



Short Courses (2 days) for Ratings Staff and Managers

NSW Rating Professionals
Inc Training Program



FEB – MAY 2010
Sydney Venue

Course outlines are on the following pages.

Course Dates	Module	Course Fee
11 th – 12 th Feb	7. Understanding Statutory Rating Requirements	\$680 + GST
25 th – 26 th Feb	1. Introduction to Local Government and the Basics of Rating	\$620 + GST
8 th – 9 th April	2. Rating Issues at the Enquiry Counter	\$620 + GST
13 th – 14 th May	7. Understanding Statutory Rating Requirements	\$680 + GST

To register, please complete a registration form at <http://www.lgti.com.au/registrations/organisation.html>.

Registration can be completed online or print/fax a form to (02) 4966 0655

Course enquiries may be directed to Training Administration on 49 222 333

Local Government Training Institute

4 Sandringham Ave Thornton NSW 2322

PO Box 137, Thornton NSW 2322

Telephone: (02) 4922 2333 Facsimile: (02) 4966 0655

Email: reception@lgti.com.au

ABN: 24 232 406 407

www.lgti.com.au



COURSE FACILITATOR

Dennis Gooley has 36 years of local government experience in a variety of roles. For 25 of those years, Dennis has been in rates with a few early years in debt recovery. Dennis has worked at Blacktown City Council, Colo Shire Council, Hawkesbury Shire Council, Singleton Shire Council, Narrabri Shire Council, Bathurst City Council and City of Ryde Council.

His current position is Manager Rates & Revenue at the City of Ryde Council.

Dennis says “I am passionate about rating which is why I taken on the training role with NSW Ratings Professionals”.

VENUE

Y Hotel Conference Centre

5 – 11 Wentworth Ave, Sydney

The venue is situated close to Central Station and has accommodation.

Please refer to the venue’s website for further venue information.

http://www.yhotel.com.au/Yhotel_conference_facilities.htm

CATERING

There is tea and coffee supplied on arrival.

Morning tea and lunch are provided on each day.

(Please advise Local Government Training Institute of any dietary requirements)

REGISTRATION

To register, please complete a Local Government Training Institute registration form at

<http://www.lgti.com.au/registrations/index.html> and submit online or you can download a form and fax to Local Government Training Institute on (02) 4966 0655

PREREQUISITES

Prior to undertaking any modules it is expected that the participant(s) is/are competent in the relevant prior modules, in particular modules 1 & 2.

Confirmation that Course Will Go Ahead

If course registrations do not reach minimum numbers, participants will be given 7 days notice of any course cancellation. LGTI is not responsible for any costs associated with travel or accommodation that may be incurred by participants.

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Module 1. Introduction to Local Government and the Basics of Rating

PART One – What Everyone Working in Local Government Needs to Know

- Understanding Local Government
- Organisational Structures Within Councils
- Communication Channels Within Councils
- Local Government and the Law
- Interpreting Statutes
- The Acts You Need to Know About
- Negligence and Defamation
- Sources of Income to a Council in NSW –and the Ideology behind the way Income is Raised
- The Department of Local Government
- The Valuer General's Office
- Policy Making Explained

Part Two – Starting off in Rating

- The Basics of Categorisation
- Calculating "Ad Valorem" Rates
- Ad Valorem Rates with Special Rates & Charges
- Introducing Base Amounts
- Minimum Rates
- An Overview of the Draft Revenue Pricing Policy and the Management Plan
- The Main Levy – What to Expect
- Options for Payment
- An Overview of Concessions
- Liability for Rates and Charges
- Occupational Health and Safety
- The NSW Rating Professionals Inc



Module 2. Rating Issues at the Enquiry Counter

PART One - Customer Service Issues

- Customer Service – from the Customer's Perspective
- Dealing with Difficult Customers
- Enquiries that Should be Directed Elsewhere and Those that Should be put in Writing
- Policy Issues Affecting Rating
- An Overview of Cashiering
- Managing Your Time and Preparing for Peak Periods
- How Enquiry Staff can Become a Link Between Customers and Management

PART Two - Your guide to Rating Enquiries

- Details on the Rates and Charges Notice and Using Your Rating File
- Counter and Telephone Enquiries with Rates and Instalment Notices
- Some Common Valuation Enquiries
- Categorisation Enquiries
- Pensioner Rebates
- Postponed Rates and Charges
- The Issue of Financial Hardship
- Some Sundry Enquiry Issues
- Overview of the Privacy and Personal Information Protection Act 1998
- Overview of changes to Water Supply, Sewerage and Liquid Trade Waste Charges

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Module 7. Understanding Statutory Rating Requirements

This is a high level module & should only be undertaken by those with a high level of understanding of rating, rating controls & what is involved.

This course takes you through the important legal issues of Categorisation, The Valuation of Land Act and the Statement of Compliance. There are also sections on how to handle applications for exemption from Rating and making valuation controls easier.

Besides practical advice on all aspects of categorisation, there is also an individual explanation of each of the major Court cases from 1993 to 2008 in easy to follow language as a reference guide. The hard work of interpreting Court judgments has been taken away - often with two or more pages devoted to a single case.

For the first time ever there is also a complete, Section by Section guide to the Valuation of Land Act in everyday language, covering every Section that has anything remotely to do with Rating, and bringing up where you may have problems using some Sections (and solutions). This will be an excellent reference guide for you.

There is a special part of the manual dealing with the Statement of Compliance in detail from the preparatory stages to conclusion, complete with "hands on" exercises. To supplement this there is a further unit on simplifying Valuation controls with the Statement of Compliance in mind.

There is another section describing what to do with applications for exemption from Rating, covering types of documents you need to see, collecting evidence, inspections and preparing a brief for a solicitor.

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