

THE FLINDERS RANGES COUNCIL

ANNUAL BUSINESS PLAN 2010/11

Approved for Consultation on 11 May 2010
Adopted 13 July 2010

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Introduction

The Flinders Ranges Council Annual Business Plan sets out the services, programs and capital expenditures for 2010/11 financial year. The Council's objective is to provide programs and services for the community and to progress the achievement of the goals and objectives of The Flinders Ranges Council Strategic Management Plan, including the Infrastructure and Asset Management Plan and the Long Term Financial Plan.

The Annual Business Plan, and the resulting current year budget, focus on ensuring the long-term sustainability of Council's financial performance and maintain or replace infrastructure or operating assets according to approved life cycle statements. Council's policy making decisions are aimed at maintaining public assets for the benefit of the community and managing infrastructure to delivering the programs and services required by the community within a financial framework the community can reasonably afford.

The Annual Business Plan also recognises the cost of delivering programs and services imposed on Council by the State Government through legislation, regulation and other mechanisms. These programs and services include (but not limited to) waste management, development control, native vegetation, public health. The State Government has also imposed substantial additional costs by increasing Council's compliance and reporting costs.

The cost of providing programs, services, infrastructure and community assets is funded on a Full Cost Attribution basis which allocates overhead and other indirect costs to the program or service that generated those costs and required resources.

Council has developed a Long Term Financial Plan and an Infrastructure and Asset Management Plan as part of Council's Strategic Management Plan, which will help guide sustainable decisions into the future.

Programs and services in the Annual Business Plan may be amended or deleted by Council from time to time, due to the resourcing needs and the capacity of the community to pay for those services and programs and the effects of external events outside Council's control.

Significant Influences and Priorities

A number of significant factors have influenced the preparation of Council's 2010/11 Annual Business Plan. These include:

- Local Government Cost Index increases on relevant goods and services of 2.8% for the year to 31st March 2010
- enterprise bargaining agreements which provide for wages and salary increases

- requirements to maintain and improve infrastructure assets to acceptable standards including roads, footpaths, lighting, storm water drainage, street trees and plantings, open space and Council properties
- service and infrastructure needs for a changing population
- a requirement to address economic development and business investment through an upgrade of community services and infrastructure
- commitments to continuing projects and partnership agreements with State and Regional organisations, adjoining Councils involved in shared service delivery and the construction works being undertaken under the much appreciated Roads to Recovery program funded by Commonwealth Government
- new fees/charges imposed by governments, regional state authorities and state agencies on the wider community as an element of rates payable or a user charge
- the effects of Climate change in the region and in particular the increase in frequency of flood events
- maintenance of surplus assets retained at the communities request

In response to these factors, and to minimise the burden on ratepayers, the Annual Business Plan has been prepared within the following guidelines:

- the Annual Business Plan will result in the total revenue raised through general rates increasing by no more than 14.0% above last year's rates (refer rate capping section for exceptions) with an average increase of 10% per rateable property
- consideration given to major projects including those partnered with other entities i.e. Federal, State, private
- maintenance of program and service levels for continuing Council programs and services
- shared service opportunities with governmental agencies and other local government authorities.

Continuing Services

All Councils have basic responsibilities under the Local Government Act 1999 and other State and Federal legislation. These include:

- governance activities e.g. maintaining the voters roll and supporting the elected Council
- preparing a Strategic Management Plan, a Long Term Financial Plan, an Infrastructure and Asset Management Plan, an Annual Business Plan, an Annual Budget, setting rates and service charges, collecting levies for external agencies
- management of basic infrastructure including roads, footpaths, parks, public open space and storm-water drainage
- development planning and control, including building safety assessment

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- environmental health services and the safety of food premises
- occupational health, safety and welfare standards and guidelines
- dog and cat management
- waste management
- cemeteries
- community wastewater management systems (CWMS).

In response to community needs the Council also provides further services and programs including:

- Library services
- Swimming pools
- Ovals and other sporting infrastructure
- Community centres
- Economic development
- Tourism services (VIC)
- Environmental programs
- Climate Change programs
- Community support programs including Community buses
- Industry support programs
- Youth programs.

Council operates a number of these programs and services on a subsidised fee basis. These provide important community benefits while also generating minimal revenue for programs and services of benefit to the community.

Council seeks to be responsive to the changing needs of the community and the impact of external factors such as State Government legislative changes. Community consultation is undertaken to check levels of satisfaction and areas for improvement.

How does Council determine what services it will provide?

Council's suite of Strategic Management Plans outlines the longer-term objectives and priorities for the region. These Plans plus the Annual Business Plan, determine the infrastructure needs and services Council will provide including the costs required to deliver these services.

Council adopted the revised Strategic Management Plan 2006-2011 on the 12th May 2009 which has the following vision, mission and principles as its basis:

Vision

A thriving community with a healthy lifestyle and living environment, and a secure and sustainable future.

Mission

To enhance the well-being of the community by maintaining and improving the quality of life within The Flinders Ranges Council area.

Our Principles

The Council is committed to the principles of:

- *Lead and represent the community;*
- *Manage community resources efficiently and effectively;*
- *Value the participation and contributions of individuals and groups in the community;*
- *Support and encourage individual enterprise;*
- *Provide infrastructure, services and facilities to meet the reasonable needs and aspirations of the community and contribute to a safe, healthy environment for residents and visitors; and*
- *Conserve and enhance the natural and built environment.*

The key objectives contained in the Strategic Management Plan 2009 - 2011 are:

Objectives

Key area	Council's Objectives
(1) Governance and Community Engagement	To effectively lead and represent the community and encourage community engagement.
(2) Infrastructure	Provide and maintain appropriate infrastructure to meet the reasonable needs of our community and visitors.
(3) Tourism and Economic Development	Encourage and support a productive tourism industry and local economy.
(4) Quality Lifestyle	To maintain and support the health and well being of our community
(5) Our Sustainability	Sustainable management of the Region's environment
(6) Our Youth	Encouraging a supportive place for our youth to develop

Long-Term Objectives from the 2006–2011 Strategic Management Plan

The following objectives are from the Objectives table above where the first number refers to the key area:

- 1.1 Responsible and accountable leadership, representation and decision making
- 1.2 Build community strength through involving our community
- 1.3 Create a sense of partnership across the Council district while recognising the unique characteristics of the area

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- 1.4 Efficient and effective management of Council operations
- 2.1 Provide a road and footpath network constructed and maintained at a standard appropriate for traffic volumes and to ensure safe pedestrian movement
- 2.2 Improve the visual amenity of all towns
- 2.3 Effective effluent disposal systems provided in town areas
- 2.4 Prudent management of community assets
- 2.5 Reliable and secure telecommunications
- 3.1 Realise the tourism potential of the area
- 3.2 Provide signage and interpretive information that supports visitors and tourists
- 4.1 Accessible community and personal services
- 4.2 Preservation and interpretation of the history and heritage of the area
- 4.3 Enhance the character and amenity of the area through responsible development
- 5.1 Effective management of our water resources
- 5.2 Effective energy efficient practices
- 5.3 Effective waste management and minimisation
- 5.4 Conservation and enhancement of the natural environment
- 6.1 Accessible training, education and development opportunities
- 6.2 Sport and recreation facilities that meet the needs of our youth.

Council's strategies are:

In accordance with objective 1.1 *"Responsible and accountable leadership, representation and decision making"*

The following activities and works are planned:

- 1.1.1 Increase interest in local government elections through participation in activities that promote local government elections and encourage candidates
- 1.1.2 Establish effective two-way communication with the community through:
 - Investigating various options such as public question time at council meetings, 'meet your Councillor sessions', annual community meetings
 - Developing and implementing a communication strategy
 - Providing a Council website that provides information on Council business and activities, links to tourism information and products, community events
- 1.1.3 Establish positive strategic alliances with other Councils, State and Federal Governments and government agencies

- 1.1.4 Investigate the availability of State and Federal Government initiatives that support regional areas
- 1.1.5 Participate in the ongoing development of emergency and natural disaster management policies and procedure at the local level.

In accordance with objective 1.2 *"Build community strength through involving our community"*

The following activities and works are planned:

- 1.2.1 Promote, encourage and support volunteering in our community
- 1.2.2 Encourage and facilitate joint community (e.g. Quorn and Hawker) activities and events.

In accordance with objective 1.3 *"Create a sense of partnership across the Council district while recognising the unique characteristics of the area"*

The following activities and works are planned:

- 1.3.1 Conduct 'future directions' community workshops in Hawker and Quorn
- 1.3.2 Create collaborative arrangements with community organisations, business and government agencies to identify areas of mutual interest and opportunities for joint arrangements.

In accordance with objective 1.4 *"Efficient and effective management of Council operations"*

The following activities and works are planned:

- 1.4.1 Provide appropriate resources, skills and expertise to efficiently and safely undertake the functional operations of the Council and ensure legislative compliance
- 1.4.2 Explore the need and options for a community development function in Council
- 1.4.3 Investigate opportunities to participate in trainee schemes
- 1.4.4 Develop a responsible risk management strategy to identify, monitor and proactively review financial and physical risk
- 1.4.5 Partner with neighbouring Councils in resource sharing opportunities that enhance more efficient and effective provision of services.

In accordance with objective 2.1 *"Provide a road and footpath network constructed and maintained at a standard appropriate for traffic volumes and to ensure safe pedestrian movement"*

The following activities and works are planned:

- 2.1.1 Implement Council's road construction and maintenance plan for rural roads and town streets across the Council area

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2.1.2 Implement Council's footpath construction and maintenance plans for all towns.

In accordance with objective 2.2 *"Improve the visual amenity of all towns"*

The following activities and works are planned:

- 2.2.1 Develop a program to upgrade the entrances to Hawker and Quorn with signage, landscaping and other visual enhancements
- 2.2.2 Develop a program to encourage residents and businesses to maintain properties and street frontages
- 2.2.3 Encourage and support both Hawker and Quorn communities to participate in KESAB Tidy Towns program
- 2.2.4 Implement on an ongoing basis Councils street trees development and maintenance program
- 2.2.5 Provide well maintained active and passive recreation areas that meet community needs.

In accordance with objective 2.3 *"Effective effluent disposal systems provided in town areas"*

The following activities and works are planned:

- 2.3.1 Continue to pursue the installation and funding options of the Community Wastewater Management Systems (CWMS) for the northern area of Quorn.

In accordance with objective 2.4 *"Prudent management of community assets"*

The following activities and works are planned:

- 2.4.1 Prepare and adopt an Infrastructure and Asset Management Plan (IAMP).

In accordance with objective 2.5 *"Reliable and secure telecommunications"*

The following activities and works are planned:

- 2.5.1 Support a program to aggregate demand for broadband services as part of the Central Local Government Region Project
- 2.5.2 Lobby providers to achieve expansion of the delivery of television, radio and mobile phone services and coverage.

In accordance with objective 3.1 *"Realise the tourism potential of the area"*

The following activities and works are planned:

- 3.1.1 Integrate Councils tourism development strategies with the Flinders Ranges and Outback Integrated Regional Strategic Tourism Plan

3.1.2 Work in partnership with government agencies, private sector and neighbouring Councils to create sustainable tourism development in the area

3.1.3 Continue to support a tourism development officer through shared arrangements with others

3.1.4 Develop key performance indicators to measure the success of tourism initiatives and activities

3.1.5 Lobby key stakeholders to undertake an investigation of the feasibility of an 'all year round approach' to tourism in the region

3.1.6 Support the ongoing development of the Pichi Richi Railway as a major tourism attraction

3.1.7 Undertake an investigation into the most appropriate, effective and visible location for the Visitor Information Centre in Quorn

3.1.8 In partnership with other key stakeholders identify tourism product opportunities

3.1.9 Encourage private sector development of tourism products based on the target markets identified in the Flinders Ranges and Outback Integrated Regional Strategic Tourism Plan

3.1.10 Lobby the NRDB to develop appropriate programs that will assist develop operator capacity within their relevant market e.g. the four wheel drive market

3.1.11 Undertake a review of the existing bed and breakfast accommodation plan

3.1.12 Liaise with Bicycle SA, the Department of Recreation and sport and local groups to further develop cycling trails in the Council area.

3.1.13 Identify and install appropriate non camping roadside stops and picnic areas for independent and group travellers throughout the area

3.1.14 Maintain environmentally friendly 4WD tracks and sites

3.1.15 Renew, maintain and enhance opportunities to access gorges whilst caring for the environment

3.1.16 In partnership with Country Arts SA and others promote and develop artist/artisan art activities including the 'Arts Experience Brush with Art' concept

3.1.17 Actively promote the Council as a Council that supports and encourages private sector investment in hospitality and tourism

3.1.18 Lobby for and access external funding to support tourism activities

3.1.19 In partnership with Regional Development Australia Far North (RDAFN) to promote the area as a stepping off point for the Flinders Ranges.

In accordance with objective 3.2 *"Provide signage and interpretive information that supports visitors and tourists"*

The following activities and works are planned:

- 3.2.1 Implement and maintain directional and interpretive signs in strategic locations throughout the area.

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In accordance with objective 4.1 *“Accessible community and personal services”*

The following activities and works are planned:

- 4.1.1 Provide access to community transport throughout the area through membership of the Northern Passenger Transport Network
- 4.1.2 Lobby government and other key stakeholders to actively support and provide resources to assist community access to transport throughout the area
- 4.1.3 Facilitate the provision of housing and care services for aged persons in Hawker and Quorn
- 4.1.4 Facilitate the implementation of options identified in the childcare service/facilities feasibility study
- 4.1.5 Develop and implement a recreation facilities plan that meets the realistic recreational and social development needs of our communities
- 4.1.6 On behalf of our communities advocate and lobby government to provide accessible medical and health services that meet the needs of our communities.

In accordance with objective 4.2 *“Preservation and interpretation of the history and heritage of the area”*

The following activities and works are planned:

- 4.2.1 Liaise with relevant stakeholders for replacement and maintenance of the Kanyaka ruins interpretive panels
- 4.2.2 Support the interpretation of the indigenous heritage of this area.

In accordance with objective 4.3 *“Enhance the character and amenity of the area through responsible development”*

The following activities and works are planned:

- 4.3.1 Adopt and implement a policy of all future development that retains and protects the history and heritage and character of the area. Identify and register the significant heritage items in the area through:
 - Sourcing funds for a local heritage register
 - Supporting property owners in maintaining and preserving premises of heritage significance by assisting them to access the Heritage Advisory Service
- 4.3.2 Determine land available for future residential development in accordance with the outcomes of the Better Development Plan Project.

In accordance with objective 5.1 *“Effective management of our water resources”*

The following activities and works are planned:

- 5.1.1 Improve the quality, quantity and distribution of potable water in Hawker and Quorn through actively pursuing options at a state, regional and council level
- 5.1.2 Facilitate and promote water conservation through:
 - Management and reuse of storm water and Community Wastewater Management Systems (CWMS) treated effluent
 - Requiring new dwellings and encouraging existing owners of existing homes to install roof collection tanks with a minimum capacity of five thousand (5000 litres)
 - Lobbying the Federal Government to support water conservation strategies e.g. have rainwater tanks and pumps for domestic use GST exempt
 - Promoting water conservation strategies and rebate schemes on Council's website and newsletter and other communication mechanisms
- 5.1.3 Prepare a report on the management and reuse of storm water and waste water in Quorn and Hawker
- 5.1.4 Implement Council's storm water management plan.

In accordance with objective 5.2 *“Effective energy efficient practices”*

The following activities and works are planned:

- 5.2.1 Encourage and support local investment in environmentally friendly energy solutions
- 5.2.2 Investigate the feasibility of installing solar powered lighting in parks and recreation areas
- 5.2.3 Undertake an energy audit of Council owned buildings
- 5.2.4 Undertake a review of Council's Development Plan to ensure the plan encourages the construction of sustainable housing development
- 5.2.5 Encourage and provide support for local schools to engage students in projects that encourage energy efficient practices.

In accordance with objective 5.3 *“Effective waste management and minimisation”*

The following activities and works are planned:

- 5.3.1 Encourage and promote waste reduction, recycling and reuse through community education and public awareness programs
- 5.3.2 Pursue opportunities for recycling, including green waste reuse as a joint venture with other Councils as part of the Central Local Government Region Project

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- 5.3.3 Encourage businesses and the community to participate in waste minimisation and recycling opportunities
- 5.3.4 Investigate and adopt practices that will reduce Councils own waste generation.

In accordance with objective 5.4 *“Effective management of our water resources”*

The following activities and works are planned:

- 5.4.1 Encourage and support the formation of appropriately supported volunteer community groups to assist in the management, remediation and preservation of existing open space areas
- 5.4.2 Remediate and manage on an ongoing basis Pinkerton Creek
- 5.4.3 Lobby government departments and agencies to develop a workable solution/s to address the damage caused to trees by certain bird species.

In accordance with objective 6.1 *“Accessible training, education and development opportunities”*

The following activities and works are planned:

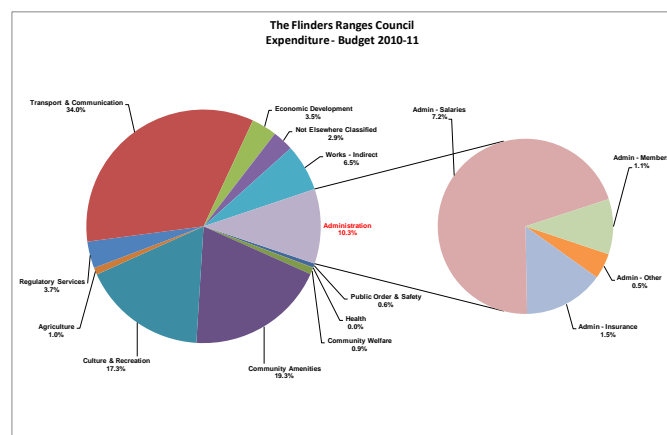
- 6.1.1 Advocate and lobby State Government to ensure the future of all schools in the area
- 6.1.2 Work in partnership with schools, education providers and business to identify youth training and education opportunities (e.g. trade skills, apprenticeships) linked to pathways for sustainable employment
- 6.1.3 Encourage youth development through youth volunteering and participating in community activities
- 6.1.4 Establishing strategies and programs that encourage the contribution of young people and the development of leadership skills in young people.

In accordance with objective 6.2 *“Sport and recreation facilities that meet the needs of our youth”*

The following activities and works are planned:

- 6.2.1 Undertake a review of playground facilities
- 6.2.2 Facilitate youth participation in sport and recreation programs and events
- 6.2.3 Access external funding for research and development of youth projects.

Council Services and Annual Business Activities for 2010/11



Transport

Council maintains a road network with a total length of 1,263 kilometres. Council undertakes road maintenance works to ensure traffic and user safety, and to sustain the serviceability of the road and associated signs and facilities.

In addition to providing safe pedestrian footpaths Council maintains the aerodromes at Hawker and Quorn.

Culture & Recreation

This activity includes public conveniences, playgrounds, swimming pools and recreational facilities, town and community halls, cemeteries, library funding, television retransmission, emergency management, camping areas and walking trails for residents and visitors.

Community Welfare & Amenities

Provision and management of waste collection and disposal services, street litter bins, weed control in public places, maintaining community wastewater management systems, youth support.

Governance

Achieving the goals and objectives of the Strategic Plan is driven by good governance using open and transparent processes and accountability to the community. Governance includes monitoring performance of the organisation, compliance with legislation, ensuring appropriate risk management procedures and processes are implemented and actioned, providing a safe work place compliant with occupational health, safety and welfare obligations and responsibilities, continuing strategic alliances with external bodies, and supporting the role of the elected Council in representing and informing its community. Media and communication includes Newsletters.

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Administration

Includes customer service, rates, payroll, debtors, creditors, treasury management, website maintenance, monitoring organisational functionality, achieving occupational health, safety and welfare objectives and risk management minimisation programs, asset and infrastructure management, seeking grant revenues.

Regulatory Services

The activities associated with building control, development plan compliance, food and food premises hygiene, building and fire safety and dog and cat management and control.

Community Services and Health

Fire Prevention Officer, fire breaks, vandalism repairs, support for SES and CFS, Immunisations

Economic Development and Tourism

Tourism activities such as the Visitor Information Centre, contribution toward a regional Tourism Adviser and Economic Development Officer based with the Regional Development Australia Far North Board. Contribution to Pichi Richi Railway Preservation Society.

The significant undertakings for the 2010/11 financial year and the budgeted cost of those undertakings include (not in any order of priority and subject to change):

Infrastructure Projects

Unsealed Roads:

Boolcunda Road	\$ 14,400
Carrieton Road	\$ 43,200
Cemetery/Pearce Roads	\$ 23,000
Deakin Road	\$ 13,800
Finlay Road	\$ 48,000
Freebairn Road	\$ 13,800
Golf Course Road	\$ 9,200
Oval Road	\$ 16,500
Richman Valley Road	\$ 48,000
Stoney Creek Road	\$ 9,200
Warcowie Road	\$ 38,900

Town Sealing Program

Fifth Street	\$ 24,600
St Barbe/Orient Streets	\$ 28,700
South Terrace	\$ 28,700
Tenth Street	\$ 6,700
Wolseley Terrace	\$ 35,000

Roads to Recovery

Ellis Street	\$ 38,500
Hannigan Street	\$ 41,000
Joyce Street	\$ 38,500
Oval Road	\$ 54,500
Poole Street	\$ 98,500

Plant & Equipment (Net of trade-in)

Tipper	\$ 60,000
Dual Cab Ute	\$ 22,000
Ute tipper	\$ 14,000

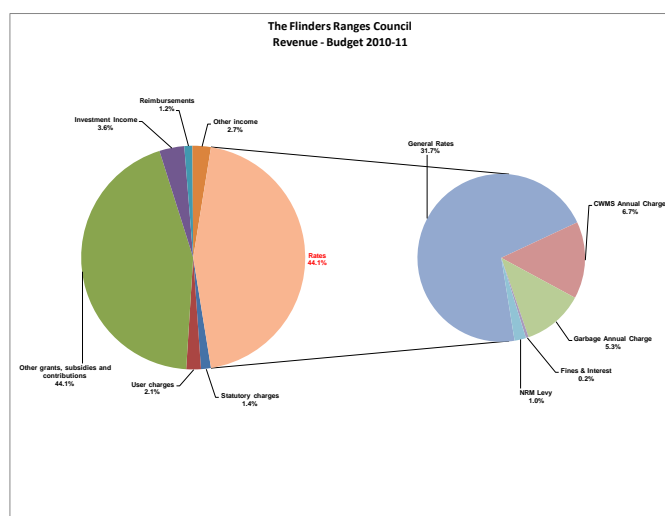
Land & Buildings

Quorn Civic Centre	
Solar Power	\$ 30,800
Hawker Dump – Upgrade	\$ 46,100
Quorn Dump – Transfer Station	\$179,400
Hawker Toilets – upgrade	\$ 7,100
Hawker Swimming Pool – New	\$127,100
Quorn Pool – Paint ablutions	\$ 16,900
Hawker Airstrip – roo proof fence	\$ 64,100
Quorn Works Depot	
Electric motors for Roller Doors	\$ 2,600

Fixtures & Fittings

Quorn Swimming Pool	
Pool Cover	\$ 17,400
Filtration Compressor	\$ 5,100
Hawker & Quorn BBQs - upgrade	\$ 10,300

Funding the Business Plan



Council's long term financial sustainability is dependent on ensuring that, on average and over time, its expenses (including capital expenses) are less than its revenue, and it's own revenue raising (ie rates) is increased to reduce the reliance on grants and external funding sources.

Council's revenue is sourced from:

- Rates – applied on a per property basis calculated on capital value (a **tax**, not a fee for service)
- Annual Service Charges (included under rates in the above chart) – annual service charges for Community Wastewater Management Systems (CWMS) and solid waste management (garbage & recyclables) for properties serviced



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- User Charges – hire of facilities and equipment, waste dumping fees, photocopying, swimming pool fees, recreation fees
- Statutory Charges and Fees – charges and fees set by legislation and collected by Council for regulatory services such as development and building assessments, dog licensing and control
- Grants – Council receives financial assistance from the Commonwealth Government under the provisions of the Local Government (Financial Assistance) Act, 1995 for general purpose and road activities, funds under the *Roads to Recovery* program for specific road works, and other grant opportunities accessible by Local Government from time to time.
- Investment Income – Council receives interest on funds deposited in Council's reserves which are mainly held by the Local Government Finance Authority. Council also receives interest from operating accounts held with both the National Australia Bank and ANZ Bank.
- Other Income – Council may receive contributions from community groups to co-fund certain Council projects or activities
- Reimbursements – Council expenditure on a project, service or activity is fully or partially reimbursed by another organisation.

Capital items such as plant purchases / replacements are funded from either loans or reserves created by budget allocations or funded depreciation expense.

Rating Policy and what it means for Ratepayers

In setting its rates for the 2010/11 financial year Council considered the impact of the rates to be charged on the well-being of the community. Council took into account during the rate setting process:

- The reviewed Strategic Management Plan adopted by Council on 12th May 2009. The Strategic Management Plan was developed following a series of public meetings and community consultation
- The movement in the Construction Industry Cost Indices and the Local Government Cost Index, and movement in the Consumer Price Index as an indicator of community economic activity
- The draft Long Term Financial Plan developed as part of the Strategic Management Plan
- The current economic climate, as reported by various public bodies, in which major factors are low inflation, higher commodity prices and limited local employment opportunities
- The need to ensure that appropriate provisions are made for long service leave, annual leave and similar mandated employment costs
- That reserves are created for the future replacement of infrastructure and the charges for use of the infrastructure to reflect inter generation use of the infrastructure
- The impact of rates on the community, including but not limited to:

- The need to distribute the rate burden equitably between ratepayers;
- The need to provide rate relief to disadvantaged ratepayers through, amongst other means, rate capping;
- The distribution of the benefits received from the services that are provided by Council
- The minimising of the general rates by levying annual service charges for the provision of Community Wastewater Management System (CWMS) and solid waste management services on a user pays basis where it's possible to recover the full cost of operating the service, with provision for pensioners concession on CWMS to those members of the community who meet the criteria
- Recommendations from the Rate Discussion Paper presented to Council on the 9th March 2010
- The impact of Government Legislative amendments and the burden of continuous cost shifting by the State Government
- The specific issues of the community including the need to deliver an ever increasing range of services across economic, environmental and social functions
- The need to continue to replace and upgrade infrastructure and other assets including both plant and machinery and the road network.
- The objective of attracting and continuing to attract new residents and the support of business activity to generate economic development
- Householders, businesses and farmers
- Employed, unemployed & pensioners
- Taking into account increases on Council valuations by the State Valuation Office.

Method Used To Value Land

Council may adopt one of three valuation methodologies to value properties in its area. They are:

- Capital Value – the value of the land and all improvements on the land.
- Site Value – the value of the land and any improvements which permanently affect the amenity of use of the land, such as drainage works, but excluding the value of buildings and other improvements.
- Annual Value – a valuation of the rental potential of the property.

Council has decided to continue to use capital value as the basis for valuing land within its Council area. Council considers that this method provides the fairest method of distributing the rate burden across all ratepayers on the following basis:

- The equity principle of taxation requires that ratepayers of similar wealth pay similar taxes and ratepayers of greater wealth pay more tax than ratepayers of lesser wealth.

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- Property value is a relatively good indicator of wealth and capital value, which closely approximates the market value of a property and provides the best indicator of overall property value.

Adoption of Values

Council adopts the valuations made by the Valuer-General. If a ratepayer is dissatisfied with the valuation made by the State Valuation Office then the ratepayer may object to the State Valuation Office in writing, within 60 days of receiving the notice of the valuation (1st quarter rates notice) explaining the basis for the objection, provided they have not:

- previously received a notice of this valuation under the Local Government Act 1999, in which case the objection period is 60 days from the receipt of the first notice; or
- previously had an objection to the valuation considered by the State Valuation Office.

The address of the State Valuation Office is:
GPO Box 1354, Adelaide 5001
Email: lsg.objections@saugov.sa.gov.au
Telephone: 1300 653 345.

Council has no role in this process.

It is also important to note that the lodgement of an objection does not change the due date or amount for payment of rates.

Business Impact Study

Council has considered the impact of rates on all businesses in the Council area including primary production. In considering the impact, Council assessed the following matters:

- During 2005/2006 Council consulted with the community through the Rating Review Process and as a result of comments made at public meetings and in written submissions Council decided to impose differential rates in its area according to land use codes
- Recommendations from the Rate Discussion Paper presented to Council on the 9th March 2010
- Those elements of Council's Strategic Management Plan relating to business development
- Current taxation policy allowing rates as a business deduction (effectively a 30% discount compared with non-business ratepayers)
- Changes in valuations of business and primary production properties from the previous financial year
- The equity of the distribution of the rate burden
- Specific Council projects for the coming year reflected in the Strategic Management Plan

- Current local, state and national economic conditions and expected changes during the next financial year
- The specific issues of businesses including the need to deliver an ever increasing range of services across economic, environmental and social functions
- The impact of Government Legislative amendments and the burden of continuous cost shifting by the State Government
- The objective of attracting and continuing to attract new residents and the support of business activity to generate economic development
- The movement in the Construction Industry Cost Indices and the Local Government Cost Index, and movement in the Consumer Price Index as an indicator of community economic activity
- The draft Long Term Financial Plan developed as part of the Strategic Management Plan
- Tourist number movements and trends
- Climate Change.

General Rates

All land within a council area, except for land specifically exempt (e.g. crown land, council occupied land and other land prescribed in the Local Government Act 1999 Section 168), is rateable.

The Local Government Act 1999 provides for a Council to raise revenue for the broad purposes of the Council through a general rate, which applies to all rateable properties and is a general tax (comparable to Income Tax). It should not be considered a fee for any particular program or service, whether received or not.

Differential General Rates

Council will impose differential rates in its area according to the following land use categories:

1. Residential – comprising the use of land for a detached dwelling, group dwelling, residential flat building, row dwelling or semi-detached dwelling within the meaning of the Development Regulations
2. Commercial Shop – comprising the use of land for a shop within the meaning of the Development Regulations
3. Commercial Office – comprising of the use of land for an office within the meaning of the Development Regulations
4. Commercial Other – comprising any other commercial use of land not referred to in categories 2 or 3
5. Industry Light – comprising the use of land for a light industry within the meaning of the Development Regulations
6. Industry Other – comprising any other industrial use of land not referred to in category 5

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7. Primary Production – comprising
 - Farming within the meaning of the Development Regulations; and
 - Horticulture within the meaning of the Development Regulations; and
 - The use of land for horse keeping or intensive animal keeping within the meaning of the Development Regulations; and
 - In respect of a dairy situated on the farm – the use of land for a dairy within the meaning of the Development Regulations; and
 - Commercial forestry
8. Vacant Land – comprising the non-use of vacant land
9. Other – not included previously in the categories above.

At the Council Meeting on 10th February 2009 Council resolved to consider adding location as a differentiating factor due to the uneven increases in valuations between the Hawker area and the Quorn area. Council at the Council Meeting on 14th July 2009, after considering public consultation submissions, resolved to include location as a differentiation factor.

The locations are defined by Council's Development Plan and are:

Quorn Township
Quorn Rural
Hawker Township
Hawker Rural.

Council has factored into the proposed Budget and Long Term Financial Plan an average rate increase of 10% for the next 4 years. This will increase the Council rates per capita to the average for Councils classified RAS - Rural Agricultural Small (Australian Classification of Local Government (ACLG) categories). The per capita rate for The Flinders Ranges Council in 2008/09 was \$453 whilst the State average for all RAS Councils in 2008/09 was \$750. A 15% increase for 4 years was foreshadowed in the 2009/10 Annual Business Plan adopted by Council on 14th July 2009 after consultation.

Council's proposed differential rates for 2010/11 considered the continuation of differentiation based on location as well as land use. However, Council has decided to have the same land use rates for each location. The effect of this change back to the same land use codes for each location is to increase the total rates paid in the Quorn districts (average 10.7% or \$65.69 per rateable assessment) and reduce the total rates paid in the Hawker districts (average 8.0% or \$42.58 per rateable assessment).

- (1) A differential general rate of 0.4380 cents in the dollar on rateable land in the Council's area of category 1 (residential) land use;
- (2) A differential general rate of 0.4925 cents in the dollar on rateable land in the Council's area of category 2 (commercial - shop) land use;

- (3) A differential general rate of 0.5100 cents in the dollar on rateable land in the Council's area of category 3 (commercial -office) land use;
- (4) A differential general rate of 0.6550 cents in the dollar on rateable land in the Council's area of category 4 (commercial - other) land use;
- (5) A differential general rate of 0.6550 cents in the dollar on rateable land in the Council's area of category 5 (industry - light) land use;
- (6) A differential general rate of 0.7175 cents in the dollar on rateable land in the Council's area of category 6 (industry - other) land use;
- (7) A differential general rate of 0.5725 cents in the dollar on rateable land in the Council's area of category 7 (primary production) land use;
- (8) A differential general rate of 0.4500 cents in the dollar on rateable land in the Council's area of category 8 (vacant land) land use;
- (9) A differential general rate of 0.4300 cents in the dollar on rateable land in the Council's area of category 9 (other) land use;

Minimum Rate

A Council may impose a minimum rate payable by way of rates, provided that it has not imposed a fixed charge. Where two or more adjoining properties have the same owner and are occupied by the same occupier, only one minimum rate is payable by the ratepayer. Where a Council imposes a minimum rate it must not apply that rate to more than 35% of the properties in the Council area. The minimum rate will apply to 18.8% of rateable assessments for the 2010/11 year.

The Council set a minimum rate of \$420 on all rateable properties with exception of land in category 7 in 2009/10. The 10% rate increase implies a minimum rate of \$465 for 2010/11. The proposed 10% increase for the 2011/12, 2012/13 and 2013/14 years implies a minimum rate of \$515, \$570 and \$630 respectfully.

Fixed Charge

Council does not intend to impose a fixed charge as it plans to impose a minimum rate and the two options are mutually exclusive under Sec 158(2)(e) of the Local Government Act 1999.

Annual Service Charges

The Council provides a Community Wastewater Management System (CWMS) to all properties in the township of Hawker. The full cost of operating, maintaining and improving this service for this financial year is budgeted to be \$58,500. This includes setting aside funds for the future replacement of the assets employed in providing the service. The Council will recover this cost through the imposition of an annual service charge of \$300 per occupied unit and \$270 per unoccupied unit.

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The Council provides a Community Wastewater Management System to all properties in the township Quorn (south of the railway line). The full cost of servicing the construction loan, operating, maintaining and improving this service for this financial year is budgeted to be \$159,300. This includes setting aside funds for the future replacement of the assets employed in providing the service. The Council will recover this cost through the imposition of an annual service charge of \$390 per occupied unit and \$360 per unoccupied unit.

The Council also provides a waste management service within the townships of Quorn, Hawker and Cradock, incorporating a kerbside collection of 140L "household" waste and a kerbside collection of 240L recyclable materials. The full cost of operating and maintaining these services for this financial year is budgeted to be \$173,000 for all residential properties in the Quorn, Hawker and Cradock Townships. Council will recover 100% of this cost through the impost of an annual service charge per property within the townships of Quorn and Hawker. In 2009/10 these charges were \$155 per residential property and \$200 per commercial property. Charges for 2010/11 are proposed to be \$110 per "household" 140L Mobile Garbage Bin (MGB) and \$80 per "recycle" 240L MGB. Minimum charge per occupied township property (ie any property which can be inhabited) is \$190 (ie one 140L "household" bin and one 240L "recycle" bin). Residents may opt to have more than two bins at a cost of \$110 per extra "Household" 140L MGB and/or \$80 per extra "recycle" 240L MGB.

Commercial premises have been issued with four MGBs and will be charged \$110 per "household" 140L MGB and \$80 per 240L "recycle" MGB. Additional bins can be provided at a service charge of \$110 per extra "Household" 140L MGB and/or \$80 per extra "recycle" 240L MGB. However commercial premises may opt out of the Council provided service and use a private service provider. All Council MGBs must be returned to avoid the annual service charge.

Council is yet to determine whether to allow residents outside the township to be able to bring bins to the town boundary. If Council does allow this, then it is envisaged that the cost of this service will be the same for township residents, which will be charged by separate invoice (i.e. not on rates notice).

Rate Concessions

The State Government, in providing equity across South Australia in this area, funds a range of concessions on Council rates. The concessions are administered by various State Agencies who determine the eligibility and pay the concession directly to Council on behalf of the ratepayer. Concessions are available only on the principal place of residence.

Ratepayers who believe they are entitled to a concession should not withhold payment of rates pending assessment of an application by the State Government as penalties apply to overdue rates. A refund will be paid to an eligible person if Council is advised that a concession applies and rates have already been paid.

Pensioner Concessions

Eligible pensioners may be entitled to a concession on rates, if not currently receiving one. Application forms, which include information on the concessions, are available from the Council Office and Department for Families and Communities www.sa.gov.au/concession (P: 1800 307 758 or E: concessions@dfc.sa.gov.au) who administer the concession scheme on behalf of the State Government.

An eligible pensioner must hold a Centrelink or Veterans Pension Card or State Concession Card. The applicant must also be responsible for the payment of rates on the property for which they are claiming a concession.

Self Funded Retiree Concession

This concession has been available from 1st July 2001 and is administered by Revenue SA www.revenuesa.sa.gov.au (P: 1300 366 150). Self-funded retirees who currently hold a State Seniors Card may be eligible for a concession toward Council rates. In the case of couples, both must qualify, or if only one holds a State Seniors Card, the other must not be in paid employment for more than 20 hours per week.

Other Concessions

The Department for Families and Communities may assist eligible persons receiving State and Commonwealth allowances. This includes but is not limited to, ratepayers who are in receipt of: Austudy, Newstart, Parenting Payment, Partner Allowances, Sickness Allowance, Special Benefit, Widow Allowance, Youth Allowance, Abstudy, CDEP or New Enterprise Initiative Scheme. It may also apply to ratepayers in receipt of a pension as a war widow under legislation of the United Kingdom or New Zealand and the holders of a State Concession Card issued by the Family Assistance Office. Please contact the nearest Department for Families and Communities office for details www.sa.gov.au/concession (P: 1800 307 758 or E: concessions@dfc.sa.gov.au)

Concessions Online

If you receive an eligible payment from Centrelink or the Department for Veterans Affairs, you can now apply online for a concession on your Council rates at www.sa.gov.au/concessions

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Rate Capping

Due to a substantial change in rates payable by a ratepayer due to rapid changes in valuations, Council will grant a rebate of general rates to the Principal Ratepayer of categories 1, 2, 3, 4, 5, 6, 7 and 9 land uses, to cap any increase in general rates payable to that paid in the previous year plus 14.0% where any of the following conditions do not apply:

- A change of ownership (for whatever reason) of the rateable property since 1st July 2009, or
- Where the use of the land is different for rating purposes on the date the Council declared its general rates in 2010/2011 financial year than on the date Council declared its general rates for the 2009/10 year; or
- Properties with building or structural improvements of value greater than \$20,000 since 1st July 2009; or
- Properties subdivided or amalgamated in 2009/2010

Payment of Rates

The payment of rates can be made in full or by four approximately equal instalments, with instalments falling due on the following dates:

- First instalment – 1st September 2010
(Due date if paying in full)
- Second instalment – 1st December 2010
- Third instalment – 1st March 2011
- Fourth instalment – 1st June 2011

Where the due date falls on the weekend or a public holiday, the due date will be the next business day.

Please note also that the Refuse collection charge is payable in full by the first quarter due date (where applicable) and is included in the first quarter total printed on your rates notice.

Rates may be paid:

- By posting a cheque to PO Box 43, Quorn SA 5433 with the bottom section of rates notice (Council accepts no responsibility for cash sent by post)
- BPAY – Biller ID 45898 and Assessment Number (please allow three banking business days for the B-Pay payment to be processed by your bank)
- In person at the Council offices at:
1 Seventh Street, Quorn during the hours of 9:00am to 5:00pm Monday to Friday
Hawker Service Centre: Hawker Motors, Wilpena Road, Hawker.
- By Phone 8648 6031, using Visa or Mastercard
- On Councils website by credit card – assessment number required.
www.frc.sa.gov.au

Hardship

Any Ratepayer who may, or is likely to, experience difficulty with meeting the standard payment arrangement is invited to contact Council's Chief Executive Officer by telephone on 08 8648 6031 to discuss alternative payment arrangements. Such inquiries are treated confidentially by the Council and its officers. Please note that financial and other information will be required in support of your hardship claim.

Late Payment of Rates

The Local Government Act 1999 provides that Councils impose a penalty of 2% on any late payment for rates. Interest is charged monthly on all arrears at the prescribed rate which is 0.7500% for 2010/11.

Council may refer the outstanding rates to a debt collection agency for collection if the rates remain overdue more than two consecutive quarters. The debt collection agency charges collection fees which are recoverable from the ratepayer.

When Council receives a payment in respect of overdue rates Council applies the money received in accordance with the requirements of the Local Government Act 1999, as follows:

- First – to satisfy any costs awarded in connection with court proceedings;
- Second – to satisfy any interest costs;
- Third – in payment of any fines imposed;
- Fourth – in payment of rates, in chronological order (starting with the oldest amount).

Sale of Land for Non-Payment of Rates

The Local Government Act, 1999, provides that a Council may sell any property where the rates have been in arrears for three years or more. The Council is required to notify the owner of the land of its intention to sell the land, provide the owner with details of the outstanding amounts, and advise the owner of its intention to sell the land if payment of the outstanding amount is not received within one month. The sale of land for non-payment of rates will be utilised by The Flinders Ranges Council as a means of collecting outstanding rates.

Remission and Postponement of Rates

Section 182 of the Local Government Act 1999 permits a Council, on the application of the ratepayer, to partially or wholly remit rates or to postpone rates, on the basis of hardship. Where a ratepayer is suffering hardship in paying rates, they must write to Council to explain their situation. Council and its officers treat such enquiries confidentially. Council will require personal financial information from anyone applying for postponement or remission of rates.

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Rebate of Differential General Rates

The Local Government Act, 1999, requires Councils to rebate the differential general rates (rates) payable on some land (**this does not include annual service charges**). Provisions are made for land used for health services, community services, religious purposes, public cemeteries, the Royal Zoological Society and educational institutions.

Discretionary rebates may be applied by the Council under Section 166 of the Local Government Act, 1999.

It is the policy The Flinders Ranges Council that a rebate of rates in respect of any rateable land in the Council area will be available only when the applicant satisfies the requirements under the Local Government Act, 1999, and where appropriate, the requirements of this Annual Business Plan.

The Local Government Act 1999 ("the Act") sets out at Chapter 10, Division 5 (Sections 159 to 166) those provisions applicable to the Council granting a rebate of rates to persons or bodies.

The Local Government Act 1999 requires Councils to rebate the rates payable on some land. This includes a 100% rebate for hospitals, health centres, churches and cemeteries. A minimum rebate of 75% is applied for land used predominantly for educational purposes (subject to some qualifications).

Applications for any other discretionary rebates should be in writing to the Chief Executive Officer, detailing the basis for applying for the rebate. Council will consider each application on merit and may seek further information to help in it's determination.

Section 159(3) of the Act provides that the Council may grant a rebate of rates under the Act if it is satisfied that it is appropriate to do so. The Act provides for a mandatory rebate of rates in specified cases and the amount of that mandatory rebate (see below).

The Act also provides that where the Council must grant a rebate of rates under the Act, and the amount of that rebate is fixed by the Act at less than 100%, the Council may increase the amount of the rebate.

The Act provides, at Section 166 for the Council to provide a discretionary rebate of rates in the cases set out in that Section.

Mandatory Rebates

The Council must grant a rebate in the amount specified in respect of those land uses which the Act provides will be granted a rebate.

Rates on the following land will be rebated at 100%:

Health Services

Land being predominantly used for service delivery or administration by a hospital or health centre incorporated under the South Australia Health Commission Act 1976.

Council will grant 100% rebate to the Quorn Hospital and Hawker Hospital

Religious Purposes

Land containing a church or other building used for public worship (and any grounds), or land solely used for religious purposes.

Council will grant a 100% rebate to the Hawker Catholic Church, Hawker Uniting Church, Quorn Catholic Church, Quorn Uniting Church and the Quorn Anglican Church.

Public Cemeteries

Land being used for the purposes of a public cemetery.

Rates on the following land will be rebated at 75%:

Community Services

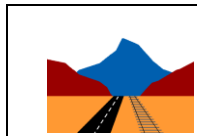
Land being predominantly used for service delivery and administration by a community services organisation. A "community services organisation" is defined in the Act as a body that:

- is incorporated on a not for profit basis for the benefit of the public; and
- provides community services without charge or for a charge that is below the cost to the body of providing the services; and
- does not restrict its services to persons who are members of the body.

It is necessary for a community services organisation to satisfy all of the above criteria to be entitled to the mandatory 75% rebate.

The Act further provides that eligibility for a rebate by a community services organisation is subject to it providing one or more of the following community services:

- emergency accommodation
- food or clothing for disadvantaged persons (i.e., persons who are disadvantaged by reason of poverty, illness, frailty, or mental, intellectual or physical disability)
- supported accommodation (i.e., residential care facilities in receipt of Commonwealth funding or accommodation for persons with mental health, intellectual, physical or other difficulties who require support in order to live an independent life)



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- essential services, or employment support, for persons with mental health disabilities, or with intellectual or physical disabilities
- legal services for disadvantaged persons
- drug or alcohol rehabilitation services
- the conduct of research into, or the provision of community education about, diseases or illnesses, or the provision of palliative care to persons who suffer from diseases or illnesses.

Educational Purposes

- Land occupied by a government school under a lease or licence and being used for educational purposes
- Land occupied by a non-government school registered under Part 5 of the Education Act 1972 and being used for educational purposes
- Land being used by a University or University College to provide accommodation and other forms of support for students on a not for profit basis.

Where the Council is satisfied from its own records or from other sources that a person or body meets the necessary criteria for a mandatory 100% or 75% rebate, the Council will grant the rebate of its own initiative. Where the Council is not so satisfied it will require the person or body to apply for the rebate in accordance with this Annual Business Plan.

Where a person or body is entitled to a rebate of 75% the Council may, pursuant to Section 159(4) of the Act, increase the rebate up to a further 25%. The Council may grant the further 25% rebate upon application or on its own initiative. In either case the Council will take into account those matters set out in this Annual Business Plan and may take into account any or all of those matters set out in this Annual Business Plan.

Where an application is made to the Council for a rebate of up to a further 25% the application will be made in accordance with this Annual Business Plan and the Council will provide written notice to the applicant of its determination of that application.

Council will grant a further 25% rebate to the Quorn Area School and the Hawker Area School.

Discretionary Rebates

The Council may in its absolute discretion grant a rebate of rates or service charges in any of the following cases pursuant to Section 166 of the Act:

- where it is desirable for the purpose of securing the proper development of the area (or a part of the area);
- where it is desirable for the purpose of assisting or supporting a business in its area;
- where it will be conducive to the preservation of buildings or places of historic significance;

- where the land is being used for educational purposes;
- where the land is being used for agricultural, horticultural or floricultural exhibitions;
- where the land is being used for a hospital or health centre;
- where the land is being used to provide facilities or services for children or young persons;
- where the land is being used to provide accommodation for the aged or disabled;
- where the land is being used for a residential aged care facility that is approved for Commonwealth funding under the Aged Care Act 1987 (Commonwealth) or a day therapy centre;
- where the land is being used by an organisation which, in the opinion of the Council, provides a benefit or service to the local community;
- where the rebate relates to common property or land vested in a community corporation under the Community Titles Act 1996 over which the public has a free and unrestricted right of access and enjoyment; and
- where the rebate is considered by the Council to be appropriate to provide relief against what would otherwise amount to a substantial change in rates payable due to a change in the basis of valuation used for the purposes of rating, rapid changes in valuations, or anomalies in valuations.

The Council may grant a rebate of rates up to and including 100% of the relevant rates or service charges. The Council may grant a rebate for a period exceeding one year, but not exceeding 10 years.

The Council has an absolute discretion to grant a rebate of rates or annual service charges in the above cases and to determine the amount of any such rebate.

Council will grant a 100% rebate to the South Australian Scouts Association, Quorn Girl Guides, Hawker Community Sports Centre, Quorn Health Services (Flinders House) and Wirreanda Cottages Incorporated.

Council will grant a 70% rebate to properties situated in unoccupied surveyed townships with a Land Use category 8 (vacant land) which have the minimum rate applied.

Applications

Persons who or bodies which seek a discretionary rebate will be required to submit an application form to the Council and provide to the Council such information as stipulated on the application form and any other information that the Council may reasonably request.

Persons or bodies who seek a rebate of rates (and/or service charges) under this policy, either pursuant to Section 159(4) of the Act or pursuant to Section 166 of the Act, must make written application to the Council pursuant to Section 159(1) of the Act in the manner and

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form determined by the Council and supplying such information as the Council may reasonably require.

Application forms may be obtained from the Council office located at 1 Seventh Street, Quorn or from Council's website: www.frc.sa.gov.au

The Council will take into account, in accordance with Section 159(5) of the Act, the following matters:

- the nature and extent of Council services provided in respect of the land for which the rebate is sought in comparison to similar services provided elsewhere in the Council's area;
- the community need that is being met by activities carried out on the land for which the rebate is sought; and
- the extent to which activities carried out on the land for which the rebate is sought provides assistance or relief to disadvantaged persons.

The Council may take into account other matters considered relevant by the Council including, but not limited to, the following:

- why there is a need for financial assistance through a rebate;
- the level of rebate (percentage and dollar amount) being sought and why it is appropriate;
- the extent of financial assistance, if any, being provided to the applicant and/or in respect of the land by Commonwealth or State agencies;
- whether the applicant has made/intends to make applications to another Council;
- whether, and if so to what extent, the applicant is or will be providing a service within the Council area;
- whether the applicant is a public sector body, a private not for profit body or a private or profit body;
- whether there are any relevant historical considerations that may be relevant for all or any part of the current Council term;
- the desirability of granting a rebate for more than one year in those circumstances identified in this policy;
- consideration of the full financial consequences of the rebate for the Council;
- the time the application is received;
- the availability of any community grant to the person or body making the application;
- whether the applicant is in receipt of a community grant; and
- any other matters and policies of the Council, which the Council considers relevant.

All persons who or bodies which wish to apply to the Council for a rebate of rates must do so on or before 1st April of each year. The Council reserves the right to refuse to consider applications received after that date. However, applicants which satisfy the criteria for a mandatory 75% or 100% rebate will be granted the rebate at any time.

The Act provides that the Council may grant a rebate of rates or charges on such conditions as the Council thinks fit. The Council may, for proper cause, determine that an entitlement to a rebate of rates under the Act no longer applies. Where an entitlement to a rebate of rates ceases or no longer applies during the course of a financial year, the Council is entitled to recover rates, or rates at the increased level (as the case may be), proportionate to the remaining part of the financial year.

It is an offence for a person or body to make a false or misleading statement or representation in an application or to provide false or misleading information or evidence in support of an application made (or purporting to be made) under the Act.

If a person or body has the benefit of a rebate of rates and the grounds on which the rebate has been granted cease to exist, the person or body must immediately inform the Council of that fact and (whether or not the Council is so informed) the entitlement to a rebate ceases. If a person or body fails to do so that person or body is guilty of an offence.

The maximum penalty for these offences is \$5,000.

Natural Resource Management (NRM) (State Government) Levy

Councils are required, by the State Government, to collect an amount specified as the Northern & Yorke NRM Levy on all rateable properties. Collection occurs on behalf of the State Government for the Northern & Yorke NRM Board, which uses the funds to manage natural resources.

The Northern & Yorke NRM Board declares a levy payable by The Flinders Ranges Council based on capital value which is \$32,217 for the 2010/11 year.

Council sets a Separate Rate for the Northern & Yorke NRM Board Levy based on capital value. In 2010/11 the levy will be \$0.000147 per capital value dollar.

Any queries relating to the NRM Levy should be directed to:
Northern & Yorke NRM Board
PO Box 175, Crystal Brook SA 5523
P: 1300 558 026
E: board@nynrm.sa.gov.au

Review

A person who or a body which is aggrieved by a determination of the Council in respect of an application for a rebate may seek a review of that decision in accordance with the Council's Internal Review of Council Decisions Policy within 30 days of the date of the notice of determination which is given pursuant to this Policy.

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Annual Business Plan, Budget and Long Term Financial Plan

A full copy of the Annual Business Plan is available for inspection at no charge at the principal office 1 Seventh Street Quorn SA 5433 or Hawker Service Centre (Hawker Motors) Corner Cradock and Wilpena Roads Hawker or can be downloaded from Council's website at: www.frc.sa.gov.au

DISCLAIMER

A rate cannot be challenged on the basis of non-compliance with this policy and must be paid in accordance with the required payment provisions.

Where a ratepayer believes that the Council has failed to properly apply this policy they should raise the matter with Council by writing to the Chief Executive Officer PO Box 43 QUORN SA 5433.

Consultation on changes to Council's method of Rating:

This draft Annual Business Plan contains the following changes to Council's rating methodology:

- change to the basis of the Garbage Annual Service Charge
- change to the conditions for the capping rebate.

Council is required under Section 151 & Section 156 of the Local Government Act, 1999, to consult the public on any changes to rating methodologies. This consultation was undertaken in conjunction with the consultation required for the Annual Business Plan.

Ratepayers were encourage to make a written submission regarding the proposed changes addressed to the Chief Executive Officer at PO Box 43 Quorn SA 5433. Written submissions were to be received by 5.00pm on Friday 4th June 2010.

Council accepted email submissions to council@frc.sa.gov.au provided a contact address and phone contact was included on the email.

Council set aside, in conjunction with the draft Annual Business Plan, one hour at the start of it's Ordinary Meeting held on Tuesday 8th June 2009, for any ratepayer who wished to address the Council. Ratepayers were to phone Julie Campbell on 8648 6031 to register their interest in making a verbal presentation to Council on the proposed changes to Council's rating methodology.

Suggestions and Feedback on the 2010/2011 Annual Business Plan

Feedback and suggestions regarding Council's draft Annual Business Plan were required in writing by 5.00pm Friday 4th June 2010. Written feedback or suggestions were to be addressed to the Chief Executive Officer PO Box 43 Quorn SA 5433.

Council set aside one hour at the 8th June 2010 Council meeting for Residents or Ratepayers who wished to address the Council on this draft Annual Business Plan. Ratepayers were to phone Julie Campbell on 8648 6031 to register your interest in making a verbal presentation to Council on the proposed Annual Business Plan.

Council accepted email submissions to council@frc.sa.gov.au provided a contact address and phone contact was included on the email.

Council received 2 written submissions and 4 ratepayers addressed Council prior to the meeting on 8th June 2010. All submissions were taken into account during Council's deliberations on this Annual Business Plan.