



# VICTORIAN INSTITUTE of RATE ADMINISTRATORS

## President:

MR STEPHEN COLLINS  
City of Altona  
P O Box 21, Altona 3018  
Business Hours: 398 2244  
After Hours: 369 4392

## Secretary:

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

## V I R A NEWS

Vol XI, No 4

MAY/JUNE, 1988

### PRESIDENT'S REPORT

Well, another rate rush is under the belt and now we move into the silly-season of "Why so much interest for only one day late?" etc., etc., etc.

Early reports from around the traps indicate that Wednesday, April 6 was as busy a day as many have seen in a long time, but things seem to have gone fairly smoothly (in spite of the Armaguard strike in the middle of it all).

The Armaguard strike reminds me of 1978 and 1979 when the same thing happened in the middle of the rush period. The security services people say that when Easter falls in the rate rush, they handle far more cash than at Christmas time. I guess it adds a lot of weight to the arguments in favour of agency payment facilities with the banks or post offices. In the case of my own municipality, we were getting between 250-350 payments per day through the banks in the last week or so prior to the deadline and speaking personally, I would rather people form short queues at the banks than long ones at the Rate Office.

Getting back to Institute business, my

thanks goes to Rob Gillett and all those at the City of Shepparton who made our meeting there such a success on March 18. It is pleasing to note that the family weekend which traditionally follows the March country meeting is becoming more popular each year, as the new faces at Moama this year, outnumbered the regulars. The motel facilities were first rate (heated pool, BBQ's, conference facilities, etc) and there is a distinct possibility that we may hire the whole complex next year and have our meeting at the conference room whilst the families made use of the pool and other facilities. Give us your thoughts?

Peter Ralton's address on LANDATA was most informative and cleared up a lot of misconceptions, but certainly not all of the problems which members can see in the proposed manner of operation of the LANDATA project. Letters have been received from members and municipalities raising several concerns with various aspects of the Land (Transfer Information) Bill recently passed through Parliament, and on this front there is some good news to report.

Partly as a result of representations made on the Institutes behalf to certain key members of the Opposition, a Working Party has been convened by the Department of Property and Services to specifically address the concerns of Local Government with the legislation. The VIRA and the valuers are the only local government professional institutes represented in this body and a report on its first meeting appears elsewhere in this newsletter.

On another note, several phone calls have been received recently from members enquiring as to progress of the Local Government Bill (No. 2) through State Parliament.

The second reading debate took place on March 8 and 23, in the Legislative Assembly and it must be stated that the standard of much of the debate was breathtaking!

I don't normally make a habit of reading through Hansard in my spare time, but for the several members of the Executive who read the 89 pages of Hansard reporting on the Bill debate which took place over those two days, it was amazing to see some members debating redundant provisions of the Draft Proposals document or the Bill (No. 1), when they thought they were debating the Bill (No. 2). This off hand approach is particularly galling in view of the 18 months involvement which the VIRA has had in formulation of the rating, valuation and electoral provisions of the Bill.

Whilst on the subject of Hansard, it is interesting to note that this Institutes contribution to the Bill was specifically referred to on four occasions (at pages 349, 350, 352 and 353) during the course of the debate on March 8. See if you can get a copy at work, as it is enlightening as to the nature that the debate took.

On the membership front, I am able to report that our plans for interstate expansion as an Institute have taken a step forward with a meeting being held of all rate administrators in a neighbouring State on Thursday, May 5, with a view to forming their own state division. We will keep you posted on this matter as more news comes to hand, but it goes to show that word of our activities is getting around, as the impetus for this particular meeting came from them and not directly from us. We now have expressions of interest from colleagues in three other States.

In closing, I hope to see as many members as possible along at the next General Meeting to be held at the City of Brighton on Friday, May 20, and remember, if you cannot personally attend, then perhaps someone else from the Rates Department may be able to come along in order to keep you up to date with the latest news in our field.

Steve Collins  
PRESIDENT

## STRATEGIES FOR FUTURE DEVELOPMENT

The last few years have seen an incredible growth in interest in the VIRA coming both from our own members in particular, and the local government community in general.

As far as possible, we have endeavoured to keep members abreast of these developments through the media of this newsletter and our various general and regional meetings.

A process of growth such as we have undergone cannot be allowed to go on unchecked. It must be directed and coaxed along the path which is determined to serve the best interests of all concerned.

Looking back over the pages of past editions of this newsletter, it is easy to chart the progress of our development in recent times, but when turning our gaze to the future, what can we see?

Our progress thus far, is partly the result of working to fulfil goals and targets for development; partly due to blind circumstance, and largely due to a lot of damned hard work by those on the Executive Committee and a small core of members around the state who have been instrumental in organising Regional Divisions, hosting meetings and contributing items to the newsletter.

Perhaps it's now time to pause and take stock of what we've achieved; where we are and, most importantly, where we hope to go in the future.

The concept of 'corporate management' is one with which many (if not most) rate administrators would be familiar. It gives - amongst other things - the ability to set

goals, assess performance; nominate managers to ensure that those goals are met and determine the time-frame in which they will be achieved.

An organisation such as ours, based upon a voluntary Executive of nine members and with no full-time staff to perform these duties, does not easily adapt itself to such a task. What we need in particular in order to accomplish our corporate plan is commitment and participation from ALL of our members - not just the nine who happen to be on the Executive at the moment.

The purpose of this article is to invite the whole membership of the Institute to participate in the formulation of our corporate plan - our strategy for future development.

This topic will form a major part of our General Meeting to be held at the City of Brighton on Friday, May 20, 1988.

The issues for development are the following :-

1. MEMBERSHIP SERVICES
  - Secretarial Support
  - Publications
  - Membership
  - Constitutional matters
2. PROMOTIONAL AND DEVELOPMENT
  - Publicity
  - Interstate Expansion
  - Regional Divisions
  - Social and other functions
3. EDUCATIONAL AND QUALIFICATIONS
  - Seminars for Members
  - Guest Speakers/Topics for Meetings
  - Involvement of Members in Working Parties/Submissions
  - Formulation of Qualification course

#### 4. LEGISLATION AND RESEARCH

Working Parties  
Researching/Drafting Submissions  
Practising Notes to Members  
Legal Opinions Register

#### 5. FINANCIAL MANAGEMENT

Subscription Levels  
Commercial Sponsorship of Publication/Meetings  
Meeting fees  
Investments

These matters (amongst many others) must be taken into account by all of our members, in assessing our own requirements of the Institute. They do not necessarily represent the views of the members of the Executive Committee, nor do they define the only paths along which the Institute should seek to progress during the next decade, but they are matters which should be considered by all members with a view to the future.

Bearing in mind the degree of expansion which the Institute has undergone in the last few years, it is imperative that we consider these matters and formulate a 'corporate plan', or a 'strategy for development' which is capable of achievement in the years to come.

To this end, all members are invited to the next General Meeting of the VIRA, to be held at the City of Brighton on Friday, May 20. If you cannot personally attend the meeting, then you are invited to either send along a delegate or send your written suggestions to the Secretary, Geoff Fleming, by Thursday, May 19, 1988.

In view of the imminent possibility of expansion of this Institute into other States around the nation, it is time that we addressed these questions before circumstance overtakes us all.

Our future is in YOUR hands.

## WE WANT YOUR BUSINESS

If you're responsible for organising mailings then it might be time to review these arrangements. In recent years Automail has been actively involved with a number of Councils and Shires assisting with the processing and mailing of rate notices and other Council and Community material. We will ensure you get the turnaround, security and cost efficiency you need.

In addition to handling your mailings with true economy and efficiency, we will guarantee you outstanding customer service, communication and attention to detail to make your life easier.

*When we say "We Want Your Business" we are ready to prove we deserve it.*



Help us to help you by contacting :  
Elsebeth McCrimmon or Sharon Hodgson on 568 6677.

14-16 Stamford Road, Oakleigh East, Vic 3166

## LANDATA UPDATE

As stated in the President's Report, the Minister of Property and Services, Mr Peter Spyker, convened an urgent meeting on Tuesday, April 19 to discuss concerns over the Land (Transaction Information) Bill. About 70% of the meeting was devoted to addressing the specific concerns of Local Government with the legislation.

Despite the fact that the meeting was called with only 24 hours notice, those present were :-

- S Rakkar, Deputy Director-General, Department of Property and Services
- P Ralton, T Stougiannas, G Taloni and D Hall from the Department of Property and Services,
- S Collins, Victorian Institute of Rate Administrators
- A Kearns, Australian Institute of Valuers
- Cr P Meeking, Municipal Association of Victoria
- R Charles, Local Government Department
- S Molloy, Real Estate Institute of Victoria
- T Silberman, Title Searchers Association.

Shiv Rakkar opened the meeting with a detailed explanation of the history and proposed manner of operation of LANDATA, which may be briefly explained as follows :-

The principal function of the Titles Office is to maintain a register of the legal ownership of all private owned land in Victoria - apart from the 5% of private land still under general law.

The records which comprise the current register are paper-based. In round figures they consist of 2,000,000 "live" titles showing current proprietorship information,

1,000,000 "cancelled" titles showing historical information and 13,000,000 instruments showing the detail of current endorsements on titles. In the last three financial years, the Titles Office has registered over 500,000 dealings per year. The title and instrument records occupy some 5,200 linear metres of shelving over five floors in a strongroom built for the purpose and completed in 1885.

The traditional problems associated with large paper-based record systems are obvious - record deterioration, storage problems, labour-intensive access requirements and a lack of compatibility with other record systems.

It is envisaged that the LANDATA computerisation of this massive amount of data, will result in there being no original paper title, as is now known. The function of the duplicate title as an authority to deal, will be served by a computer printed certificate of title which will contain only current information.

There are 3 stages in implementation of the LANDATA project, which are :-

1. (a) Computerisation of current Titles Office records.
- (b) Cross-referencing all Titles Office volume and folio numbers with the relevant Land Tax file numbers; MMBW and Water Sewerage authority reference numbers and council property numbers. Properties can also be accessed at the Titles Office by street names and numbers.

(c) Development of a joint Transfer of Land/Notice of Disposition/Acquisition document.

2. Agencies who agree to participate (ie Land Tax and MMBW) can opt to receive Titles Office notification of property changes. Councils will continue to receive notification from solicitors, but on the new all-purpose form.

3. Changes to ownership information will be entered on the Titles Office computer and relayed to the MMBW and Land Tax computer files by modem. Information will be relayed to participating Councils using the council property reference number. The Minister has subsequently assured us that LANDATA is unlikely to be in a position to provide Local Government with this system for another 12 months.

Stage 1 is now almost complete and implementation of Stage 3 (for Land Tax only) is expected within 6 months.

Stage 1 commenced with Cabinet approval in 1983 and the implementation working party seems to have had little (if any) input from local government in that time.

Amongst the undertakings given by Mr Rakkar to local government are :-

- (a) No change will be made to any existing council system without the approval of the council.
- (b) No council will be compelled to accept LANDATA systems.
- (c) No unauthorised use of council data by other users of the system, will be permitted.

In short, LANDATA has no charter from the Government to impose its system on any authority and because it is supposed to be an efficient and cost/labour saving measure, any municipality, upon conducting its own cost-benefit analysis of the proposal, will not be compelled to use LANDATA if it finds current procedures beneficial by comparison.

LANDATA is required by Government to produce cost savings at every stage of its implementation, and it must be admitted that matching up volume and folio numbers with street names/numbers and the relevant property references used by MMBW Water and Sewerage authorities, Land Tax and local government, will (if it works), produce substantial benefits in the long term.

Amongst the points to emerge from the meeting (minutes of which were conveyed to the Minister shortly after) were :-

1. The Law Institute of Victoria and Real Estate Institute of Victoria are totally and wholeheartedly in favour of the legislation. It appears that they felt the objections of local government representatives were rather trivial and pedantic matters.

2. Whilst in principle supporting the LANDATA concept, the VIRA; AIV, MGW and MAV believe that the proclamation of Clause 6 of the Bill (removing the Notice of Disposition and penalty for failure of lodgement of notification, from the Local Government Act (1958) is premature and should be deferred until Stage 3 of the implementation process is ready to accept participating councils.

The response from the Department to this objection that because all these provisions are being covered by Regulations (which

have not yet been sighted) and the regulatory review process can take 6-9 months, it is necessary to proclaim them as soon as possible in order for local government to commence using the system in 6-9 months time.

3. The MAV pointed out the fact that Regulations are essentially a creature of the Government of the day, whereas Legislation gives interested parties the opportunity to lobby both Government and Opposition. Burying so many crucial aspects of the proposal away in the regulations can effectively deprive local government of a substantial part of its say in influencing the content of the proposal.

4. As the legislation stands at the moment confidentiality of Council's proprietary information (such as valuations) is protected. No council information will be used without the prior consent of the council concerned.

5. The VIRA (supported by the AIV, MAV and MGV) requested that a representative sample of municipalities be selected to conduct a trial of the effectiveness of the system for local government at the earliest possible date. This is necessary for us, as the MMBW and Land Tax have already conducted cost-benefit analyses which are very favourable to the LANDATA proposal, but because of the scale of operations of these authorities, the data compiled does not translate down to local government levels of usage. We need to know fairly soon :-

- (a) Whether it works, and
- (b) The level at which it produces cost benefits for participating municipalities.

The Department agreed to investigate the feasibility of this trial.

The Minister, at a private meeting with VIRA delegates, subsequently confirmed his willingness to conduct this pilot study.

The Department claims significant advantages for local government from the system, other than (possible and as yet undetermined) cost savings, amongst which are :-

1. Because the cornerstone of the system is the combined Transfer of Land/Notice of Disposition/Acquisition which is to be lodged directly at the Titles Office, we should be able to get the information *the day after* lodgement at the Titles Office, rather than several weeks or months down the track, as is often the case now.

2. Certain data on the form is to be verified by the Titles Office before transmission to participating authorities, including :-

- a) Vendors name and address
- b) Purchasers name and forwarding address
- c) Title/land description particulars
- d) Contract date
- e) Consideration (as to whether it falls within an expected range)

Both vendor and purchaser are required to physically verify and sign the transfer notice which is an improvement over the present system whereby the junior typist of the clerk in a solicitors office can scrawl out a scarcely legible notice without checking any of the details thereon.

3. Because the purchasers detail which we insert on to our records will be exactly identical to that going on the title, our records will have a greater legal basis of accuracy than they do at the moment.

4. Participating municipalities can opt to receive the information on a daily, weekly

or fortnightly basis (as they see fit) in either direct downloading via modem; computer tape; computer hard copy or photocopy of original documents. (Cost would of course vary with the method, frequency and volume of changes involved).

There are still a substantial number of perceived problems with the legislation when viewed from a local government standpoint, and these will be addressed at future meetings of the Working Party which the meeting on April 19 agreed to set up.

For members information, the President

and Secretary had a 90 minute meeting with Peter Spyker, Minister for Property & Services at Parliament House on Thursday, 5 May to discuss Institute concerns with the Legislation. More will be reported to members about this at Brighton on Friday, May 20.

For our part, we will attempt to keep members up to date with all news in this particularly important area, but we would appreciate your input to the Secretary, Geoff Fleming, in order that your concerns be raised with the Working Party.

## 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



## A "PROPER" LOAD OF GARBAGE

Have you ever wondered what is proper? Well, this little story will not stop you wondering but it will at least make you realize that things may not be as simple as they appear.

It all began a long time ago, way back in 1972 when the Shire of Swan Hill first introduced a Garbage Service in the major towns within the municipality in the form of a weekly collection of "garbage".

Because of the inefficient nature of the bag system, the continuing problem of indiscriminate dumping of refuse both on road reserves and within tip sites and a persistent request by some rural ratepayers to be included in a collection scheme forced Council was to investigate the feasibility of a "Big Bin" service.

The study proved that such a scheme, using 240 litre bins and charging approximately \$50 per annum, would be economically viable provided it involved all townships and closer settled rural areas within the Shire, from the northern point to the southern extremity.

Ratepayers within the intended areas were circularized, the local press assisted with generous publicity, public meetings were held in various parts of the Shire and written complaints were acknowledged before Council finally approved the scheme and called for tenders for the supply and delivery of the bins and their collection to commence on 1st October, 1985.

Despite a petition and numerous individual requests for exemption from the scheme, Council resolved that all properties with a

residence or commercial/industrial premises would be liable for the charge raised under Section 61 of the Health Act.

A By-law was prepared, examined, amended and approved by the Health Department and gazetted. This By-law set out the area boundaries from which collections would be made, the type of refuse which was prohibited in the container and the general placement of bins for collection.

Council and its Officers were at pains to ensure that every possible legal loophole had been covered.

A small percentage of the 3000 plus ratepayers involved in the scheme refused to pay the annual charge. The majority of these gave as their reasons that they did not want the service and had made that point clear, they did not intend to use a bin and therefore had no intention of paying the amount charged. In some cases the bins were returned to the various Shire depots or the Shire Office foyer. The remainder of the dissenters left the bins where the Council employees had deposited them at the property gate. However, the charge remained on the property in accordance with the "no exemption" resolution.

After the second year of operation (when the errors had been ironed out) legal action was instituted to recover the unpaid charges which now amounted to over \$120 in individual cases. Some of these were paid on Summons, however, two ratepayers lodged Notices of Defence. Action with the other Summonses was deferred immediately until after the Hearing in the Swan Hill Magistrates Court.

From personal knowledge of the Rate Collector, it was obvious that the defendants could not successfully defend their case against the charges raised under Section 61(1)(a) of the Health Act. It was agreed that the municipality should engage and brief a Barrister to present the case as a precaution. This proved to be a wise move as the defence (represented by a Barrister also) hinged on the actual performance of the collection service and, more importantly, the interpretation and definition of "proper" as used in Section 61 (1)(b) of the Health Act.

The case was heard on 21st January, 1988 but the Magistrate reserved his decision until 18th February, 1988 at which time, to the dismay of Council, he held in favour of the defendants by dismissing Council action.

By way of explanation of some of the points in the decision, evidence was given during the Hearing that exemption to the scheme were possible however, Council resolved otherwise, and the defendants actual residences were located 280 and 530 metres respectively from the collection point (on a sealed road) but the access track was rough and difficult to traverse.

The last part of the the actual decision reads:

*"... that when considering what is "proper", regard must be had not only to the community as a whole but also on an individualized basis. That there are exemption possibilities confirms that view.*

*A situation where the scheme is improper to those whose rural properties are so sited as to render the mode of refuse collection intolerable, and yet are unable to obtain exemption would leave the Court with the conclusion that it could*

*not be persuaded that the process is PROPER within the terms of S61.*

*Accordingly the Complaints will be dismissed."*

The legal implications of this decision must be of concern to all municipalities who conduct a "Big Bin" garbage collection service and do not provide exemptions. If the ratepayer is unable to move the container because of some physical disability or adverse topographical condition, the whole scheme becomes suspect and difficult or impossible to administer.

Naturally, the Shire of Swan Hill has lodged an appeal against this decision, and has engaged Messrs Maddock, Lonie and Chisholm in addition to the local Solicitor and advised the Municipal Association of Victoria, Health Department and the Local Government Department.

The matter has not yet been listed, but readers can rest assured that the result of the Appeal will appear in the first available issue of Victorian Institute of Rate Administrator's news.

In the meantime, I would be happy to answer any questions this unfinished saga may have prompted.

COL BRAYBOOK  
Shire of Swan Hill

## HELP US TO HELP YOU

The Executive Committee is interested to hear from any members who experienced problems this year with the delays in the transmission of agency payments made through the banks.

Several cases have come to our attention where payments are still being accepted at banks well after the cut-off date on the no-

Of even more concern are cases where payments have apparently been accepted several days late at the bank, resulting in notices requesting interest payments going out to the ratepayers concerned. Many of these ratepayers have been able to produce bank-stamped receipts proving that their

payment was made several days before the date of transmission by the bank.

This situation can only come about through slackness of operations at the banks concerned and invariably creates a negative public relations image for the innocent municipality.

Rather than tackle the problem on an individual municipality basis, it is felt that more weight may be given to our argument if this issue is raised with the banks by the Institute as a whole.

If you have had any problems along this line, please contact Jeff Cook at the City of Northcote, on 481 9562 as soon as possible.

**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*

**BC BISHOP COLLECTIONS PTY LTD**

Telephone : 663 5366

## COUNCIL ADVICE ON CONVEYANCING

The Rural City of Wodonga has recently circulated a document to all legal firms in the Albury/Wodonga area highlighting problems and providing information relating to :

1. the lodgement of applications for certificates; and
2. the lodgement of Notices of Disposition.

A summary of that document is provided here and may be of use to some members.

Many solicitors of course follow correct procedures although numerous instances occurs where the accurate and timely completion of a conveyance is jeopardised by last minute, hastily prepared documents.

Expedite issue of certificates and changes of ownership by Council can be assisted by applicants who take care when preparing Application and Disposition forms. Attention must be given to the following points :

### CERTIFICATES

1. Provide a locality plan of the subject property.
2. Ensure the correct fees accompany the applications.
3. Ensure that application is made to the correct Authority for the relevant certificates.

4. Certificates are prepared in the order of receipt and therefore "on the spot" application will not be given priority.
5. Verbal rate and planning information will NOT be provided under any circumstances.
6. A file is opened with the issue of a rate certificate. It would be appreciated if Council is advised if a sale does not proceed to settlement in order that the file may be closed.

### NOTICE OF DISPOSITION

1. Vendors are bound to supply such notice within thirty (30) days after settlement.
2. Special attention should be given to the "address for service of future notices" for the purchaser.
3. Receipt of a Notice of Acquisition is always appreciated by Council.

All too often Applications and Dispositions are received in hand written form and poor quality photocopies. Illegible forms will be returned.

Members requiring further information on the Conveyancing Advice Kit prepared by the Rural City of Wodonga are asked to contact Kevin Saunders on (060) 24 2000.

## HELPFUL HINT

Getting sick and tired of the annual tirade of complaints of late ratepayers about the imposition of interest? One municipality visited recently, displays the following notice to ratepayers on its Cashier's window. They swear it has cut down arguments by 50%.

### NOTICE TO RATEPAYERS

'CONSIDERABLE CONFUSION APPEARS TO EXIST REGARDING THE TIME THAT RATES ARE DUE AND ABOUT THE INTEREST CHARGED FOR LATE PAYMENT.

RATEPAYERS MAY NOT REALISE THAT RATES ARE NOT DUE ON APRIL 10, BUT ON THE PRECEDING DECEMBER 10.

IN OTHER WORDS, RATEPAYERS HAVE FOUR MONTHS TO PAY BEFORE INCURRING INTEREST AT THE RATE OF 17.25% BACK TO THE DATE ON WHICH THE RATES BECAME DUE AND PAYABLE, ON THE PRECEDING DECEMBER 10.

IF A RATEPAYER, FOR EXAMPLE, COMES INTO THIS OFFICE ON APRIL 13 TO PAY, HE IS NOT MERELY 3 DAYS LATE, BUT 4 MONTHS AND 3 DAYS LATE AND INTEREST AT THE RATE OF 17.25% FOR 4 MONTHS AND 3 DAYS IS CHARGED".

## 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

## APPOINTMENTS PENDING AS AT 7/5/88

SHIRE OF MARONG: (Rate Collector)	<i>Applications closing : 18.5.88</i>
SHIRE OF COBURG: (Assistant Rate Collector)	<i>Applications closing : 31.5.88</i>
SHIRE OF CORIO: (Revenue Manager)	<i>Applications closing : 13.5.88</i>
CITY OF MOE: (Revenue Officer)	<i>Applications closing : 17.5.88</i>
CITY OF OAKLEIGH: (Cashier)	<i>Applications closing : 20.5.88</i>
CITY OF ST KILDA: (Rate Collector)	<i>Closed</i>
CITY OF WILLIAMSTOWN: (Assistant Rate Collector)	<i>Closed</i>



## POTENTIAL NEW MEMBERS

TONI CONGRAM: Shire of Otway	GRAEME TINDLE, Rate Collector, City of Essendon
GARY LEWIS: Assistant Rate Collector, City of Broadmeadows	



## FACES GOING PLACES

### NEW APPOINTMENTS :

BILL CANE: Chief Clerk, City of Knox formerly - Rate Collector, City of Knox	GRAEME TINDLE: Revenue Officer, City of Essendon formerly - Shire Secretary, Shire of Broadford
DALE MUIR: Rate Collector, City of Knox formerly - Assistant Rate Collector, City of Knox	CATHY ATWOOD: Rate Collector, Shire of Kyneton
	LES DYER: Manager Revenue Services, City of Footscray formerly - Credit Officer, City of Footscray

# **CPE** DATAGRAPHICS

## **A CASH MANAGEMENT SYSTEM DEVELOPED FOR LOCAL GOVERNMENT**

CPE has developed a computer-based, cost-effective and flexible system titled **TURNAROUND BILLING**.

### **Turnaround billing IMPROVES :**

- \* Cashflow
- \* Productivity of equipment and staff - through reallocation of duties
- \* Internal audit requirements
- \* Interest - received from funds in bank

### **Turnaround billing ELIMINATES :**

- \* Double handling
- \* Receipting - receipt required only if request by ratepayer
- \* Delays in post
- \* Security concerns
- \* Overtime - at times of printing or processing of notices
- \* More than one cashier

### **Turnaround billing BENEFITS the ratepayer by :**

- \* Eliminating unnecessary travel
- \* Better utilisation of time
- \* No mailing charges
- \* No mail delays

Can your council afford to ignore a system which concentrates on ratepayer convenience and efficiency with obvious cost savings for you?

## **LET US CUSTOMISE A SYSTEM FOR YOUR NEEDS**

CPE AUSTRALIA LTD. (SPECIALIST SECURITY PRINTER)  
DATAGRAPHICS  
1144 NEPEAN HIGHWAY, HIGHETT, 3190  
TELEPHONE : (03) 556 9111

## 'ODD SPOT'

*It was April 11 and the Cashier had called on the Rate Collector for assistance with a very burly, vocal and irate ratepayer. Following the ratepayer's demands for justice our tactful and learned Rate Collector quoted almost word for word from Section 386 of the Local Government Act 1958 :*

*"No - I won't scrub the Interest!!!"*

*At this the enraged Ratepayer whipped off his coat, threw it to the floor and clenched his fists, only to be left stunned and bewildered when the Rate Collector walked around the counter, picked up the coat and handed it back saying :*

*"Don't leave your coat there mate. The floor's filthy!"*

*Bill Cane still doesn't realise just how lucky he is.*

\*\*\*\*\*

## ODD SPOT AWARD

Members will recall that our previous newsletter requested submission of entries from members on the topic: "Best Excuse for Non-Voting". The prize for the winning entry is a (full and unopened) bottle of Yalumba "Galway Pipe" port, which will be presented at our next General Meeting at the City of Brighton on Friday, May 20.

Our thanks goes to the many members who contributed items, but unfortunately space does not allow us to publish them all. Judging of the best entry at our Executive meeting at City of Caulfield on April 22, had a disastrous effect on standard meeting procedure and de-

corum, but nevertheless we present the winning entry below.

The topic for the next newsletter will be - you guessed it - "Best Failure-to-pay-the-rates-on-time" excuse. The prize again, will be awarded for the best entry.

This months winner is Andrew Sullivan, Rate Collector from the City of Springvale, who wrote the following letter to the Secretary :-

*"Dear Geoff*

*I am writing to relate an excuse for failure to vote that I think would qualify under the category of "outrageous fiction" in the inaugural Odd Spot award.*

*Much to the delight of the staff in my Department, the reply was as follows :-*

*"I was flying on a Secret Mission for NASA and was unable to re-enter the Earth's atmosphere on the date of the election."*

*Despite my encouragement, the Manager of Administration would not include in his next notice to the voter, the fact that under the circumstances, he should have lodged a postal ballot prior to lifting off."*

\* \* \* \*

We also received a fair selection of entries from members whose voters replied that they failed to lodge a vote because they were dead at the time! An Honourable Mention goes to John Humphris from the Shire of Flinders for his offering along this line, where the deceased voter, (after having told his story) was courteous enough to apologise for not signing his Form 16 notice, because he had been sorely afflicted with rigor mortis for the last five years!

**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*