

# PENSIONER DISCOUNTS

## Pensioner Discounts - for waste **Community Engagement Report | 2021**





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## Executive Summary

The purpose of this community engagement was to investigate community sentiment and perception around Pensioner discounts provided to eligible customers; and to ascertain if there is a view of a need to change.

Feedback will be used to assist with setting Pensioner Discounts in 2022/2023 Rates.

### Background

#### Waste Charges

Waste collection and disposal is one of the highest costs that Councils manage each year.

#### Councils use one of two primary methods to charge waste collection and disposal costs:

1. Include Waste charges with general Rates fees:
  - Some Councils include these costs in the general Rates fee which means those with higher value properties pay more for waste management than those with lower value properties for essentially the same service.
  - Pensioners can claim a rebate on their Rates each year which is funded by the State Government so that Councils are not adversely impacted by this in being able to deliver services for the Community.

2. Separate Waste charges and Rates fees:

Other Councils, such as the City of Kalamunda, prefer to have waste costs separated out to be more equitable to all residences. This does not provide for State Government funded rebates for Pensioners on the waste component on their rates notice.

The City of Kalamunda is one of the few Councils that have separate waste charges and provide pensioners with a discount on waste charges.

#### [Special Council Meeting Minutes 28 June 2021](#)

During the 2021/2022 budget workshops Council guidance was sought regarding the Pensioner Rebate on waste charges applied to pensioners in residences.

With respect to pensioner rebates on waste charges, approximately 3,000 residences qualified in 2020/21 for Pensioner Discount on Waste Charges equating to a \$230 discount on the 2020/21 \$550 waste charge.

In effect, this means that the standard resident waste charge of \$550, is subsidising Pensioners, by an amount of approximately \$35. It is estimated that the discount borne by residents was approximately \$780K.

The City proposed to undertake a review, including community consultation, of Pensioner Discounts on Waste Charges during the 2021/2022 financial year. The review will be incorporated into the budget 2022/2023 process.

Continued over ...



### Community Engagement

#### » Targeted consultation ran from 1 December 2021 to 20 December 2021

Community Consultation for the project was delivered via IAP2 best practice principles. The Plan progressed to IAP2 spectrum level 'involve' to work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered, and was supported by an integrated marketing campaign.

### Communications included:

- » **Community Survey (107 x Survey responses)**
- » Social Media Awareness Campaign (over 9,542 Post Impressions)
- » Website: Linking to contributing nodes
- » Media Notice
- » 2 x Newspaper advertisements - Kalamunda Echo News
- » 1 x eNewsletters promoting the survey sent to 1,688 individual eNewsletter subscribers.
- » 1 x Pop-up Pop-in Booth at the Kalamunda Central Shopping Centre on 14 December 2021

### Key Engagement findings:

- » 97% of respondents supported a pensioner discount for waste
- » 51% of respondents identified as a pensioner (48% not a pensioner).
- » 62% of survey respondents said the discount reduces the financial burden/cost of living for Pensioners on a reduced income.
- » 23% of respondents said Pensioners should receive the discount as the amount of waste they produce is lower than other ratepayers and/or they don't use the skip bin service.
- » 19% of respondents said that Pensioners have contributed their fair share during their working life and/or paid full Rates, subsidising those who went before, and now deserve to receive a discount.
- » 50% of respondents thought the pensioners should receive a 50% discount on waste fees and charges
- » 38% felt it should be 40%.
- » 5% of respondents opted for a discount of 30% or less.



## Engagement tools and objectives

### Communications and Engagement Objectives:

- » Increase stakeholder awareness of the Pensioner Discount in relation to Waste and Rates.
- » Seek and receive meaningful feedback from the community to understand their position on offering a Pensioner Discount.
- » Promote a positive consultation experience among stakeholders with the City in obtaining equitable levels of feedback from community and residents across the City.
- » Inform and update community on consultation outcomes.

### Strategic Planning Alignment

#### Kalamunda Advancing Strategic Community Plan to 2027

##### Priority 4 Kalamunda Leads

- Objective 4.1 To provide leadership through transparent governance.
- Strategy 4.1.1 Provide good governance.
- Strategy 4.1.2 Build an effective and efficient service based organisation.

### City of Kalamunda Community Profile\*

The City of Kalamunda has a higher proportion of children (under 18) and a higher proportion of persons aged 60 or older than Greater Perth.

|                          |  |
|--------------------------|--|
| Population               | 57,449   |
| Population density       | 1.83 persons per hectare                           |
| Median age               | 39   |
| Dominant Household types | 22.2% persons over 60<br>34% couples with children |

| Age               | Male  | Female | Persons |
|-------------------|-------|--------|---------|
| 55-64 years       | 3,335 | 3,582  | 6,914   |
| 65-74 years       | 2,695 | 2,867  | 5,558   |
| 75-84 years       | 1,353 | 1,581  | 2,933   |
| 85 years and over | 366   | 558    | 922     |
| Totals            | 7,749 | 8,588  | 16,327  |

\* [Australian Bureau of Statistics 2016 Census](#)

### Communications and Engagement tools used; and objectives

The city engaged with key stakeholders and the broader community via:

| Engagement Tools                       | Objectives  |
|--|---|
| Media Notice                           | Targeting media outlets for a broader community reach.  |
| Website: Linking to contributing nodes | Accessible, translatable, transparent. Single point reference. Links to Engagement Portal and Social Media.   |
| Engagement Portal                      | Providing online access to Survey, additional reading & links.<br>Online: ensures real time access to responses<br>Online: environmental as it reduces waste.           |
| Printed Survey                         | Print: tangible, tactile and reaches stakeholders who are not online. The flyer and survey were distributed across all the City's buildings. eg. Libraries, Rec Centre. |
| Social Media                           | Targeted posts can reach stakeholders 24/7: Facebook posts, Twitter, Instagram.   |
| Face-to-Face                           | One-on-one meetings as required to address stakeholder enquiries.   |
| Email Direct Marketing                 | Reach City of Kalamunda Subscribers   |
| Newspaper Adverts                      | Reach broader community who do not have online access   |

# MARKYT® Community Scorecard Report

## Community Perceptions Survey (▶ see right.)

The City of Kalamunda commissioned CATALYSE® to conduct a MARKYT® Community Scorecard from 23 March to 14 April 2020, to evaluate community priorities and measure Council's performance against key indicators in the Strategic Community Plan.

Scorecard invitations were sent to 4,000 randomly selected households; 1,000 by mail and 3,000 by email.

483 randomly selected residents and ratepayers completed a scorecard.

The community rated the City's:

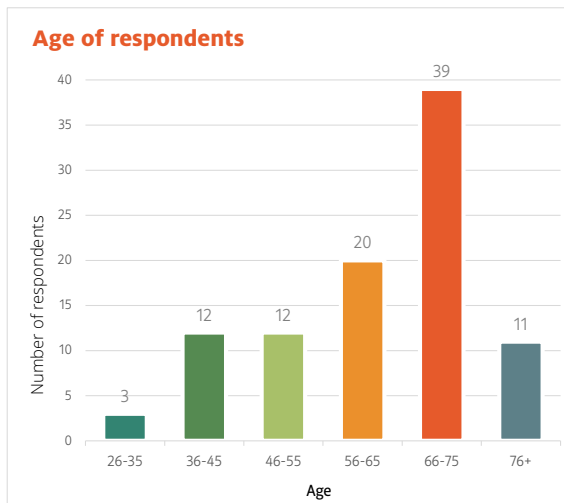
- ▶ Value for money from Council rates with a 67% positive rating;
- ▶ Services and facilities for seniors with a 77% positive rating; and
- ▶ Weekly rubbish collections with a 96% positive rating.



# Engage (Survey) | Demographics

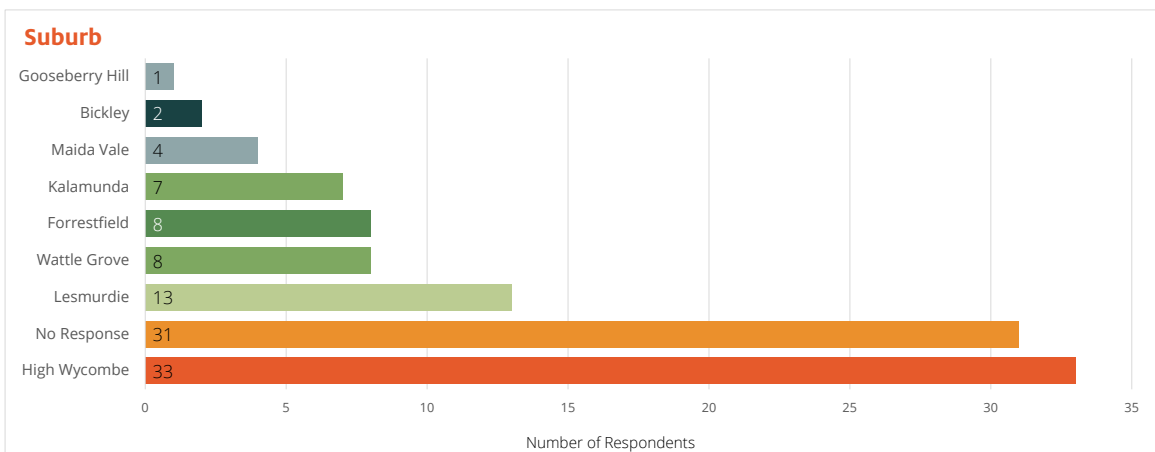
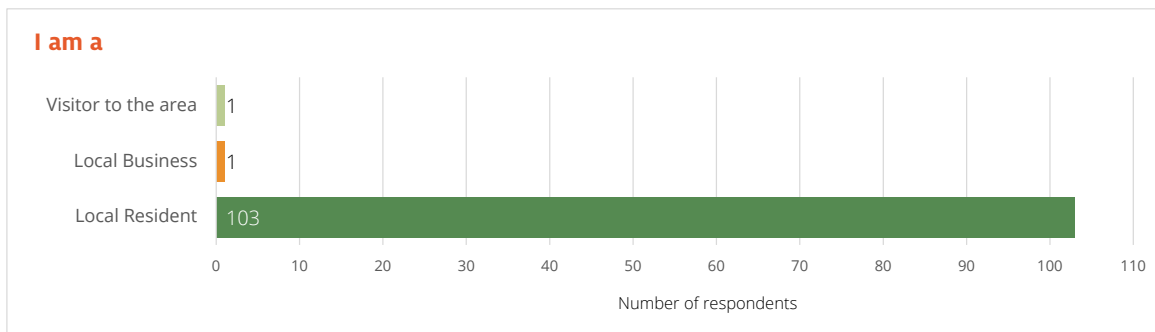
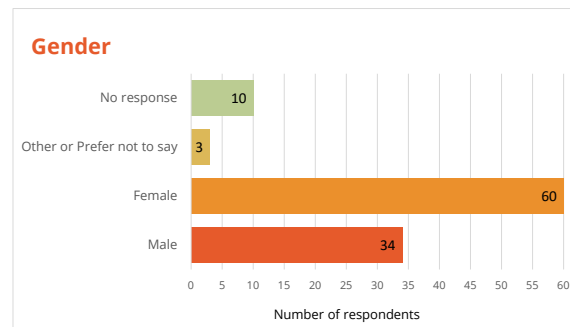
The Survey received 107 responses.

The survey was a mixture of rating style questions and open comment questions.



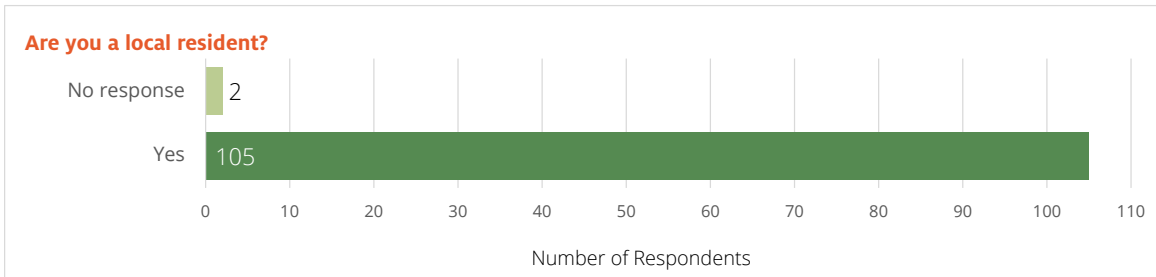
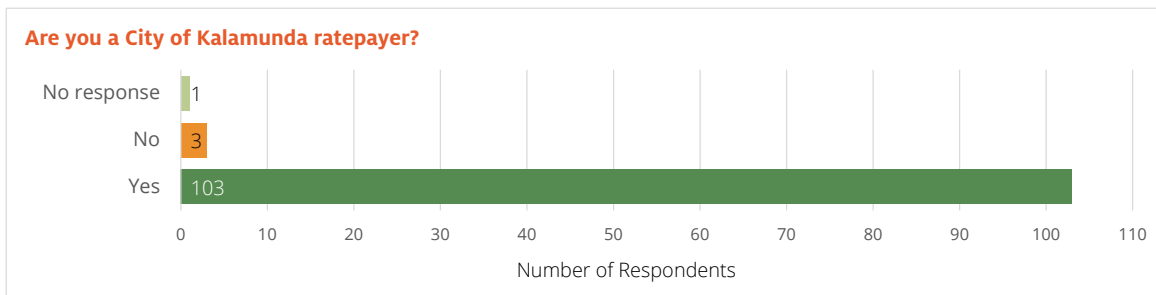
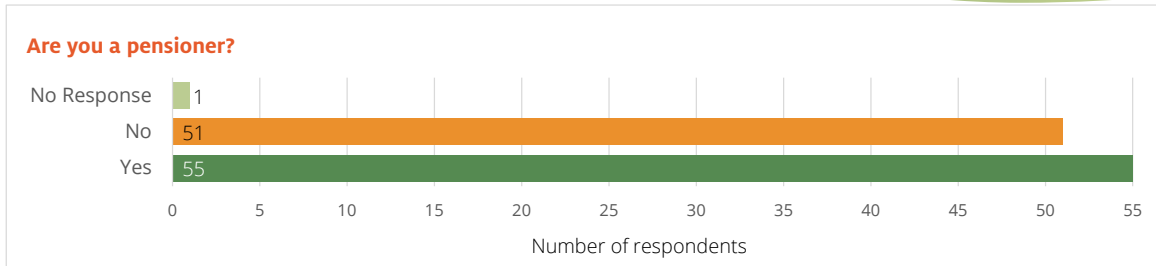
## Engage Traffic

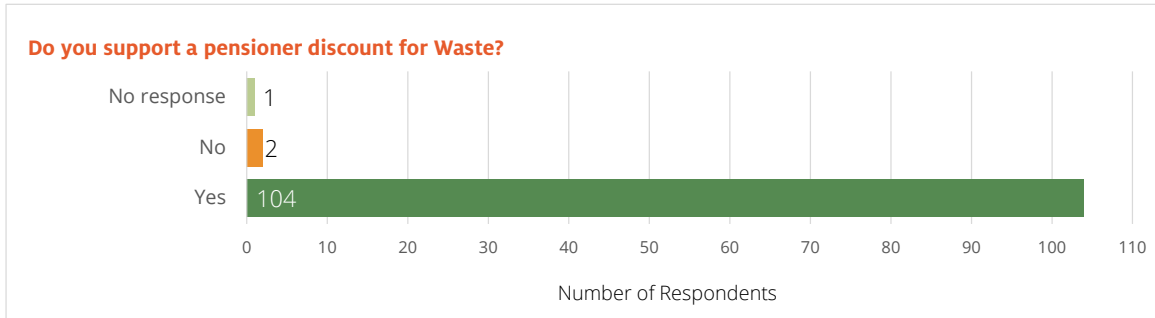
- 213** Total visits
- 59** Maximum visits per day
- 190** Aware Visitors  
*Aware visitors will have visited at least one page.*
- 128** Informed Visitors  
*An informed visitor has taken the 'next step' from being aware and clicked to access more information.*



# Engage (Survey) | Responses

## Feedback





**Why? Why not?**

**An overview of the responses:**

- » 62% of survey respondents said the discount reduces the financial burden/cost of living for Pensioners on a reduced income.
- » 23% of respondents said Pensioners should receive the discount as the amount of waste they produce is lower than other ratepayers and/or they don't use the skip bin service.
- » 19% of respondents said that Pensioners have contributed their fair share during their working life and/or paid full Rates, subsidising those who went before, and now deserve to receive a discount.

**Challenges:**

- » Difficulty meeting the waste expectations for semi-rural properties owners to address the regular fire inspections.
- » Difficulty meeting green waste expectations for pensioners with large and/or highly vegetated blocks to address fire safety requirements.

| Respondent* | Why? Why not?   |
|-------------|---|
|             | <b>*Note:</b> Text has been included without edits. Where no response has been provided the entry has been deleted.   |
| 1           | On a reduced income means the more we can save the better.  |
| 2           | The cost of living is insane!   |
| 3           | Pensioners cannot cope financially with more increases as the pension does not increase proportionally.   |
| 4           | Any help to reduce costs for pensioners is important to help them maintain a reasonable standard of living. As self funded retirees on a fixed income we know the constant struggle to manage ever increasing costs of living, including fuel, groceries, utilities, rates, all forms of insurance and the small luxuries we afford ourselves from time to time. My mother at age 86 is on a pension on which she manages because she owns her own home, doesn't smoke or drink, and eats very small meals after buying only when items are on special. She barely turns on heating or cooling, collects every drop of waste water from sinks and showers and only drives her car locally to the shops or medical appointments. She is very disciplined so she can manage her ongoing household expenses. |
| 5           | Yes, because I put out very little waste each fortnight. My wastage rate is very low. Wish the garbage rate was based on weight.  |



| Respondent* | Why? Why not?<br>*Note: Text has been included without edits. Where no response has been provided the entry has been deleted.   |
|-------------|---|
| 8           | Many pensioners are single people, mainly women and still have to pay the same things as married people, utility bills, car insurance, house ins. etc. It's hard enough to make ends meet without losing a discount on the waste charges. The skip bins are not used by many residents in unit developments and never go to the transfer station. I only put my bins out once a fortnight if that and I'm sure I'm not alone. |
| 9           | Funds are tight. I am not employable due to cycling mental health problems<br>I accept all support available to me  |
| 10          | Most pensioners live on a very low payment, so any sort of discount helps.  |
| 11          | Financial burden is already stressful enough on pensioners so removing the rebate would only add to it. Rates are ridiculously high already and other than waste removal I don't see much else being done in my suburb. Kalamunda always seems to look top notch though. Changes like this are enough to make you want to move shires.  |
| 12          | Many pensioners have limited financial resources and have less impact and less waste (many pensioners probably don't use the skip bins).  |
| 13          | Pension doesn't cover extra costs.  |
| 14          | Pensioners already struggle financially. \$230 a year could mean the difference fresh food or not, it could be their whole budget for Christmas presents. Do you want to be the people who ruin Christmas?  |
| 15          | Pensioners struggle enough as it is, why would we increase their cost without it being unavoidable?   |
| 17          | not all pensioners can afford the cost of living and need help with yearly bills  |
| 19          | My Mum is 91 and lives in Kalamunda. Never uses tip or skip bins and deserves a financial break. I'm happy to pay extra in my rates to support pensioners.  |
| 20          | They have done fair share during their working life   |
| 21          | We'll soon be pensioners and I'm so worried about the cost of living and how we will manage and survive on a pension so in our eyes every little bit will help.   |

| Respondent* | Why? Why not?<br>*Note: Text has been included without edits. Where no response has been provided the entry has been deleted.   |
|-------------|---|
| 22          | You try living off a centrelink pension and you will realize every cent counts!!  |
| 24          | Because the rates are a lot to pay for a pensioner and with the discount it lowers the cost a little bit  |
| 26          | Pensioners have been paying taxes/ rates for 40 or more years. Those taxes/ rates have allowed us to enjoy the services and facilities we do now. I don't think they should be penalised in retirement when they're not in a position to increase their income  |
| 27          | Produce a lot less waste at this time of life because less people in the household.   |
| 28          | Helps manage reduced income.  |
| 29          | Pensioners on the whole generate less waste, are more engaged in recycling and often the bins are not put out every week. Some pensioners do not have the ability to take their rubbish/recycling to a facility away from home. I suggest cutting down on some of the other projects if the City is cash poor, Pensioners give many hours of volunteering hours to the community. |
| 33          | Pensioners are already struggling to make ends meet and have contributed to paying full rates in the past. Increasing their rates may place some pensioners at risk of loss of their home. They don't receive any contributions from a federal perspective for being home owners and pensioners contribute to the local community.  |
| 34          | Pensioners normally do not produce as much waste as an average household, therefore should not have to pay full price   |
| 35          | Because every bit of discount helps us to survive on the pension  |
| 36          | Pensioners usually have less waste compared to family's anyway. I'd have to sacrifice local small business spending as well   |
| 37          | There's very little that comes to pensioners!   |
| 38          | Pensioners have little enough to spend without spending on waste management   |
| 39          | I am a low income self funded retiree. Life is pretty tough when you are retired on a fixed income, I feel the discount should remain to help seniors make ends meet.   |

| Respondent* | Why? Why not?<br>*Note: Text has been included without edits. Where no response has been provided the entry has been deleted.  |
|-------------|--|
| 41          | Most pensioners don't have much rubbish.   |
| 42          | It is hard enough to meet general costs of living for pensioners, so discounts are helpful   |
| 44          | Been in Kalamunda shire and paid rates for the last 40 years. Now we are pensioners and don't get much rise in our pensions. We also don't have much waste.  |
| 45          | Pension rate has not changed in years, but rates rise every year and it is difficult to make ends meet.  |
| 46          | Because we have paid full Rates all our life and are now entitled to something "back" from the Council   |
| 47          | Discount for the elderly who've spent a lifetime paying taxes deserve a break.   |
| 48          | They deserve it and probably much less waste than the other ratepayers   |
| 51          | Generally have less money  |
| 53          | The added cost is passed on to the rest of the constituents with many younger members of the community also struggling to make ends meet.  |
| 55          | Pensioners have contributed to the community all their lives and continue to do so on greatly reduced incomes they tend to produce far less waste than young families and couples  |
| 56          | Pensioners have a very restricted budget and deserve a lower cost for rates.   |
| 57          | Pensioner's incomes are generally a lot less than general ratepayers.  |
| 59          | Because pensioner households are generally smaller and produce less waste. They usually have smaller disposable incomes and need the financial support.... but most importantly - they're PENSIONERS!!! Why are you even doing this survey and proposing this change? Surely there are other budget items more worthy of review than this one. Come on City of Kalamunda. Do better. BE BETTER than this |

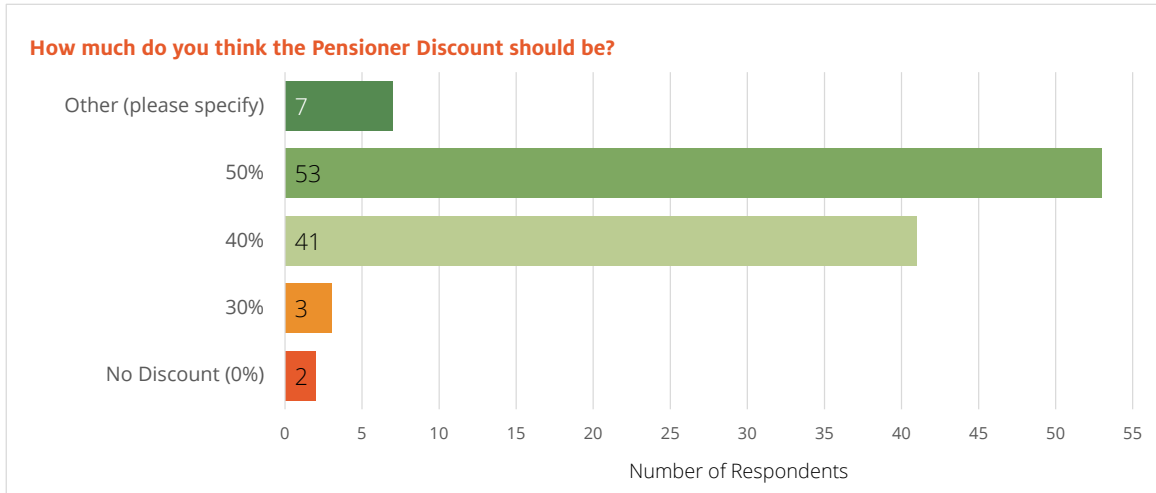
| Respondent* | Why? Why not?<br>*Note: Text has been included without edits. Where no response has been provided the entry has been deleted.   |
|-------------|---|
| 61          | Most of our pensioners have lived in the area for a long time and have paid full rates, therefore subsidising those who went before them. Now it is their turn to be subsidised and get the benefits of giving to their community over their working lives.   |
| 62          | A small amount will mean very little to the City but can make a big difference to someone trying to survive on little or no income  |
| 63          | I feel we should be looking after our pensioners after they have been paying rates for a long time. They receive limited income and we should be giving them discounts.   |
| 64          | Because I use very little resources...and actually I only put my recycling out when full once a month Smaller bins would be good.... I've paid my rates and taxes and should be entitled to discounts   |
| 65          | Pensioners have worked hard for their retirement which is when we need to start looking after them  |
| 66          | Pensioners have the least income and least ability to pay overheads. Pensioners also often live alone so per capita costs are magnified over that of a couple. Pensioners are generally more environmentally responsible and generate less waste than working families.                             |
| 67          | Because it's hard enough for pensioners to get by!  |
| 68          | Pensioners do not generate a great deal of waste  |
| 69          | Since retiring from paid employment and now without a salary, my financial capacity is reduced. The discount presently given does make a difference. While I have no empirical evidence for this observation, the pensioner age group does appear to dispose less volume in the weekly collections. |
| 70          | Because pensioners need all the help they can get to reduce costs.  |
| 71          | Yes. Because they have less cash to live. And especially if they stuck with living in the High Wycombe South Precinct. The City should look at giving those few pensioners zero waste cost after what we have been through - all of us not just pensioners.   |

| Respondent* | Why? Why not?<br>*Note: Text has been included without edits. Where no response has been provided the entry has been deleted.   |
|-------------|---|
| 72          | Seniors and pensioners live on our own or on semi rural properties and are expected to get rid of the waste as we have regular inspections from the fire department, ect. Seniors and pensioners are also generally more conscious about the waste generated and disposal as generally more time and care is available to be taken in the process.  |
| 74          | We have paid our rates and taxes for years. Now that we have retired we deserve a discount. Also that makes it harder to try and make ends meet.  |
| 75          | The discount makes the financial costs burden easier.   |
| 76          | I have lived in this house for 42 years and have and always paid my rates on time . Now that I have been retired for approx 12 years ,I am 82 years of age,I find that we do not use the waste facilities as much as we did, we are very careful in what we buy so we can eat reasonably well without having any unnecessary waste ..the discounts we receive on our rates do help us to enjoy some of the things that current wage earners take for granted. I will be very disappointed and angry should the shire change the discount arrangement. |
| 78          | They deserve it. No rises to speak of in their fixed incomes.   |
| 80          | Because the city of Kalamunda charges people who live in Villa or unit's more than people that live in other areas, at least keep the waste discounts.  |
| 82          | Because pensioners have very reduced income, also they produce way less waste than a large family household   |
| 83          | As a full tax and rate payer throughout my working life, I supported others in the community. Now, as a pensioner, I now need financial support any and every way I can get it. That is what a community and local councils should do. Along with the procrastination and issues associated with the rezoning of the land where I live, we DO NOT need more financial stress.   |
| 85          | Need to assist the most vulnerable in our community   |

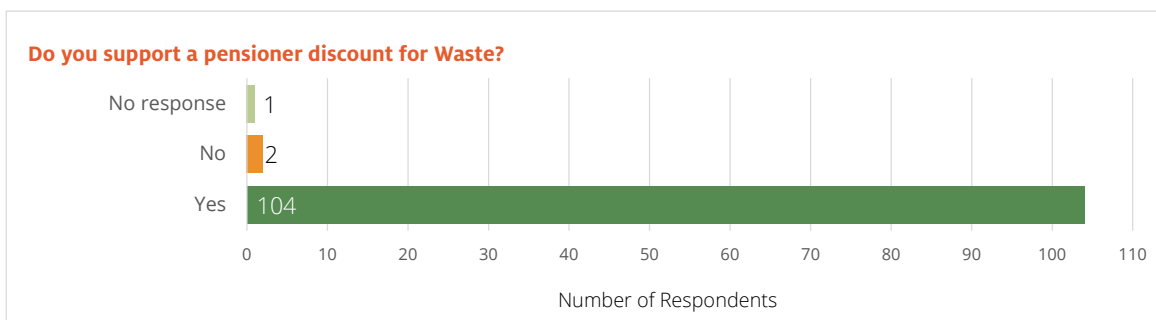
| Respondent* | Why? Why not?<br>*Note: Text has been included without edits. Where no response has been provided the entry has been deleted.  |
|-------------|--|
| 86          | Pensioners and persons of age have contributed so much to the community that they deserve extra treatment  |
| 87          | They have earned it, most need the assistance and i want it to still be around when i'm a Pensioner.   |
| 88          | times are hard and every little helps  |
| 89          | Pensioners have worked all thier life in most cases, pay rates as home owners. It is simply appropriate that they continue to receive discounts on their rates, especially needed services like Waste Management. To deny such a reduction in fees is simply unethical. Our senior citizens have done their bit for Australia in their many years - they deserve the breaks. |
| 90          | Pensioners tend to dispose of much less rubbish as they get older.   |
| 91          | When on a Seniors pension it is difficult enough to keep ahead of bills, but to add on a larger figure to get rid of waste would be detrimental especially seniors who live alone.   |
| 92          | We should all share in the proper management of our waste.   |
| 93          | Older Australians have less footprint, tend to be more responsible with their waste management and have less access to funds.  |
| 94          | After paying taxes and rates all your working life I believe pensioners are entitled to this discount.   |
| 95          | Pensioners uae the waste system less.In my case I put the general waste bin out fortnightly. I live alone as many pensioners do.   |
| 96          | It is our duty as a community to always help the elders in that community. Pensioners are on a fixed income and it is hard to manage costs such as rates. It would also be accurate to say that pensioners use the service less than a family would.   |
| 97          | Pensioners, pay other bills, that have gone up   |

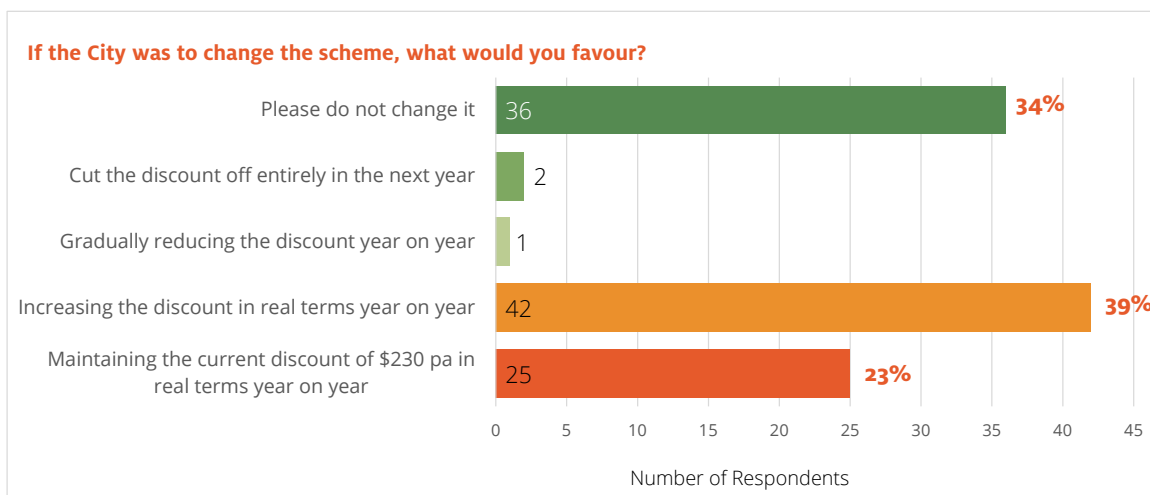
| Respondent* | Why? Why not?  |
|-------------|--|
|             | <b>*Note:</b> Text has been included without edits. Where no response has been provided the entry has been deleted.  |
| 99          | <p>I have paid rates promptly for 60 years. I have never expected the Shire/City to help me, but now at 84 and widowed I am unable to cope with volume/cost of garden waste. Despite removing many trees, shrubs, flowers there is still extra each week and you are unable to supply me with a waste bin due to changing verge design. I have recently asked for a possible occasional extra bin or some other assistance. Despite speaking to 3 departments, the promised return phone call has not eventuated. It is very embarrassing to have to ask for help when I have been completely independent until very recently, but my superannuation has gone into my late husband's 7 years in an exceedingly poorly managed High Care Nursing Home (would you care for the details?) I asked about help in removing a mattress and was told it would cost me \$30 and had to be placed outside at a designated time. That made me laugh. I don't have Skyhooks to move it. that resulted in me paying \$85 to have mattress and base taken away when new ones delivered.</p> <p>I like living here and am prepared to battle on as long as possible as I am lucky to be able to do this, but it worries me to know how other less able elderly people without families nearby do manage. It appears that Kalamunda Shire/City does not value us because we are "past it" despite years of working/volunteering/assisting in many local areas.</p> <p>Sorry for the long rant but this has caught me at a rather vulnerable time and I have never been unable to help myself before. (You, too, will get old someday - life is still great.)</p> <p>Yours - a rather unhappy ratepayer.</p> |

| Respondent* | Why? Why not?  |
|-------------|--|
|             | <b>*Note:</b> Text has been included without edits. Where no response has been provided the entry has been deleted.  |
| 100         | I have covered pensioners when I was working. Now it's my turn for a discount.   |
| 102         | Having lived in the Shire and City of Kalamunda since 1971, i have supported many (pensioner) rate-payers in my time, and i do not consider the extent of the current subsidy to be exorbitant. I do not believe older residents generate an exorbitant amount of waste. Moreover, I do not believe Kalamunda provides much support for pensioners and the aged - if they do, I am not aware of anything else. |
| 103         | Being on a pension is hard enough when you have to watch every cent you spend if we lose our rebate life while get tougher with money we really struggle every fortnight.  |
| 104         | The pension is difficult to survive on now. I don't support any extra costs.   |
| 105         | To further assist the older people in our community  |
| 107         | To help with the upkeep of our properties  |



| Respondent* | Other   |
|-------------|---|
| 3           | At \$52 per day that the pensioner is paid to cover all medical expenses, insurances, water, electricity and all other necessities for living, a much larger discount for waste collection is very much needed. |
| 9           | Leave it as is.   |
| 12          | Remain unchanged  |
| 24          | I'm happy with the discount at the moment but wouldn't like it to be taken away. I put my bin out every fortnight as it is never full enough to be put out every week.  |
| 36          | 40.2 Is fair.   |
| 71          | 100% for the pensioners in High Wycombe South Precinct.   |
| 78          | 40.2%   |





**The impact of a change to the service**

- » 34% Do not want the discount changed
- » 39% Would like the discount increased
- » 23% Would like to maintain the current discount (in real terms year on year).

**Overview of a change to the discount:**

- » 47% of survey respondents said the a change (reduction) to the pensions discount would increase their financial hardship.
- » 17% of respondents said they wouldn't be impacted by a change to the pensioner discount.
- » 1% of respondents acknowledged their rates would increase.
- » 12% of respondents said that regardless of any additional costs to the general rate payer pensioners should be supported by the City continuing to provide a pensioner discount.

| Respondent* | How would a change in this service impact you?   |
|-------------|--|
|             | <b>*Note:</b> Text has been included without edits. Where no response has been provided the entry has been deleted.  |
| 1           | We do not use the Walliston facility very much so most of our waste is within the weekly rubbish pick up so an increase in the charge would make managing our funds more difficult.  |
| 2           | Financial hardship   |
| 3           | It is a needed financial help. Before being a pensioner we were paying full rates to Kalamunda to help everybody who was a pensioner at the time. Now that we are pensioners today we need help from those who will be pensioners in the future.   |
| 4           | It would probably significantly increase my rate charges as a local resident and self funded retiree but as a senior citizen myself, I believe we need to respect and care for our senior citizens. Many may not have had the chance to accrue superannuation benefits or, in the case of many older women, hold a permanent well paying job throughout their lives as a means of saving towards their retirement years. |
| 5           | I am on a set income so any increases in any charges have big impact, especially now that the costs of daily living have gone up significantly since Covid.  |
| 6           | We can only just exist on the age pension an any extra expense really hurts. Try living on the pension and you will see.   |

| Respondent* | How would a change in this service impact you?<br>*Note: Text has been included without edits. Where no response has been provided the entry has been deleted.   |
|-------------|--|
| 7           | Another increase in costs along with continual rises in costs of other utilities even though the basic Age Pension has not increased!  |
| 8           | It would mean tightening the belt yet again, as overall charges increase all the time.   |
| 9           | Make it a lot tougher to pay all my bills and keep my home to its current good standard  |
| 10          | I wouldn't be able to pay my rates on time   |
| 11          | It would make living in the Shire unaffordable   |
| 12          | Financially and inconvenienced obviously   |
| 13          | Less money to live with  |
| 14          | It would not.  |
| 15          | It wouldn't, city of kalamunda would nit reduce my fees when pensioner discounts are removed, City of kalamunda is looking for ways to increase income.  |
| 17          | I'm on job keeper and only get \$250 a week to live on as does my partner , paying bills is very hard atm  |
| 18          | it will not  |
| 19          | I may pay a little more and that's ok.   |
| 20          | It wouldn't  |
| 21          | It will make a difference to how we survive as pensioners.   |
| 22          | I put my weekly bin out sometimes once a month, so I don't think I'm one of those who are costing you more money!!!! I think a lot of pensioners only put their bins out fortnightly or longer!!! LEAVE US ALONE!! |
| 24          | It would mean more for me to pay. Because I don't put my bin out every week I think I deserve the discount   |
| 26          | If you took it away I would pay less but I'm about people who can afford to take care of others less able to   |
| 28          | Would make budgeting easier and provide less stress knowing it is a large bill yearly  |
| 29          | Yet another financial drain on our hard earned retirement.   |
| 30          | Struggling now!!! On pension   |
| 31          | It doesn't   |

| Respondent* | How would a change in this service impact you?<br>*Note: Text has been included without edits. Where no response has been provided the entry has been deleted.            |
|-------------|---|
| 33          | I know you will put may charges up - that's just the way you operate - so don't play the card that you are losing dollars as you are definitely not                       |
| 34          | It won't  |
| 35          | It means we go go without in other areas  |
| 36          | Well I'd have that much less money to spend on small local businesses   |
| 37          | I would be paying for the discount and that's ok  |
| 38          | Not in any real way   |
| 39          | financially it would impact me. I retired expecting to get this discount, now you want to take it off me. Just not fair.  |
| 40          | My 83 year old mother would better afford this huge annual account.   |
| 41          | Higher rates  |
| 42          | It wouldn't. The cost for rates has been the same for many years  |
| 43          | Not at all, as I do not have a pensioner card.  |
| 44          | Obviously we will have to cut something else.   |
| 45          | It would be a decision of what essential services to put off paying to afford the rates.  |
| 46          | Would save us a few more \$ - as pensioners we don't get a huge income and all our household costs are increasing more than our pension                                   |
| 47          | My parents would struggle with extra along with possibly thousands of other resident pensioners. It would impact me because I hate the thought of the elderly struggling. |
| 49          | I know many elderly locals struggling with council charges already, living pay to pay. We need to support our elderly not make life harder for them.                      |
| 51          | No change   |
| 53          | It would reduce my rates  |
| 55          | A relatively small change in my financial situation   |
| 57          | It wouldn't.  |
| 58          | Any increase in a charge is going to affect our budgeting for the year.   |

| Respondent* | How would a change in this service impact you?<br>*Note: Text has been included without edits. Where no response has been provided the entry has been deleted.  |
|-------------|---|
| 59          | If you reduced or removed the discount it would impact me because I would be full of disappointment and seething with anger that the City took a benefit away from the Elders in my community - people who have paid taxes/rates all their lives and deserve a few benefits later in life.  |
| 60          | Adds more pressure on cost of living.   |
| 61          | It would increase my rates by a minimal amount.   |
| 62          | Any increase can only make it harder  |
| 63          | It wouldn't but it would affect my mother   |
| 64          | Would make it financially difficult   |
| 65          | Rates go up every year, at least we know this addition is going to helping others   |
| 66          | It just becomes another budget item you have to work around. I am alone on a semi rural property, I have a huge amount of greenwaste to deal with together with the costs of maintaining firebreaks and other general maintenance (trees and branches falling down) that other residents don't have to deal with. So my overheads are far greater than those on residential blocks. Because I'm in development limbo for the foreseeable future I have no ability to sell my property which would enable me to adopt a cheaper lifestyle by mitigating those costs and others. Every cent counts. |
| 67          | It would cost me more money!  |
| 68          | If no discount it would result in higher City rates for me  |
| 69          | Rates and taxes are a given in the overall wellbeing of the community. I would continue to pay the annual rates levied. How a change might impact me personally would depend on what was altered, but I have made some comments in question 10 below.   |
| 70          | If it was taken away, it means less money for essentials.   |
| 71          | I do not understand which service impact the City is proposing to change.<br>I read this as only being about the price of the service.  |

| Respondent* | How would a change in this service impact you?<br>*Note: Text has been included without edits. Where no response has been provided the entry has been deleted.   |
|-------------|--|
| 72          | Currently a self funded retiree, with a set income. Changes to the offset may make paying the rates more difficult with already tight funds (approx \$3000/week).  |
| 74          | It will make a differents in my quality of life.   |
| 75          | Financially it would be a huge impact  |
| 76          | Answered in question 5   |
| 77          | Any change to our spending has a negative effect on our life style   |
| 78          | Add to anual costs   |
| 79          | I will be a pensioner soon and should be able to get a discount on services. Pensioners are on a smaller income so should receive help to pay their bills  |
| 80          | Depends on wether the charge went up or down.  |
| 81          | If the idea of this survey is to reduce the discount then I can tell you that it has a huge impact financially. Pensioners are always struggling with their money and any discount is much appreciated.  |
| 82          | If I was on a pension greatly as I am not I don't mind paying a bit more to help the elderly ,   |
| 83          | Would add increase financial pressure already stretched trying to maintain a large property to standard whilst waiting for the subdivision of High Wycombe South to be completed.  |
| 84          | It would create financial hardship   |
| 86          | No change at all.  |
| 88          | harder to keep up with waste removal and recycling   |
| 89          | It would make it more expensive for my parents, whom I live with (yes, 47 and I live with my parents because I'm a failure who has mental illness). This increase could affect my board and lodgings and as a disabled person money is tight enough. As it is for my caring parents. |
| 90          | Our rates will alter in line with whatever decisions are made and we will wear the change in cost one way or another.  |
| 91          | A Great Deal if less discount.   |



| Respondent* | How would a change in this service impact you?<br><b>*Note:</b> Text has been included without edits. Where no response has been provided the entry has been deleted.   |
|-------------|---|
| 92          | Probably not at all. But at the end, it would enhance added revenue for the City, enabling a more efficient system of waste collection and separation prior to pickup.  |
| 93          | Currently I believe it shouldn't impact on me, however I appreciate it could increase in the future.  |
| 94          | At the moment it will not impact me, but my elderly neighbours would be seriously impacted by an increase of rates and service charges.   |
| 95          | Discount as a percentage not as a fixed sum.  |
| 96          | Would not impact me at all. Not unless I become a pensioner.  |
| 99          | To lose the Pensioner Discount would just be another impost on an already stretched budget, but of course it would be something I could manage. However many oldies with ill-health and numerous medical appointments/prescriptions etc, would really struggle, So perhaps I should count my blessings. |

| Respondent* | How would a change in this service impact you?<br><b>*Note:</b> Text has been included without edits. Where no response has been provided the entry has been deleted. |
|-------------|---|
| 100         | If not broken don't fix it  |
| 102         | Financially? I'm battling now. Any additional impost would be likely to severely affect my economic circumstances.  |
| 103         | We pay our rates fortnightly as that is the only way we can afford to pay it.   |
| 104         | As stated above the pension is not enough to cover any extra costs.   |
| 105         | No impact on me at the moment until I am of the age to become a pensioner   |
| 106         | Reasonable charges should be manageable.  |
| 107         | As I am a widow and living on a hectare of property it helps with the upkeep which at times is extensive.   |

### Do you have any further comments, or suggestions on how the City can support Seniors in our community?

#### Overview of responses:

- » Don't remove the discount:
  - » It would cause financial hardship
  - » Pensioners deserve it
- » Working people should pay/cover costs of pensioners
- » Spend less money on staffing, Councillors and other introduce other cost saving measures such as no out-sourcing.
- » Introduce:
  - » User pays system
  - » Means testing
  - » Green waste bins
  - » An optional (pensioner/waste) levy. The pensioner discount would be variable depending on balance of levy funds available.
  - » Discounts are a good way to thank the volunteers in the community.
  - » Make recycling a priority

| Respondent* | Additional comments<br>*Note: Text has been included without edits. Where no response has been provided the entry has been deleted.  |
|-------------|--|
| 5           | I am in great favour of a user pay system ie the more you put into residential waste the more you pay. That might encourage less waste. In a user pay system a discount for pensioners would not apply.  |
| 8           | As a taxpayer and ratepayer for most of my working life, I feel I have done the heavy lifting and helped others and still continue to do so whenever possible. To increase charges when we can least afford it in retirement seems rather harsh. |
| 9           | Minimise entertainment expenses of the city. Don't fund alcohol for work events.   |
| 11          | Maybe reduce the pay of all shire staff to cover the cost as I am sure they receive an annual increase like every other shire does.  |
| 12          | You should of alerted ratepayers of such intentions (or survey invite) by hard copy in this years rates and had a date of reply set for a period of time after then. Just a pop up in local newspaper or alike is insufficient.                  |
| 14          | Changing this could harm pensioner rate payers   |
| 15          | Covered it all above.  |
| 17          | no   |
| 18          | we need to look after our older people   |
| 20          | We need to look after our pensioners after all they have done for our community during their working life so when I become a pensioner I'm looked after  |

| Respondent* | Additional comments<br>*Note: Text has been included without edits. Where no response has been provided the entry has been deleted.   |
|-------------|---|
| 21          | It would be nice to have green waste bins like some other areas although this would probably incur further costs.   |
| 22          | Save money elsewhere, oh wait your already are... roads aren't maintained, tree lopping is shocking, verges & laneways are a disgrace but the funny thing is.... ALL of the above are well maintained near the Council.... hmmm, how strange is that!!!   |
| 24          | I use worm farms for my food scraps and my bin is never full so please don't take pensioner discount away   |
| 28          | Please consider the stress impact on mental health and health in general when setting rates increases.  |
| 29          | The City seems to be very focused on the centre of Kalamunda with little effort made to maintain the other areas, for example our verges which even (mostly) the pensioners do their best to keep under control. Rates of course are necessary but great care, more care needs to be taken in using that funding well, cost effectively and carefully for all residents benefit not just the visitors and the younger generation. |
| 30          | "Yes" would struggle even more .pension not keeping pace with infrastructure is.  |
| 31          | No  |
| 34          | No  |
| 35          | Most pensioners would have far less wastage than bigger homes and families  |

| Respondent* | Additional comments   |
|-------------|---|
|             | <b>*Note:</b> Text has been included without edits. Where no response has been provided the entry has been deleted.   |
| 37          | Maybe it needs to be means tested though. Those who need it get it.   |
| 39          | yes. Try living on a low fixed income, its not much fun!  |
| 40          | "Why would you even consider taking back a promise to the pensioners as a way of recouping money.<br>Some pensioners that own property don't necessarily have liquid funds. All their money is tied up in the home and or mortgage.<br>Pensioners receive a pensione because that is their only source of income.<br>Sometimes they only have a few dollars to spend on food until they receive their next pension payment in a fortnights time.<br>Sometimes they won't put the air-conditioning or heating on so they can save money. Then they die from heat exhaustion or cold.<br>Don't be mean, they have most likely been paying their rates to you for years while they were young and healthy.<br>My mum has lived in this Shire for 45 years. " |
| 41          | No  |
| 42          | I Will appreciate the discount once I become a pensioner.   |
| 43          | I feel removing or decreasing the pensioner discount on waste charges will negatively impact a lot of community members. Most people should be happy to share the cost over all ratepayers to ensure pensioners can still receive a discount.   |
| 47          | Leave the pensioners alone  |
| 49          | Cut the pay of your overpaid councillors that do nothing. We only hear from them when it's election time. You are wasting too much money on staffing & not putting it back into the community.  |
| 55          | Please look after our older residents during their twilight years   |
| 57          | I would be willing to pay a "levy" of, say, 2.5% of my rates to contribute to a fund that enables bigger discounts for pensioners. Depending on the balance of the fund at rates time should determine what discounts pensioners receive.   |

| Respondent* | Additional comments  |
|-------------|--|
|             | <b>*Note:</b> Text has been included without edits. Where no response has been provided the entry has been deleted.  |
| 58          | We do a lot of volunteering in the City and most of the people we volunteer with are pensioners our rebate on any charge is just a tiny payback for this valuable work.  |
| 59          | Don't change this. Most ratepayers would not have known or cared that they offset the discount until you raised it as a cost saving measure. While I do think councils should e considered and frugal with ratepayers money - this is not an example of cost reduction that I support. It is against the spirit of this community.   |
| 60          | Have paid the normal rates for decades and now would like to be get some compensation.   |
| 64          | Why penalise pensioners  |
| 65          | Why is this even up for discussion of change?!   |
| 66          | I suggest taking money from those that have better ability to work around increasing costs of living.  |
| 67          | "I believe it should be absorbed by the council. I am sure there are other ways councils can cut back to enable all residents a reduction in costs"  |
| 68          | No   |
| 69          | I think tip passes for the Walliston transfer station, and provision of skip bins is brilliant and has helped make our district a tidier place. Were, for example, payment required for entering the transfer station, I suspect illegal dumping would increase significantly, which residents rates would pay for anyway to remedy. The current recycling services there for things like mattresses and car batteries would, with payment, also see uncaring people dump more of this kind of thing in our bushland. Were skip bins charged for, I suspect much the same outcome would happen. For myself, I would be tempted to cram as much as I could of my garden prunings into my weekly green bin, which would go into landfill and not be repurposed as it currently is. |
| 71          | 100% discount for the pensioners in High Wycombe South Precinct. And I am not one of them.<br>They suffer enough with what has been done to them, and their fellow landowners."  |
| 75          | Please leave the current system as it is please.   |

| Respondent* | Additional comments  |
|-------------|--|
|             | <b>*Note:</b> Text has been included without edits. Where no response has been provided the entry has been deleted.  |
| 76          | Not at this stage  |
| 77          | Why was this even discussed without a good public input  |
| 78          | How bout cutting staff. How about using your own works staff and machinery, like you used to yrs ago, instead of contractors at double the costs. Oh thats right, you sold off your plant, your staff dont know how to drive a tractor or roller anymore. But you won't.   |
| 80          | For years, when I wasn't on the age pension I supported pensioners by paying tax and full price for everything.  |
| 81          | No 7. question is very loaded. You are obviously hoping that Non Pensioners will not support the discount or this would never have been added to the questionnaire. Are Pensioners now being penalized for the tip updates? Sorry I don't have any faith in our Kalamunda Council.   |
| 82          | Let's not forget pensioners do a lot of volunteer work in the city of Kalamunda. These discounts are a way to thank them.  |
| 83          | Do not take away this discount.  |
| 84          | With zoning forever changing & housing lots becoming smaller & smaller therefore the shire is receiving more in rates etc from expanding amount of residential properties plus rate increases I see no need to reduce or cancel the discount for pensioners as this would be offset by the above. In addition to this we need to support our elderly as the cost of living is ever increasing and this is the COK opportunity to provide a level of support and increasing pensioners expenses is unconditionable. There are other parameters of cost saving that can be considered. |
| 89          | Stop punishing the elderly in our communities. They built this nation and deserve the benefits in retirement. Perhaps you could do a means test for wealthy pensiors? Either way, I wish this world would stop attacking the status of our elderly. Let me guess, is this along the lines of too many old people are costing our medical budget. If you are looking at cost cutting, perhaps make better investments for the Shire and Government infrastucture. Plenty of wasteful dollars there. Don't be unethical and target pensiors for a cash grab.                           |

| Respondent* | Additional comments  |
|-------------|--|
|             | <b>*Note:</b> Text has been included without edits. Where no response has been provided the entry has been deleted.  |
| 91          | I appreciate that the discount is an extra for the average ratepayer, but pensioners have "done their bit" and paid in the past.   |
| 92          | Recycling should be a priority and the City and its ratepayers ought to be encouraged to be at the fore-front in this regard.  |
| 93          | Please consider the needs of our older Australians in your decision.   |
| 95          | No   |
| 96          | Please consider the older members of our community. They have supported us in our youth and deserve that respect back.   |
| 99          | I'm sure Walliston Transfer Station is an excellent facility, but with a small car, no trailer and noone todo this chore for me, it is of little use. I do appreciate the large green and yellow bins and use them fully and hopefully wisely - but even bring them in, up to the footpath, is sometimes painful due to rough verge.<br>[REDACTED] |
| 102         | The provision of footpaths along major roads eg Hawtin Rd, and other local roads in Maida Vale would be helpful, and would encourage and enable more people to walk for exercise   |
| 103         | We never have a full bin of rubbish or recycling either. We never used the free bins either. We struggle trying to keep our heads above water as it is we don't even water our lawns anymore. We have to watch all our daily bills. Please keep the rebate for the elderly.  |
| 104         | I have been a local ratepayer for over 40 years, its time you supported me.  |



# Social Media | Campaign post insights



A social media campaign was run across the City's Facebook, Twitter and Instagram accounts, with Facebook receiving the largest proportion of engagement. The campaign achieved over 9,542 Post Impressions.



## Social media posts:



December 1, 2021 07:59pm

🗨️? The City is seeking community feedback on the current Pensioner discounts that we provide for eligible customers regarding their Annual Waste Charges. 🗨️🗨️ Feedback will be used to inform future Annual Waste Charges. 📘 For more information and to Have Your Say visit: [http://www.engage.kalamunda.wa.gov.au/Pensioner\\_Discounts](http://www.engage.kalamunda.wa.gov.au/Pensioner_Discounts) Feedback closing 20 December 2021 🗨️ Alternative to the survey, written submissions can be provided via: Online: [http://www.engage.kalamunda.wa.gov.au/Pensioner\\_Discounts](http://www.engage.kalamunda.wa.gov.au/Pensioner_Discounts) Email: [enquiries@kalamunda.wa.gov.au](mailto:enquiries@kalamunda.wa.gov.au) Post: PO Box 42, Kalamunda WA 6926 In Person: City of Kalamunda, 2 Railway Road, Kalamunda



| Impressions | Reach | Likes | Comments | Shares | Clicks | Eng. Rate |
|-------------|-------|-------|----------|--------|--------|-----------|
| 4,500       | 3,954 | 0     | 1        | 7      | 131    | 3.09%     |

<https://www.facebook.com>



December 6, 2021 04:00pm

🗨️? Pensioner Discounts - for Waste or Waste not The City is seeking community feedback on the current Pensioner discounts that we provide for eligible customers regarding their Annual Waste Charges. 🗨️🗨️ Feedback will be used to inform future Annual Waste Charges. 📘 For more information and to Have Your Say visit: [http://www.engage.kalamunda.wa.gov.au/Pensioner\\_Discounts](http://www.engage.kalamunda.wa.gov.au/Pensioner_Discounts) Feedback closing 20 December 2021



| Impressions | Reach | Engagement | Likes | Comments | Saves | Eng. Rate |
|-------------|-------|------------|-------|----------|-------|-----------|
| 342         | 324   | 6          | 4     | 2        | 0     | 1.75%     |

<https://www.instagram.com/p/CXikdVcMA8s/>



December 1, 2021 05:03pm

🗨️? The City is seeking community feedback on the current Pensioner discounts that we provide for eligible customers regarding their Annual Waste Charges. 🗨️🗨️ Feedback will be used to inform future Annual Waste Charges. 📘 For more information and to Have Your Say visit: [http://www.engage.kalamunda.wa.gov.au/Pensioner\\_Discounts](http://www.engage.kalamunda.wa.gov.au/Pensioner_Discounts) Feedback closing 20 December 2021 🗨️ Alternative to the survey, written submissions can be provided via: Online: [http://www.engage.kalamunda.wa.gov.au/Pensioner\\_Discounts](http://www.engage.kalamunda.wa.gov.au/Pensioner_Discounts) Email: [enquiries@kalamunda.wa.gov.au](mailto:enquiries@kalamunda.wa.gov.au) Post: PO Box 42, Kalamunda WA 6926 In Person: City of Kalamunda, 2 Railway Road, Kalamunda



| Impressions | Reach | Engagement | Likes | Comments | Saves | Eng. Rate |
|-------------|-------|------------|-------|----------|-------|-----------|
| 224         | 213   | 1          | 0     | 1        | 0     | 0.45%     |

<https://www.instagram.com/p/CW7zxbpMHfN/>



December 1, 2021 5:03pm

🗨️? The City is seeking community feedback on the current Pensioner discounts that we provide for eligible customers regarding their Annual Waste Charges. 📘 For more information and to Have Your Say visit: <https://t.co/Dvd2AWN3T5> <https://t.co/JZTVFQ7F34>



| Impressions | Engagement | Retweets | Clicks | Engagement Rate |
|-------------|------------|----------|--------|-----------------|
| 113         | 1          | 0        | 1      | 0.90%           |

<https://twitter.com/CityofKalamunda/status/1465969896500695045>