

Fact Sheet 1: Facts about Service Plus

What is Service Plus?

Service Plus is an organised set of Waverley Council's existing services with some added enhancements to boost the Council's capacity to contribute to achievement of the vision of our community's new strategic plan, **Waverley Together 2**.

Service Plus has 12 components:

Component 1: Maintaining Waverley Council's existing services

plus 11 extra components to **enhance** existing services including:

- Component 2:** Providing more opportunities for recreation, health and wellbeing
- Component 3:** Providing more opportunities for artistic and cultural expression
- Component 4:** Providing more and safer access to public places
- Component 5:** Providing more and safer access to transport
- Component 6:** Providing more and safer access to vital services
- Component 7:** Providing more cleaning and greening of all the spaces we share
- Component 8:** Providing more inviting streetscapes
- Component 9:** Providing more restful local neighbourhoods
- Component 10:** Providing a more sustainable environment with increased protection from global warming
- Component 11:** Providing more preservation of natural resources and ecosystems
- Component 12:** Partnering with a more engaged, connected and inspired community actively involved in decision making

Service Plus is designed to help us all draw conclusions about how much closer we can move towards the vision or how far we will move away from it, depending on how much of the package we might want to invest in and how much we're prepared to work together.

What's included in Service Plus?

Service Plus includes all 148 of our existing services in 22 main categories plus 51 enhancements. Our existing service categories are:

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| 1. Asset Management Services | 12. Governance, Integrated Planning & Community Engagement |
| 2. Beach Services, Maintenance & Safety | 13. Library Services |
| 3. Cemetery Services | 14. Parking Services |
| 4. Child Care Services | 15. Parks Services & Maintenance |
| 5. Community Services | 16. Place Management |
| 6. Corporate Support Services | 17. Recreation Services |
| 7. Cultural Services | 18. Regulatory Services |
| 8. Customer Services & Communication | 19. Social & Affordable Housing |
| 9. Development, Building & Health Services | 20. Traffic & Transport Services |
| 10. Emergency Management Services | 21. Urban Open Space Maintenance & Accessibility |
| 11. Environmental Services | 22. Waste Services |

For the full list of 148 services in each service category see *Waverley Together 2*.

In recent surveys Waverley residents told us consistently that, as a minimum, Council needs to ensure we can continue to deliver our existing services.

But they also told us that **some services are not being delivered at the desired level and should be enhanced**. The 51 suggested enhancements are:

Service Plus Components 2 & 3 Providing more opportunities for recreation, health, wellbeing and artistic and cultural expression	Total cost over 12 years: \$24,058,195 68% funded Rate rise required to fund shortfall: 0.32% pa or \$0.07 extra per week to the average ratepayer
Included Enhancements	
<ol style="list-style-type: none"> 1. New sporting facilities including cricket pitches, netball courts, bocce courts, fields, seating and changing rooms at Waverley Park, Rodney Reserve and Hugh Bamford Reserve. 2. Ongoing playground upgrades at a series of local parks and reserves. 3. Upgrades to lots of facilities in Bondi Park, Bronte Park, Tamarama Park and Waverley Park, including toilets, lighting, bubblers, showers, and shade structures. 4. A new Waverley Park Pavilion (fully funded by asset sales and grants). 5. Continued re-furbishment of the Bondi Pavilion for better theatre productions and events, alongside our current kids' classes, music productions, art exhibitions and film festivals (partly funded by asset sales and grants). 	
Service Plus Components 4, 5 & 6 Providing more and safer access to public places, transport and vital services	Total cost over 12 years: \$102,221,606 56% funded Rate rise required to fund shortfall: 1.78% pa or \$0.43 extra per week to the average ratepayer
Included Enhancements	
<ol style="list-style-type: none"> 6. Keeping a minimum of 80% of our footpaths in top or near top condition. 7. More school safety zones. 8. More 40 kilometre speed safety zones for traffic. 9. More pedestrian safety works in the busiest areas of Bondi Junction and Bondi Beach. 10. Enhanced traffic planning and management services and faster implementation of traffic plans. 11. Enhanced public transport planning services. 12. Renewal of vital aged infrastructure throughout Waverley including drainage, retaining walls, stairs fences, bus shelters, promenades, tunnels and cemetery infrastructure. This is additional to major infrastructure renewals provided within our existing service array. 13. Increased services for the aged and improved referrals to support provided by other agencies. 14. Increased capacity to deal with homelessness. 15. Improved cemetery and funeral services (fully funded by sale of rights of burial and associated cemetery services). 16. A new early learning, family day care and child care centre in Bondi Junction (fully funded by asset sales and grants). 17. Ongoing optimisation of public parking on-street and off-street for better access to vital services (fully funded by income from parking services and asset sales). 18. Establishment of Waverley council as an affordable housing trust (fully funded by developer contributions). 	
Service Plus Component 7 Providing more cleaning and greening of all the spaces we share	Total cost over 12 years: \$43,314,286 73% funded Rate rise required to fund shortfall: 0.44% pa or \$0.12 extra per week to the average ratepayer
Included Enhancements	
<ol style="list-style-type: none"> 19. Increased frequency of mowing, weeding, mulching, rubbish removal and increased planting in parks, reserves and village centres. 20. Increased removal of graffiti. 21. Increased tree maintenance and tree protection. 22. Increased tree planting – up to 400 trees a year. 23. Improved depot facilities, preferably within Waverley for staff doing cleaning and greening (fully funded by asset sales). 24. A new depot outside Waverley for waste collection staff (fully funded by asset sales). 25. Acquisition of land for open space in Bondi Junction and other areas which Council is likely to be compelled to acquire. 	

Service Plus Components 8 & 9 Providing more inviting streetscapes and restful local neighbourhoods	Total cost over 12 years: \$9,145,235 39% funded Rate rise required to fund shortfall: 0.21% pa or \$0.06 extra per week to the average ratepayer
Included Enhancements	
<p>26. An increase in the presence of Rangers, especially during major events and for prevention of dumped rubbish, and quicker response to complaints about noise, anti-social behaviour, obstruction of footways, and pollution from developments.</p> <p>27. Local village streetscape improvements including upgrade of footpaths, seating, signage and greening.</p> <p>28. Oxford Street East streetscape upgrade.</p> <p>29. Eastgate Car Park façade upgrade (fully funded by asset sales and investment returns).</p> <p>30. Boot Factory remediation or incorporation into redevelopment of Mill Hill Centre (yet to be determined but fully funded by future asset sales).</p>	

Service Plus Components 10 & 11 Providing a more sustainable environment with increased protection from global warming and preservation of natural resources and ecosystems	Total cost over 12 years: \$22,916,929 12% funded Rate rise required to fund shortfall: 0.73% pa or \$0.20 extra per week to the average ratepayer
Included Enhancements	
<p>In addition to our existing environmental services this component includes service enhancements to achieve ambitious targets for reduction of greenhouse gas emissions by the community:</p> <p>31. Retrofitting Council's buildings with energy saving technologies to reduce greenhouse gas emissions and energy bills.</p> <p>32. Changing street light fittings to further reduce emissions.</p> <p>33. Working with the community to provide access to discount solar hot water, solar power and other water and energy saving devices.</p> <p>34. Working with the community to increase the purchase of energy from renewable sources.</p> <p>35. Working with the community to facilitate climate change adaptation.</p> <p>36. Working with business especially in Bondi Junction to install alternative energy systems for heating, cooling, lighting and general power use.</p> <p>37. Working to meet targets for increased use of public transport and reduced travel by private car.</p> <p>38. Completion of more bike paths and associated facilities.</p> <p>39. Improved waste recycling and recovery to reduce disposal of waste to landfill and greenhouse gas emissions (fully funded by the domestic waste charge).</p> <p>This component also includes services to conserve water and protect local flora and fauna:</p> <p>40. Creating a permanent bushcare team for restoration of remnant native vegetation in parks and reserves.</p> <p>41. Remediation of Bronte Gully and Tamarama Gully including hydrological, weed management, soil contamination, geotechnical and revegetation works.</p> <p>42. Reconnection and increase of wildlife corridors and habitat throughout Waverley.</p> <p>43. Two new stormwater harvesting systems at Bondi Beach and Tamarama Gully.</p> <p>44. Increased water recycling in parks and reserves.</p> <p>45. Programs for maintaining and improving water quality at beaches.</p>	

Service Plus Component 12 Partnering with a more engaged connected and inspired community actively involved in decision making	Total cost over 12 years: \$11,729,587 23% funded Rate rise required to fund shortfall: 0.32% pa or \$0.09 extra per week to the average ratepayer
Included Enhancements	
<p>46. Improved web communications about services, development applications, parking, events, and issues and policies under consideration by Council.</p> <p>47. Improved information for decision making and opportunities for comment.</p> <p>48. Ongoing best practice in long term planning for services and financial management.</p> <p>49. Easier payment and progress systems for services including lodgement of development applications.</p> <p>50. Compliance with ever increasing standards for transparency and ethics in decision making, protection of public information and business efficiency and probity.</p> <p>51. Improved management of major meeting places for community interaction and connection.</p>	

The above quoted rate rises to fund shortfalls on each component would be cumulative for seven years and would be additional to rises of 8.79% pa or \$1.49 per week for seven years that are necessary to fund the expected shortfalls on existing services in Component 1 of Service Plus.

How can Service Plus help you achieve the vision for Waverley?

Waverley Council services contribute to every aspect of your daily life. As we continually enhance them, they're going to improve in their capacity to help each of us achieve our vision of what life should be like by 2022. Here's how each service is making that contribution.

We have 148 services in 22 main service categories working together to help achieve 14 vision elements.

Our community's vision



Our services



Our community's vision														
Vision Elements														
1. We are safe														
2. We are reconciled with and value our indigenous past														
3. Connections within families and between generations can remain unbroken														
4. We are inspired and able to renew our physical and spiritual wellbeing														
5. Everyone is welcomed to participate positively in community life														
6. We can express our essential selves through our traditions, our arts, our cultures, and our lifestyles														
7. We act together as a compassionate society														
8. The beauty of our beaches, cliffs and coastal lands endures														
9. The architectural landscape is cared for and developed at a human scale and design is sensitive to the natural, historical and social contexts														
10. Vital services are fully accessible														
11. Scarce resources are conserved and fairly shared														
12. Local economic prosperity provides opportunity for all														
13. As a local community we have the courage to take a leading place in achieving the environmental aims of a global society														
14. We are confident our leaders will reflect thoughtfully on our views and best interests when making decisions for our future.														
Contribution of Services to Elements of the Vision														
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