

SERVICE REVIEW OUTCOMES

REVENUE SERVICES

DETAILS OF SERVICE

Revenue Services is a service unit within Resources Service Area, Community and Organisational Development Directorate.

SCOPE OF SERVICES

Revenue Services Unit provides the following services:

- Revenue Policy and Strategy Development
- Annual Rating Strategy
- Revenue Projections
- Statutory Declarations and Notices
- Rate and Charge Generation and Notice Issue
- Management of Concessions
- Cash Receipting and Banking
- Rate and Charge Accounting and Reporting
- Debt Recovery
- Management of Financial Records
- Property Database Management
- Property Information
- Name and Address and Voter Information
- Sundry Debtor Billing

The Revenue Service team consists of 6.48 EFTs (equivalent full time), located at Council's Braeside Offices, Gross Operating Budget (before income) \$773,016

SCOPE OF SERVICES

Best Value Principle	Key Performance Indicator	Performance Result 2002 - 03	Target 2003-04
Cost Standard	Cost \$2.50 per Rate Assessment of rate levying and recovery net of income	Current costs of \$1.98 per assessment	Net cost \$2.50
Quality Standard	Percentage recovery per year of annual declared rate	97.2%	95%

Best Value Principle	Key Performance Indicator	Performance Result 2002 - 03	Target 2003-04
Quality Standard	All notices issued to allow statutory notice periods for payment	100%	100%
Quality Standard	Turnaround on Land Information Certificates	24 hours – 98% (Previous standard 3 days)	98%

Best Value Principle

Action taken

Accessibility	Revenue Services operates standard office hours 8.30am to 5.00pm Monday to Friday, excluding public holidays. Access to service information is also available on Council's web site. A full range of payment options including electronic fund transfer, internet and phone banking are available to ratepayers.												
Benchmarking	<p>The team identified the major benchmark indicator as, percentage of rates recovered. Council compares as follows:</p> <table border="1"> <tbody> <tr> <td>Manningham</td> <td>98.10%</td> </tr> <tr> <td>Maroondah</td> <td>97.20%</td> </tr> <tr> <td>Whitehorse</td> <td>96.59%</td> </tr> <tr> <td>Monash</td> <td>95.51%</td> </tr> <tr> <td>Knox</td> <td>95.34%</td> </tr> <tr> <td>Yarra Ranges</td> <td>84.99%</td> </tr> </tbody> </table> <p>(Source Council's Annual Reports)</p>	Manningham	98.10%	Maroondah	97.20%	Whitehorse	96.59%	Monash	95.51%	Knox	95.34%	Yarra Ranges	84.99%
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Consultation	<p>In addition to Annual Community Satisfaction Survey the team undertook consultation on the following matters:</p> <ul style="list-style-type: none"> ➤ Extensive public consultation on the proposal to change the Council rating system ➤ Ongoing feedback on improvements with rate notices ➤ A proposal to introduce extended rate payments options and electronic services. 												
Reporting	<p>Reporting against key service performance indicators is performed monthly and the results documented in Council's monthly performance report. This report is tabled before Council on a quarterly basis and is a publicly available document</p> <p>Maroondah's Best Value Annual Community Report of key findings and key performance target and results will be placed on Council's community web page for public viewing and will be available from one of our Customer Service Centres.</p>												