

Revenue Management Association

NEWSLETTER



EDITION

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Message from the Editor

Hello and welcome to the first edition of the RMA newsletter, for 2001/02.

Statement of Purpose of the Revenue Management Association

- To unite in a common organisation Local Government employees who are engaged in Managerial, Supervisory or Administrative revenue functions or are suppliers of goods and services thereto.
- To disseminate amongst its members information on all matters affecting or pertaining to the profession of revenue management within Local Government by way of meetings, briefing sessions, conferences, newsletters or any other method available to the Committee.

For the RMA to provide details for Members, the Committee is constantly searching for relevant information which may have effect on our Members day to day workings.

The Committee needs your help to provide details on any issues that may arise, that will benefit RMA members please contact your Committee member with details.

Hope you enjoy the newsletter if you have any suggestions, items for the newsletter, Please contact the Editor

Vanessa Faulkner - 9433 3286 or email,
Vanessa.faulkner@nillumbik.vic.gov.au

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Answers to Puzzles on page 10

BOOKSHELF PUZZLE

- Vol1. Local Government Act
- Vol2. Revenue Management Association
- Vol3. Membership Register
- Vol4. Regulations
- Vol5. Council Directory

PUZZLES & GAMES

R	U	V	A	C	E	S	E	R	V	I	C	E	Y	M	L	M	S	C
E	S	I	N	V	R	T	L	O	D	E	B	T	O	R	S	I	J	H
C	T	C	M	E	E	S	E	A	I	M	O	R	E	S	U	M	S	A
E	O	T	T	R	V	E	C	T	S	E	C	U	R	E	P	A	Y	N
I	Z	O	S	O	E	R	T	L	P	A	Y	M	E	N	T	S	M	G
V	V	R	A	Q	N	E	R	J	O	U	R	N	A	L	S	T	U	E
E	M	I	N	F	U	T	I	A	S	C	S	L	N	S	R	Q	P	O
A	A	A	D	H	E	N	C	L	I	E	D	I	N	Z	Y	X	O	F
B	N	N	E	R	U	I	S	I	T	I	O	N	U	O	R	Y	N	A
L	A	V	R	J	Z	P	Z	A	I	P	H	U	A	M	F	O	R	D
E	G	A	S	S	M	O	B	L	O	A	E	O	L	O	I	L	M	D
M	E	L	O	N	Q	E	I	E	N	S	W	C	R	T	K	C	E	R
A	R	U	N	M	R	L	S	I	L	L	Y	B	A	N	K	S	B	E
N	P	A	S	D	S	E	H	O	U	V	E	U	T	W	A	Y	E	S
A	E	T	D	M	E	C	O	F	M	E	L	A	E	I	L	W	H	S
G	K	I	R	O	P	T	P	O	R	A	E	N	N	L	W	A	A	S
E	G	O	Q	N	Z	I	S	C	V	E	G	D	O	L	A	R	E	N
M	F	N	P	E	M	O	A	E	A	V	A	I	T	M	K	T	P	O
E	I	S	S	Y	E	N	R	B	L	E	L	R	I	Z	A	Y	I	S
N	N	A	T	O	R	S	L	P	U	I	E	A	C	R	E	D	I	T
T	O	P	W	E	B	P	A	G	E	M	X	O	E	F	T	P	O	S

ANNUAL RATE NOTICE
 BANK
 BISHOPS
 CHANGE OF ADDRESS
 COUNCIL
 CREDIT
 DEBTORS
 DISPOSITION
 EFTPOS
 ELECTIONS
 FORMS
 INTEREST
 JOURNALS
 LEGAL
 MANAGER

MONEY
 M.R.S
 PAYMENTS
 RATES
 REBATES
 RECEIVABLE MANAGEMENT
 REVALUATION
 REVENUE
 SANDERSONS
 SECURE PAY
 SERVICE
 VALUE
 VICTORIAN VALUATIONS
 VOTERS
 WEBPAGE

Rules Find the 30 words horizontally, vertically and diagonally above in the word find.

BOOKSHELF

VOL 1	VOL 2	VOL 3	VOL 4	VOL 5
COLAL NERVOMGTNE TCA	NEVUERE ANAMEMGENT COIASSNOTA	BIPERMSEM TSIQEERR	ITOLARGEUSN	NOUCCIL YORTRECID

Unscramble the above letters to reveal the correct titles for the books above.
 Answers can be found on Page 1.



THE NEW RMA WEBSITE

The RMA website is now up and running a special thankyou to Mario Patti for bringing our webpage alive.

Just a friendly reminder to everyone that the website is fully operational, and accessible. To continue to maintain and update our website we require your input , comments so we can further improve and enhance our website.

We also invite any ideas, topics, etc., you have relating to work issues that you wish to share.

Remember this is your website and we urge you to utilise it to its fullest.

Corporate RMA members may wish to link their own website to the RMA website. Details should be provided to the committee for approval and implementation. Contact Mario Patti on 9688 0350, or by email at mario.patti@maribyrnong.vic.gov.au

Why should I log onto the Website?????

We will soon be providing prizes to users of the website, selecting at random a lucky member who has entered the website within a certain time frame and for a laugh there will also be Membership profiles including photos.

If you have any problems or wish to discuss any aspect of the RMA website, please contact Mario Patti. Communications/Internet Co ordinator on the above number, or email address.



INFORMATION

Local Government	Reserve Bank	
Penalty Interest Rates	24 Hour Cash At Call	
1978-1979	10%	10.25%
1979-1980	10%	11.88%
1980-1981	12%	15.25%
1981-1982	14%	15.75%
1982-1983	14%	13.75%
1983-1984	15%	11.88%
1984-1985	16%	16.25%
1985-1986	17.25%	17.63%
1986-1987	17.25%	11.35%
1987-1988	17.25%	13.63%
1988-1989	17.25%	18.05%
1989-1990	20%	14.00%
1990-1991	20%	9.50%
1991-1992	16%	5.75%
1992-1993	12%	4.75%
1993-1994	12%	?
1994-1995	12%	7.5%
1995-1996	12%	7.25%
1996-1997	12%	5.65%
1997-1998	13.2%	5.00%
1998-1999	12.3%	4.79%
1999-2000	12.3%	6.03%
2000-2001	12.3%	5.00%
2001-2002	11.5%	5.00%

***note - The following Years reflect the rating year becoming the same as the taxation financial year.**

1996-1997 9 months Council rating year from 1/10/96 - 30/6/97
1997-1998 12 months Council rating year from 1/7/97 - 30/6/98



PRESIDENTS REPORT

As the newly elected President of the Revenue Management Association, I would like to acknowledge, on behalf of all members, the magnificent contribution made to the establishment and development of the Association , by Ian Holland, in his six years as President. There is no doubt that the standing, acceptance and recognition, of the R.M.A., as a truly professional organisation in the Local Government arena, is largely due to Ian's drive and enthusiasm.

It was extremely gratifying to have a unanimous vote at the Annual General Meeting on the 24th. August, to award Ian with Life Membership of the Association; and it will be my very great pleasure to present Ian with his Life Fellow Member's Certificate, at our next General Meeting on Friday, 7th. December.

The Annual General Meeting on the 24th. August, was one of the best ever attended Association Meetings, and we are indebted to our sponsors for the A.G.M., viz: Sanderson Australia, QM Industries, and Securepay, for their support and presentations; and to Paul Browne and Terry Everett, in particular, from the R.M.A. Executive Committee, for their organisation of the venue and the presentations.

The next General Meeting on Friday, 7th. December, will be in the usual format, as the response to the Executive Committee's proposal to have a sponsored evening Social function, after the General Meeting, indicated very little support for the proposal. It is intended that the Meeting will finish reasonably early in the afternoon, so that Members and guests can enjoy some Christmas "drinks and nibbles" and take the opportunity to catch up with fellow members and presenters.

There are a host of issues confronting Local Government and Revenue Management, at the moment, including the R.I.S. and Draft Valuation of Land (General Valuation) Regulations 2001; the Department of N.R.E. Local Government Information Strategy (Land Exchange) proposals; the Centrelink Customer Confirmation/Verification System; the Department of Human Services review of the Pensioner Rate Remission entitlements; Valuation Best Practice 2002; and the Information Privacy Act 2000. The R.M.A., through Ian Holland and myself, has representation on various M.A.V. Working Groups addressing these issues; and is in direct contact with the Government Agencies involved. Progress reports will be issued to members through the Newsletter, at General Meetings, and by E-Mail, on a regular basis. Members with specific queries/concerns can obtain up to date information by contacting me at any time.

Elsewhere in the Newsletter are details of the R.M.A. Executive Committee Members and their portfolios for the 2001-2002 year. If you have any matter that you wish to raise, or any complaint or issue you wish to have addressed, please do not hesitate to contact any member of the Executive Committee. Similarly, if you have any ideas on alternate Meeting formats, Meeting venues, guest speakers, special presentations, social activities, Local Government workshops etc., contact any member of the Executive Committee. This is your Association, and we need your support and input to remain pro-active, and to continue to be recognised as the professional representative body for Local Government Officers, Service Providers, and Companies, involved in Revenue Management.

I look forward to welcoming you to our General Meeting on the 7th December 2001.

Haydn Williams.
President.
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E-Mail:hwilliams@bayside.vic.gov.au (Bus.)gailhayd@bigpond.net.au (Home)

Rateability of Victorian RSL Clubs

In August of 1998 the Shire of La Trobe took a decision to rate the previously not rated RSL venues in Moe, Morwell and Traralgon.

This decision was taken in the light of the substantial changes in the role, operation and use of these RSL Sub Branches as gaming and entertainment venues, and other influences of the day like the National Competition Policy (level playing field for all).

Previously RSL Clubs were not in a competitive environment at all and therefore an exemption did not advantage them over another player in the game. This all changed with the advent of Gaming Machines in Victoria.

It was felt by Council, and supported by legal opinion, that the intent of the Section 154 exemption did not apply to full-on gaming and entertainment venues who were in direct competition with other operators such as community clubs and hotels.

The Traralgon Sub Branch, after receiving its first rate notice, appealed to the County Court on the grounds that it was not rateable.

His Honour Judge Williams, on 17 December 1999, found that "...from all the circumstances of this case I have reached the conclusion that the land in question was, at the relevant time, not used "exclusively" as a sub branch of the RSL of Australia and accordingly is rateable land pursuant to s.154(1) of the LGA 1989"

The RSL Club subsequently appealed to the Supreme Court and the results of that appeal were handed down on 10 August 2001, in favour of the RSL Club.

Essentially the 3 Judges agreed that the premises used "as" or "by" a Sub Branch meant the same thing, and that a Sub Branch is inherently capable of changing its purpose(s). Which means that the functions and purposes of a Sub Branch (which will always remain exempt) can be whatever the State body of the RSL decrees them to be at any given time. As the activities allowed to be conducted by a Sub Branch of the Victorian RSL were amended to include gaming and entertainment at the time gaming machines came to Victoria, the exemption was allowed to continue.

The only other item worth mentioning is that the judgement also stated "Parliament has trusted the RSL... If it considers that any change is too great or that the exemption is being abused, it can withdraw the exemption for future years, rates being imposed annually".

Neil Cooper FRMA
Revenue Officer
City of Latrobe.

RMA SUGGESTION BOX



The Committee invite you to put forward any suggestions and or idea's you have. At each meeting you will see the RMA Suggestion Box which is available for your suggestions regarding the RMA.

The Committee are there for you so please make full use of this facility so we can make the RMA even better than what it is today.

MEMBERSHIP FEES 2001/02

You should have received your membership fees by now. Your fees help fund the activities of the Association. Please contact Rod Leith on 5320 5518 should you have any membership queries.

TOP 3 EXCUSES FOR LATE MEMBERSHIP FEES 2000/01

3. Thought the Council Paid it
2. I paid it at Yarra Valley Country Club (which was 2 AGM's ago)
1. I tried to think of an excuse that you have not heard before, how about I'm slack, its all my fault. (bet you have not heard that one before).

COMMITTEE MEMBERS PROFILES

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Pioneering Council e-Service development throughout Australia is Sanderson with its web-enabled, enterprise wide **AUTHORITY** solution. Terry Pascoe, General Manager, Sanderson Local Government Solutions, believes the company's long association with the Local Government industry has been a strong underlying factor in the success of the e-Services roll-out. "Sanderson is a global supplier of IT solutions for Local Government and we have been in this market for more than 28 years. In that time we have built a vast knowledge of Council's business processes. By working very closely with our customers, we have been able to translate that knowledge into highly effective, web-enabled applications." said Terry.

AUTHORITY e-Services facilitates full end-to-end electronic service delivery for both Council to Business and Council to Citizen communication. There is no duplication of data entry and no manual entry by staff of details. The entire process is handled electronically at the time of the initial transaction with the customer and the data is automatically available within Councils information management systems.

The first Council to go live with **AUTHORITY** e-Services, City of South Perth in Western Australia launched rate payments via their website as a first step in their online strategy. In the first month Council collected more than \$850,000 of rate payments via their website. According to Mike Kent, Director of Financial Services, "The City of South Perth is very impressed with the community take-up of this new payment technology." "We are quickly extending the scope of e-Services to include fully interactive 'real-time' online services such as lodging building applications, performing property enquiries and submitting customer requests directly to the relevant Council officer," said Mike.

City of Tea Tree Gully, one of South Australia's largest metropolitan Councils, has had an equally positive response from its community. We went live with rate payments via the web in July and collected \$48,000 in the first ten days, which was very pleasing considering rates weren't actually due until September," said Brian Strawbridge, IT Manager City of Tea Tree Gully. Brian sees **AUTHORITY** e-Services as a means of offering improved customer service to all who deal with Council and improving staff productivity.

Sanderson's e-Services solution also holds enormous potential to deliver time and cost reductions for Council to business transactions and communications. The City of Whittlesea in Victoria are in the process of conducting a pilot study with local conveyancers and solicitors whereby information contained within Councils property management system will be accessible for the online queries and requests for certificates.

For further information on **AUTHORITY** please contact Leah Penny in our Melbourne office on telephone 9411 3300, email authority@sanderson.net.au or visit our website at www.sanderson.net.au.



DO YOU NEED A DJ ??

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For any enquiries please contact Mike Piritidis on 0411 457611 or email mikeonthejob@bigpond.com look forward to hearing from you, otherwise have a festive season.

The next newsletter will be printed in February 2002
the deadline for articles or advertising will be 30TH JANUARY 2002.
Contact The Editor Ms Vanessa Faulkner on 9433 3286 or

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SecurePay was established in 1994 as an IVR payments and services processor. SecurePay is based in Melbourne and has 25 staff. Two years ago, SecurePay introduced online payments authorization for IVR and then Internet payments by establishing its own payments switch. Now SecurePay holds switching links to the top 10 banks in Australia. Through a dedicated sales effort, SecurePay has over 360 corporate customers Australia wide. SecurePay's customer base includes over 60 councils, in addition to utilities and insurance companies. SecurePay now processes over \$500million in payments annually, and receives approximately \$10 million in annual revenues.

SecurePay's main shareholders include Cashcard Australia and KPMG Advent. SecurePay has close alliances with companies such as Fujitsu, Technology One and Sanderson. **Cashcard**, Australia's leading independent provider of payment and processing services to the banking and finance sectors and retailer market, is a major shareholder of SecurePay. Cashcard also manages the largest ATM network in Australia and is the premier processor of Merchant ATMs, and services the EFTPOS network.

SecurePay offers payment solutions to major customers to cover a variety of payment methods, with a single customer interface and consolidated reporting. SecurePay solutions are low cost and easily implemented with no hardware required. SecurePay solutions are tailored to council needs and are bank independent, providing an efficient facility for aggregation of all payments. Essentially, SecurePay offers streamlined collection for all payment types including, parking infringements, debtors, salaries, rate payments, animal registration, home care and waste management services.

SecurePay combines the in-depth experience of software development with actual working systems that process thousands of transactions everyday. It is essential to find the right software to link your IT systems to customers, suppliers and the banking network. Through SecurePay these solutions can all be provided and maintained allowing one software applications to integrate seamlessly with your operating system.

From IT requirements and system analysis, right through to system deployment, acceptance testing and training SecurePay provides continuous support, including a dedicated team of personalised account managers and system engineers.

SecurePay solutions provide the following benefits to your business and customers:

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- ✓ Council specific payments portal
- ✓ Payment transactions processed online in real time.
- ✓ Competitive merchant services fees



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If you require staffing please contact Christine Cox on the numbers listed below.

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Glen Waverley 3150
Email c.cox@mrspl.com

9558 0074
Fax 9558 3328
Mobile 0408 321 660



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