



NSW
Revenue
Professionals



2023

CROWNE PLAZA
Hunter Valley

Annual Conference

3-5 April



Welcome to the NSW Revenue Professionals 25th Annual Conference

In these quickly changing times the organisers are positive that you will be presented with opportunities that will enable you to share the knowledge, skill and experiences with rating and revenue staff from other NSW and interstate councils that will prove beneficial and rewarding to both yourself and your council.

The aims and the objectives of the NSW Revenue Professionals and the Conference are to:-

- Identify any issues requiring a coordinated approach by all councils in order to make detailed and consistent submissions to the Office of Local Government and other Government agencies.
- Provide a prime opportunity for suppliers of products and services used within the rating/revenue industry to showcase their latest products and services.
- Present a wider forum for the establishment of industry 'benchmarks'.
- Provide Government Departments and Agencies with the opportunity to make presentations and receive a comprehensive indication of industry issues from all councils within the state.
- Conduct "workshops/sessions" in order to address current issues affecting the rating/revenue industry and provide a forum where Revenue Professionals can discuss issues of particular importance to their own council.
- Improve networking and communication channels between Revenue Professionals.
- Present Revenue Professionals with the opportunity to draw on "best practice" methods from all councils within New South Wales.

The Conference will focus on:

- Demonstrations of new services available to the industry from the major suppliers.
- Streamlining processes within Rates/Revenue Sections.
- Improving functionality within Rates/Revenue Sections.
- Continuing and refining the development of the established training program for rating/revenue staff.
- Establishing 'Best Practice' within the industry through new innovations, new and improved policies, and much more.



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2023 Program

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Monday 3 April 2023

- 1:00 pm** Registration
Held at Crowne Plaza, Hunter Valley from 1:00 pm to 2:30 pm and from 4:00 pm to 5:00 pm
- 2:00 pm** Trade Exhibits
- 3:00 pm** Office of Local Government
The Office of Local Government will address the conference on the progress with the changes made to the Local Government Act. This session focuses on providing an update on rating and revenue topics. Please note that no time has been allocated for questions and answers.
- 3:30 pm** NSW Revenue Professionals Annual General Meeting and nomination of Executive for 2023
Only financial members can vote at the meeting, all are welcome to attend.
- 4:00 pm** Trade Exhibits
- 7:00 pm** Ice Breaker Function
To be held at the Crowne Plaza. This will offer delegates and sponsors an opportunity to renew old friendships and make new ones in an informal atmosphere. Dress code for this function is neat casual.

Tuesday 4 April 2023

- 8:30 am** Registration
Held at Crowne Plaza, Hunter Valley from 8:30 am to 8:45 am.
- 8:45 am** Welcome and Official Opening
- 9:00 am** Presentation – Major Sponsor
Recoveries and Reconstruction (Australia) Pty Ltd is the major sponsor of the Annual Conference and will give a presentation on their services.



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- 9:30 am Local Government NSW (LGNSW)
LGNSW will address delegates on the role of LGNSW and current projects they are involved in and their local government advocacy.
- 10:00 am Morning Tea -Trade Exhibits
- 10:30 am Valuer General
Representatives from the Valuer General's office will address the conference on industry wide matters.
- 11:00 am Key note speaker
TBA
- 12:00 am Independent Pricing and Regulatory Tribunal (IPART)
IPART will address the conference on the role of IPART in the local government space. Please note no time has been allocated for questions and answers.
- 12:30 pm Lunch -Trade Exhibits
- 1:30 pm Financial Counseling
Kylie Holford will talk about opportunities to help ratepayers become more resilient in managing their debts, when under financial hardship and how to reach out to financial support services in your region.
- 2:00 pm Concurrent Session
1. **Statement of Revenue Policy** - bring yourself up to date with the new OLG guidelines to ensure your Statement of Revenue Policy is compliant - TBC
 2. **Short Term Home Stays** - an emerging issue for all councils, affordable housing and social displacement, response to the issue and impacts on land rates - TBC
 3. **Business Improvement Districts** - the government launched its new BIDs program, what is the Newcastle City Council experience with a similar program - TBC
- 2:50 pm Afternoon Tea - Trade Exhibits



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Tuesday 4 April 2023

3:20 pm

Concurrent Session

1. **Statement of Compliance** - detailed review of the catch-up of lost income and other income preservation as part of the annual compliance process - TBC
2. **Ratepayer portal** - Wollondilly Shire Council implemented their ratepayer portal in 2021, this is a case study into engaging with ratepayers via a portal - TBC
3. **Statement of Revenue Policy** - bring yourself up to date with the new OLG guidelines to ensure your Statement of Revenue Policy is compliant - TBC

4:10 pm

Rating Reference group industry update

Ian Clayton and Andrew Butcher will give an update on the progress of the Rating Reference Group and proposed next steps for guidance and training.

4:40 pm

Trade Exhibits

6:30 pm

Conference Dinner

To be held at Crowne Plaza, Hunter Valley, to celebrate our 25th year anniversary we will be hosting a 'Black-tie affair' - gowns and suits.

25 YEARS

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Wednesday 5 April 2023

9:10 am

Concurrent Session

1. **Short Term Home Stay** - an emerging issue for all councils, affordable housing and social displacement, response to the leasing issue and impacts on land rates - TBC
2. **Pension Rebates** - reflecting on the success implementing over the phone Concession Applications and who is eligible for a rebate concession - TBC
3. **Business Improvement Districts** - the government launched its new BIDs program, what is the Newcastle City Council experience with a similar program - TBC

10:00 am

Presentation – Gold Sponsor
TBC

10:15 am

Morning Tea - Trade Exhibits

10:45 am

Sponsors Presentations and Prizes
Drawing and presentation of Sponsor prizes.

11:15 am

Conference wrap up
The President will provide delegates with feedback and an overview of the conference.

11:30 am

Concurrent Session

1. **Ratepayer portal** - Wollondilly Shire Council implemented their ratepayer portal in 2021, this is a case study into engaging with ratepayers via a portal - TBC
2. **Statement of Compliance** - detailed review of the catch-up of lost income and other income preservation as part of the annual compliance process - TBC
3. **Pension Rebates** - reflecting on the success implementing over the phone Concession Applications and who is eligible for a rebate concession - TBC

12:20 pm

Lunch - Trade Exhibits

1:20 pm

RP Regional Group Meetings and Software SIG's

4:30 pm

Close of 2023 Conference