This 3-day course is particularly designed to catch temporary and replacement Rates Officers up to speed in the shortest possible time.

This course has a great deal of technical content designed to cover all aspects of the duties of a Rates Officer and includes comprehensive course notes that cover all the intricacies of a complex job.

The courses will cover

- **Exemptions** – from all rates; from all rates except water & sewer; from water & sewer only; maybe from water & sewer; appeals; administration & reconciliation.
- **Valuations** – valuation basis; valuation allowances; valuation appeals; reading the valuation advice; estimates; administration & reconciliation
- **Categorisation of land** – categorisation basis; definitions; process & appeals; administration & reconciliation
- **Rates** – types of rates; minimum rates & base amounts; the ad valorem rate; forecasting; levying & charging; part year levies; prior year rates; reconciliation & administration
- **Annual charges** – differences from rates; basis of charging; forecasting; levying & charging; part year levies; reconciliation & administration; stormwater drainage; coastal protection; Environmental Upgrade Agreements;
- **Rates Notices** – required information; service of notices
- **Payment** – pensioner rebates; allocation of payments; extra charges for late payment; discounts & other incentives
- **Collection & recovery** – collection tips; take over land for non-payment
- **Sale for non-payment** – process; auctions & reserves; payment of proceeds; Unclaimed Moneys Act
- **Department matters** – rate-pegging; certificate of compliance; pensioner subsidy claims
- **Postponed rates**
- **Write-offs**

**Please note:** This course has a high level of technical content.

**Participation:** this course will require a minimum of 8 and a maximum of 20 participants.

**Venues:** as per attached registration.

**Cost:** $1,000 per person ($1,100 including GST)

(Cancellations will attract a $110 (including GST) administration charge.)

Location details and map will be forwarded on receipt of registration.

**THE TRAINER** - **David Maxwell** is a Fellow of the Institute of Chartered Accountants in Australia and an Associate of Local Government Professionals with over 35 years experience in Local Government as Auditor, C.E.O, C.F.O and Consultant.

As author of the Coalface spreadsheet templates and Editor of the Coalface® NSW Rates Administration Cluebook®, he is acknowledged as an expert in the practical application of accounting principles and practices to Local Government situations.

Having served on the front counter, and supervised Rates Officers, he knows the questions that ratepayers ask - and this course provides the answers.
RATES OFFICER TRAINING

(Cancellations after issue of the tax invoice will incur a $110.00 administration charge.)

PLEASE USE A SEPARATE FORM FOR EACH REGISTRATION

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PLACES FOR EACH COURSE ARE LIMITED

Payment required before commencement of course

| COURSE FEE | $1,000.00 |
| ADD GST | 100.00 |
| TOTAL | $1,100.00 |

Cancellation Policy
All cancellations must be made in writing and will be subject to a $110 (including GST) administration fee. Refunds will be forwarded 7 days after the scheduled completion of the course.