



INCORPORATED 1977

# VICTORIAN INSTITUTE of RATE ADMINISTRATORS

## President:

MR GERALD M PEKIN  
City of Caulfield  
P O Box 42, Caulfield South 3162  
Business Hours: 524 3333  
Facsimile: 523 0339  
After Hours: 763 8566

## Secretary:

MR GEOFFREY FLEMING  
City of Oakleigh  
P O Box 21, Oakleigh 3166  
Business Hours: 567 3600  
Facsimile: 568 1690  
After Hours: 580 8558

4819400

## V I R A NEWS

Vol XII, No 3

FEBRUARY/MARCH 1989

### PRESIDENT'S REPORT

Those members who religiously turn to the Local Government section of Saturday's 'Age' will by now know that applications have been called for to fill the position of Rate Collector with the City of Caulfield.

No, it won't be necessary to elect a new President - at least not for the time being! I have accepted the appointment as Manager, Revenue Collection with the City of Northcote. Geoff Cook, the Institutes Treasurer and my predecessor at Northcote has commenced duties as Assistant Shire Secretary with the Shire of Strathfieldsay. Geoff has agreed to complete his term on the Executive. We wish him well in his new position.

Turning to more general activities of the Institute, the Secretary and I ventured interstate to Adelaide to attend the inaugural meeting of the South Australian Institute of Rate Administrators. Geoff and I have prepared a report outlining our trip which is reprinted in this Newsletter for all our members who we know are interested in seeing the growth and development of the profession of Rate Administration. While SAIRA and VIRA are independent of

each other we possess many common objectives such as the promotion and advancement of Rate/Revenue Management. Together, it will be that much easier to maintain the recognition which we have achieved as a professional Institute.

You will recall the closing remarks of my report in the last edition of our Newsletter in relation to preliminary arrangements of a proposed seminar for Rate Administrators entitled; 'Professional Development'. With the assistance of Laurie Groom of Groom and Groom, and Geoff Winston of the Victorian Local Government Industry Training Committee we are now making final arrangements for the Seminar. Speakers have been arranged, their briefs prepared, a venue chosen, a date set and costing calculations made. We're well under way! Advertising of the Seminar has already commenced with an article "Rate Collector or Revenue Administrator?" carried on the front page of Victorian Local Government Industry Training Committee's February '89 Newsletter. If you haven't seen the ITC's Newsletter I recommend you locate a copy. There are a

*Newsletter Co-ordinator: Russell Hodges - Phone (03) 754 8777 Fax: 754 5264*  
*Assistant Co-ordinator: Noel Grant - Phone (058) 58 2505 Fax: 582 406*

number of training courses listed which may be of interest to you.  
Details of the Seminar are disclosed on page 11 and registration forms will be forwarded shortly to Members and all Rating Authorities, inviting all senior and middle management personnel to attend.

The Committee has invested a great deal of its time and our funds in this Seminar, the success of which now depends on each and every one of us.

Gerald Pekin  
PRESIDENT

## FEELING GUILTY ???

- Are you receiving a VIRA newsletter?
- Are you going to benefit from submissions made on your behalf by various VIRA sub-committees?
- Are you going to be given a *higher profile* because of work done by the VIRA committee?
- Do you want a VIRA handbook?

The answer is obviously YES, so if you haven't paid your subscriptions please do so, especially those in arrears.

# ATTENTION ALL COUNCILS!

For rate notice and other mailings, **Data Connection**, Melbourne's specialist Security Mailing House, can offer you:

- Guaranteed fast turnaround on all jobs.
- Sophisticated mail processing facilities.
- Excellent laser printing facilities.
- Top security environment.

And because ours is a 'one-stop' service, your costs are substantially reduced.

To fully appreciate how much we can help you, call Geoffrey Norman on (03) 646 4622.



249-251 Normanby Road, South Melbourne,  
Victoria, 3205

## VIRA ATTENDANCE AT SAIRA

Inaugurated General Meeting 9.12.1988

VIRA President, Gerry Pekin and State Secretary Geoff Fleming were invited to represent the Institute at the inaugural General Meeting of the South Australian Institute of Rate Administrators.

Mr David Porteous is to be applauded for the professional manner in which he and other members of the Steering Committee prepared for the Inaugural General Meeting.

Following an initial approach by the Steering Committee we made a commitment to assist them in whatever way possible. Geoff supplied a copy of our Memorandum and Articles of Association and provided advice as to our Institute's previous and current activities.

Geoff and I were eager to accept the invitation and with the approval of the Executive made arrangements for travel and accommodation.

The Committee, at its meeting of 13 October, 1989 approved a seeding grant to be presented to the newly formed Institute at this meeting. It was decided to base the amount of the grant on the number of Members and Corporate Subscribers of our

Institute.

On our way over to Adelaide we took the opportunity to call in and see some of our more remote members and handed them their Institute Handbooks.

The General Meeting took place at the Local Government Industry Training Committee offices, and was preceded by an informal discussion among the Steering Committee which we were invited to attend. The Meeting commenced and Mr Philip Hunter was appointed as Chairperson and proceeded by tabling the report of the Steering Committee.

Following this Phil expressed his and the Steering Committee's appreciation of the support shown by our Institute and thanked us for our interest and attendance. Both Geoff and I were impressed with the amount of preparation which went into the Meeting and the enthusiasm shown by those in attendance. There was no difficulty in receiving the required number of nominations and we congratulate all those duly elected to form the Foundation Committee of the South Australian Institute of Rate Administrators.

## OBITUARY

The Victorian Institute of Rate Administrators wish to extend their sympathy to the family and friends of John Mulcahy, following his sudden passing away on 24 December 1988.

John, through his activities in the M.M.B.W.'s Council Liaison Section, would have been well known to many of our members.

## ADJUSTING PENSIONER RATE REBATE AT SETTLEMENT

Although it is not our responsibility to become involved in conveyancing matters, solicitors and ratepayers (both purchasers and vendors) often rely on the expertise of rate office staff to assist them with settlement matters.

This is never more evident than when a sale takes place involving a pensioner rate rebate on the property.

How often is it that a pensioner believes that they do not actually receive the benefit of the rebate unless they have actually paid the rates? We who are involved in the area of rate administration realise that the rebated amount is credited even though the payment has not been made by the Government to the Rating Authority at the time of issuing the rate notice. If we waited for the payment to be made then we would be waiting a long time, after all the money comes in two parts.

The rebate should of course be shown on the rate certificate either highlighted as a rebate or shown as a payment.

Solicitors should then adjust at settlement as they would for any rates with a payment

either in full or in part.

Lets take the following example as a case in point :-

Rates for year	\$ 365.00
Payment/Rebate	\$ 135.00
Balance Due	\$ 230.00

Settlement as at February 12 would mean the vendor is liable for the rates for 135 days and the purchaser for the remainder of the year; ie 230 days.

In this case there would be no allowance made at settlement as the vendor has paid, by way of the pensioner rebate, his proportion of the rates for the year.

Adjustments are not always as simple as the amazing set of circumstances shown in our example however, the principle remains the same. I am sure you can think of other examples to illustrate the point.

Don't forget that the new owner can also apply for and receive a rebate on the property as long as he or she has not been granted one already for that year. The rebate is after all for the pensioner and not the property.

????????? REQUEST FOR INFORMATION ??????????

Noel Grant, from the Shire of Deakin would like to hear from members who administer water boards.

What do they charge R S L Clubs?  
ie, Rates, a cistern charge, water by measure or a minimum water charge etc.

Please write to Noel at The Shire of Deakin, Shire Offices, Mangan Street, TONGALA 3621

??

# MEETINGS . . .

The Shire of Deakin plays host to our next meeting on Friday, 17 March 1989 so keep the day free. Meeting details will be sent this week.

## **Geelong Region . . .**

Meeting was held Wednesday 15th February 1989 at the Geelong and District Waterboard.

A workshop session took place on the Rating of Telecom and Australia Post and the effect of the proposed clawback. Discussion also took place on the replacement of the Minimum Rate with a Municipal Charge.

Those in attendance were encouraged to attend the South Eastern Region meeting on 24 February, 1989 as Bruce Chamberlin MLA had accepted an offer to address members on the Local Government Bill and its passage through Parliament.

## **South Eastern Region . . .**

The Region held a Meeting on Friday 24 February, 1989 at the Shire of Pakenham. The Meeting, addressed by the Hon Bruce Chamberlain, MLC (Opposition Spokesperson for Local Government) was well attended and credit for the organisation must go to Trevor Riches of Pakenham.

Further details of the meeting will appear in the next edition of the Newsletter.

### **Consultant to Local Government Specialist in Public Relations**

### **Staff Training Revenue Management**

Training courses offered are :

- \* Language & Communication  
Telephone Skills/Customer Contact
- \* Self Management & Motivation  
Positive Thinking/Relaxation Response
- \* Assertiveness Training  
Success Competing Power  
Don't Say YES when you Want to Say NO
- \* Planning & Management  
Burn Out. How to get control of your time and life  
- working smart
- \* Management Science  
both win management - the effective Executive
- \* Staff Replacement
- \* Public Relations - Calenders - Resident Kits - Pamphlets

**KEVIN WEBB & ASSOCIATES, 36 Merton Street, Altona Meadows. 3028  
Telephone 03 369 1095**

## REVIEW OF PENSIONERS' RATES REBATE SCHEME

With the recent escalation in property valuations and rates, more attention is being given to the Pensioner Rebate Scheme.

This scheme has been the subject of considerable debate among councils, ratepayers and of course pensioner groups who have seen the maximum rebate of \$135 fail to keep pace with movements in the level of property rates. Members would be aware that today very few assessments with a Rebate would receive a full 50% reduction in the amount of the rate levied by Council. In fact the actual level of the rebate is now around 30% of rates levied (*see table opposite*).

The MAV has prepared a discussion paper which outlines the history of the scheme, makes a State/Territories comparison and

provides some insight into the Commonwealth and State Governments Social Justice Strategies.

A special meeting of councils was called for Tuesday 7 March following release of the report. The meeting sought to gain comments and ascertain Local Governments position which will be put forward at first meeting of the State-Local Government Consultative Council, scheduled for April.

The MAV has assured the Institute that we will be regularly consulted with regard to the administration of any options put forward for consideration. Tony Pensabene of the MAV has already arranged a first meeting to discuss some of the concerns we have already raised.

**SPECIALISING IN LOCAL GOVERNMENT - ACCOUNT COLLECTIONS  
RATE COLLECTIONS - A SPECIALTY**

**NO COST! NO COMMISSION! NO OUTLAY!**

**FREE COLLECTION LETTERS**

**FAST - EFFICIENT AND FULLY COMPUTERISED**

Contact us now for more information

**BISHOP COLLECTIONS PTY LTD**

Telephone : 663 5366

## PENSIONER REBATES

1973/74	Maximum : \$ 40.00	50%
1974/75	No maximum	25%
1975/76	No maximum	25%
1976/77	No maximum	50%
1977/78	No maximum	50%
1978/79	No maximum	50%
1979/80	No maximum	50%
1980/81	Maximum : \$120.00	50%
1981/82	Maximum : \$120.00	50%
1982/83	Maximum : \$135.00	50%
1983/84	Maximum : \$135.00	50%
1984/85	Maximum : \$135.00	50%
1985/86	Maximum : \$135.00	50%
1986/87	Maximum : \$135.00	50%
1987/88	Maximum : \$135.00	50%
1988/89	Maximum : \$135.00	50%

## **BAD DEBTS CAUSE TROUBLE** (Eliminate the Trouble)

We at Corporate Associates would like you to consider these benefits:

- Specialize in collecting Overdue Rates.
- No annual subscription.
- No commission when debt recovered.
- Regular contact and progress reports.

For further information regarding your individual needs phone:

### **CORPORATE ASSOCIATES PTY. LTD**

25 Ian Street, Noble Park.  
P.O. Box 228, Noble Park, 3174  
Fax: (03) 562 4329

**(03) 546 6122**

45 Eastern Road, Traralgon.  
P.O. Box 1199, Traralgon, 3844

**(051) 74 0622**

# WARNING !!!

Don't go to Committee Meetings with Gerry Pekin. At the last Committee Meeting, held at the City of Geelong, Gerry decided to park under the Water Board Offices. (The sign said parking for plumbers and drainers only, but what did Gerry care). When the meeting was over we returned to the car, only to find the car park locked with no one in attendance. What would you expect at 6 o'clock on a Friday night.

We were finally able to free the car but do you think our excuse for getting home late was believed? Thanks Gerry!



## GET WELL SOON

Unfortunately, John Hurrie, Rate Collector for the City of Swan Hill is currently spending some time in hospital. VIRA members wish John all the best and hope that he gets well soon.



**C&T**

SPECIALISTS IN THE PRINTING OF  
CONTINUOUS FORMS FOR LOCAL  
GOVERNMENTS — URBAN AND RURAL

FOR FAST, COURTEOUS AND  
PERSONALISED SERVICE WITH:

- RATE NOTICES • SUMMONS FORMS
- INSTALMENT NOTICES • ELECTRICITY BILLS
- FAILURE TO VOTE NOTICES • DOG NOTICES
- FIRE HAZARD NOTICES • CONT. CHEQUES

CALL

Carter & Taverner pty. ltd.

(03) 819 6555



*The following article appears courtesy of FOCUS. I am sure that following the recent revaluation we all have a few 'skeletons in the closet!'*

## RATE WRANGLE

A family residing at Saddleback Mountain, NSW received a rate bill from Kiama Municipal Council for \$1200. Their home has pan toilets with no garbage collection or on water.

The outstanding feature of the block is its magnificent views of the lush mountain ranges and Pacific Ocean. It is this view that Council is adamant the owners pay for!

In Vaucluse, Sydney an elderly pensioner received his rate bill from Woollahra Municipal Council for \$2,271. A comparison with his neighbour who resides in the other half of his semi-detached brick house showed a rather large discrepancy. The neighbour's rates were \$75! A spokesperson for Council stated that calculations were being checked.

## Local Government Division

Moore provides a team of specialists, who are experienced in the needs of the Local Government Authorities.

For instance Moore can assist with :-

- \* *Parking Infringement Notices*
- \* *Inter library Loan Forms*
- \* *Computer Paper Storage Systems*
- \* *Reminder Notices*
- \* *Failure to Vote Notices*
- \* *A.P. Summons Forms*
- \* *Dog Notices*
- \* *Rate Notices*

A Moore Local Government representative is fully qualified to give an all round service - We Do More Than Just Sell Forms.

# MOORE

MELBOURNE 544 1577



## FACES GOING PLACES



**RUSSELL HODGES:** *Rate Collector, Shire of Sherbrooke, formerly Rate Collector, City of Brighton.*

**GEOFFREY COOKE:** *Assistant Shire Secretary, Shire of Strathfieldsaye, formerly Manager Revenue Collection, City of Northcote.*

**WILLIAM MIDDLETON:** *Rate Collector, City of Keilor, formerly Rate Collector, City of Coburg.*

**RAY JOHNSTONE:** *Rate Collector, City of Brighton, formerly Assistant Rate Collector, City of Dandenong.*

**MAL COLLINGS:** *Shire Secretary/Rate Collector, Shire of Maffra, formerly Shire Secretary, Shire of Winchelsea.*

**TONI CONGRAM:** *Assistant Rate Collector/Computer Operator, Shire of Otway formerly Rates Officer/Computer Operator, Shire of Otway.*

**JOHN DAVIS:** *Rate Collector, Shire of Avoca.*

**CINDY LEECH:** *Senior Admin. Officer, Shire of Avoca, formerly Revenue Officer, Shire of Avoca.*

**GERALD PEKIN:** *Revenue Manager, City of Northcote, formerly Rate Collector, City of Caulfield.*

**VALERIE BARTRAM:** *Rate Collector, Shire of Winchelsea.*

**PETER TREMAIN:** *Admin Officer, Geelong Water Board, Formerly Rate Collector, Shire of Winchelsea.*

**GRAEME TAYLOR:** *Secretary/Rate Collector, Ovens River Management Board, formerly Chief Clerk, Shire of Oxley.*

**GRAEME IZZARD:** *Rate Collector, City of Fitzroy, formerly Paymaster, City of Fitzroy.*



## APPOINTMENTS PENDING

**CITY OF CAULFIELD (Rate Collector)**      *Applications close : 3.3.1989*  
**CITY OF COBURG: (Rate Collector)**      *Closed*



## CHANGE OF MEMBERSHIP STATUS

**GERALD PEKIN**      Member to Fellow



## APPLICATIONS FOR MEMBERSHIP

**ANNE VANSCHAIK:** *Shire of Kyneton, Rate Collector*      **TANIA PAGE:** *Shire of Winchelsea, Administrative Officer*  
**MAL COLLINS:** *Shire of Maffra, Shire Secretary, Rate Collector*      **VALERIE BARTRAM:** *Shire of Winchelsea, Rate Collector*

# V I R A SEMINAR

## *"Professional Development"*

Date : Friday, 5 May 1989

Venue : City of Caulfield  
Municipal Offices Theatrette  
cnr Hawthorn & Glen Eira Roads  
CAULFIELD 3162

Time : 9.00 a m - 4.30 p m

Speakers : Graham Holmes, Director General - Local  
Government Department  
David Williams, Local Government  
Co-ordinator - MOA  
Rod McDonald, Director Policy & Planning  
- Local Government Department  
Tony Clune, Project Manager - NRLGLM  
Des Bethke, Chief Executive Officer  
- City of Melbourne  
Tim Neville, Chief Executive Officer  
- City of Knox  
David Andrews, Senior Lecturer in Local  
Government - RMIT  
Malcolm Hutchinson, Chief Executive Officer  
- IMM  
Bernie Cronin, Co-ordinator of Youth Policy &  
Employment Unit - MAV

\* \* \* \* \*

*Sponsored by :-*

**Bishop / L G A Collections  
Endata  
Genasys**

## **YOUR RATE NOTICES AND COMPUTER FORMS ON TIME**

- Direct Payment Rate Notices  
(Personalised and M.I.C.R. Encoded)
- Rate Instalment Notices
- Final Notices
- Cheques
- Receipts
- Dog Registration

**For further information please contact us on  
our number below.**

**Cook & Heathcote Printers**

50 Clayton Road, Clayton North 3168 Phone: (03) 541 8700

**L.G.A. COLLECTIONS PTY. LTD.**

**LICENSED MERCANTILE AGENTS**

177 Queens Parade, Clifton Hill, 3068  
Telephone: 489 7955 489 7650

Specialising in Local Government Account Collections, including Rates,  
Private Streets, Sundry Debtors, etc.

17 years Local Government Experience

*For all enquiries please contact Rod Hughes*