helps us deliver the projects and services that matter most. Head online to see what's currently open for feedback, have your say on the projects that interest you, and register to stay updated as they progress. Scan the code or visit [haveyoursay.midcoast.nsw.gov.au](https://haveyoursay.midcoast.nsw.gov.au)



## STAY UPDATED

- Subscribe to News Wrap, our weekly email newsletter – scan the code or visit [midcoast.nsw.gov.au/news](https://midcoast.nsw.gov.au/news)
- Follow us on social media
- Tune in to a live-streamed Council meeting
- Come to your nearest Community Conversation during May-June

