

Notice is hereby given of the

Annual General Meeting

of the
NSW Revenue Professionals Society Inc
to be held

at the Albury Entertainment Centre, Albury
Wednesday 20 March 2024 commencing at 4:15pm

AGENDA

1. Welcome
2. Apologies
3. Confirmation of the minutes – 2023 Annual General Meeting held at the Crowne Plaza Hunter Valley (attachment 1)
4. Business arising from minutes
5. President's report (attachment 2)
6. Treasurer's report (to be tabled/shared)
7. Regional delegates reports (attachment 3)
8. Election of the NSW Revenue Professionals Society Inc Executive Committee
9. General business

ATTACHMENT 1

Minutes of the Annual General Meeting 2023

NSW Revenue Professionals Society Inc
Minutes of the Annual General Meeting
held at
Crowne Plaza, Hunter Valley
Monday 3 April 2023 commencing at 3.40pm

1. Welcome – The President, Andrew Butcher, opened the meeting and welcomed all members.
2. Apologies - Nil
3. The Minutes of the 2022 Annual General meeting held at MS Teams 22 March 2022 were accepted as tabled:
Moved – Robert Hay
Seconded – Mary Klower
CARRIED
4. Business Arising from the Minutes:
Andrea Dolan – spelling error John Norris
Andrea Dolan – Canterbury-Bankstown
5. President’s report – the report was accepted as tabled.

Moved – John Norris
Seconded – Glynnnes Maxfield
CARRIED
6. Treasurer’s report – the report was tabled;
Robert Hay – what does the 5 years like look are we healthy. AB costs for the conference double since last time, we have had more sponsors come onboard, NSWRP paid for extra staff for sponsor and sweetener due to Covid.
\$13k loss, next conference will be regional and should be a surplus.

Training needs to be focused on, \$75 – (\$10-13K) all of these funds will be replenishing the training budget – 2nd session, possible free online training for new starters.

Moved – Nick Lew
Seconded – Brad Filmer
CARRIED

7. Regional delegates reports - the reports were accepted as tabled
Received reports from most regions, a late table from Emma Murphy – Northwest group

Moved – Andrea Dolan
Seconded – Dennis Gooley
CARRIED

8. The results of the election of the NSW Revenue Professionals Society Inc Executive Committee were announced as follows:

Jane has retired from Council life and Wendy Robinson has been nominated to replace Jane.

All Regional Executive members nominated were deemed elected:

- 1) Wendy ROBINSON Queanbeyan – Palerang
- 2) Tracey WALKER Wollongong
- 3) Ian CLAYTON Mid-Western Regional
- 4) Emma MURPHY Inverell
- 5) Seon MILLSTEED Tamworth

All Metropolitan Executive members nominated were deemed elected:

- 1) Andrea DOLAN Canterbury-Bankstown
- 2) Suzi FLYNN City of Sydney
- 3) Andrew BUTCHER Campbelltown
- 4) Brad FILMER Blacktown

9. General business:

Donna (Bathurst) – encourage people to sign up for membership what you get for membership fees. May advertise at the conference what is available.
Andrew Butcher, we did consider a member and non-member fees for training, and we will follow suggestion up.

Glynnes Maxfield (Lane Cove) – talk to people whilst they are at conference and sign up at that time.

Could it be included as part of the conference registration

Frances (Randwick) – training with new starters, will you be reaching out to the industry for input to the training content.

Andrew Butcher discussed what we are considering, email suggestion to admin@rp.nsw.gov.au

Robert Hay (Ryde) – would like to thank President for his contribution this year.

The meeting concluded at 4.02 pm

ATTACHMENT 2

President's Report 2023



In this my sixth year as President, I continue to reflect on the hard work respect and dedication from my peers. In particular, the respect I have for John Towers with his 20 year commitment, and more recently, Robert Hay for his ongoing support. Their dedication and contribution to this organisation has formed a foundation of professionalism second to none in Local Government today. The integrity, diligence and prudence instilled by former presidents John and Robert continues to be the path on which the NSW Revenue Professionals Inc Society (NSWRP) has been established and will remain as my focus into the future.

The Executive Committee provides an enormous amount of support to the NSWRP and the whole revenue/rating sector, much of which is unseen. The Executive Committee in its collaboration with the sector will continue to maintain our position at the forefront of local government. It is not only a privilege, but an honour, to represent the NSWRP for the last 12 months, something that I am personally very proud of.

In the last 12 months our NSWRP has been significantly involved in some very public and high level matters, on some occasions being asked to contribute directly into documents used by key agencies. Highlights of this engagement within the sector are as follows:

- Office of Local Government (OLG) – support the guidance and possible regulations drafting following amendment legislation that is pending assent. Commenced stage 2 engagement with technical advice through the 'Rating Reference Group'. Provide ongoing support to updates of the Statement of Compliance workpapers.
- Local Government NSW (LGNSW) – continually engage with LGNSW on matters as they arise, the most significant have been regarding the amendments to the Act, and IPART's review of the rate peg methodology. The Executive Committee continues to advocate alongside LGNSW on establishing clear technical guidance for council staff.

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- Valuer-General (VG) – engaging with VG staff on the Valnet 3 project and supporting the feedback process, representatives continue to attend NSWRP Executive Committee and provide updates as well as take on requests from attending members.
- Independent Regulatory and Pricing Tribunal (IPART) – during the year the IPART has engaged with us on the rate peg methodology. The IPART introduced for the first time a rate peg that recognises population growth on a council by council basis, this will be considered as part of the rate peg methodology review alongside a number of other factors identified in the Governments Terms of Reference.

The Executive Committee met four times during the year three meetings held at Rydges in Campbelltown and one meeting at Shoal Bay Ramada. I would like to thank all members of the Executive Committee for their assistance and support throughout the year:

Vice President	Ian Clayton
Secretary	Tracey Walker
Treasurer	Suzi Flynn
Committee members	Andrea Dolan Emma Murphy Wendy Robinson Seon Millsted Bradley Filmer

We have had a few changes within the 2024 Executive Committee with one member resigning and one changing from Regional representation to Metro. Jane Steiger is no longer employed by a local council and has taken a role with Atturra, a company that provides technical support to the sector. Accordingly, Jane may not hold a position on the Executive Committee and is currently transitioning her knowledge and skills in a bookkeeper capacity. Suzi Flynn resigned her role on the Committee to focus on a secondment role within the City of Sydney. Suzi's skills and knowledge have been missed on the Executive Committee and I hope that she will return at a future date.

We welcome Tracey Walker as a Metropolitan representative following her move from Wollongong to Sutherland Shire. Kristy Nutschig has been nominated as a Regional representative and will be fantastic new member to the Executive Committee, on behalf of the group a warm welcome to Kristy. Turnover is healthy and new people often bring new ideas and challenge the way we operate, and I would recommend members consider participating on the Executive Committee.

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The training program normally delivered by Dennis Gooley continues to be suspended due mainly to amendments in the legislation and pending guidelines or regulations that need to be incorporated into an updated training program. The Committee has been to the market to source a new training partner, so watch this space as a new and exciting training module is on the horizon.

The website continues to be very well utilised and I would encourage every member to search for information, subscribe, post questions and provide feedback on future development. The site is an excellent tool in disseminating information to members in a timely fashion on everything from when the next training sessions are on to sharing information on council's experiences. The amount of discussion and content is pleasing, and I hope that it continues to be used in this respectful and professional way. For a modest membership fee of \$38.50 it represents outstanding value for money.

Thank you to Andrea Dolan and Ian Clayton. Andrea, for your prompting and invaluable assistance in the coordination of the conference, speakers and their presentations, filtering emails, preparing the conference bags, associated material, and prioritising requests for information. Andrea has truly stepped up her involvement and is invaluable in doing all the hidden but necessary tasks to make the conference a success. Ian, for your invaluable and comprehensive knowledge and support with matters associated with regional NSW councils. I am in awe of the complexities managed by our regional councils, in particular with water and sewer management, thank you to you both.

As previously mentioned, the NSWRP is in great shape due to the dedication and support of all members. I also wish to acknowledge the skill and cooperation of all committee members which is something we should all be proud of. Without these people and their hard work, the NSWRP would not be as well placed as it currently is.



Andrew Butcher
PRESIDENT

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ATTACHMENT 3

Reports by Regional Delegates 2023



NSW
Revenue
Professionals

Mid-North Coast

Advancing professionalism in rating for the Councils of Midcoast Council • Port Macquarie -Hastings Council • Kempsey Shire Council • Nambucca Shire Council • Bellingen Shire Council • Coffs Harbour City Council • Clarence Valley Council

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Chairpersons: Mary Klower - Port Macquarie-Hastings Council
Nicole Poe- Kempsey Shire Council.

Secretary: Anita Ferguson/Maria Devoti

The Mid North Coast Revenue Professionals have met three times this financial year, spreading the meetings between Port Macquarie and Kempsey. The group also have chats with all members prompting discussions on the many issues affecting Rates and Revenue and is a good support for all members.

Some of the items discussed during the past year include:

- ◆ Rate Levy
- ◆ Rates Forecasting
- ◆ Pro-rata rating and service charges
- ◆ Trade Waste
- ◆ Notice of Sales
- ◆ Sale of Land for unpaid rates
- ◆ Templates for Rates Notices
- ◆ Occupancy certificates and charges.
- ◆ Water - pension rebates

Guest Speakers

- ◆ No Guest Speakers this financial year.

Meetings continue to be well attended and the topics discussed are varied and relevant to our regional Council area.

Mary Klower
Port Macquarie-Hastings Council Representative.

Annual Report 2023

The Northwest NSW Revenue Professionals aimed to meet 2 - 3 times per year, which was achieved in 2023. Meetings were held in March and September, in the centrally located town of Bingara in the Gwydir Shire.

A meeting was held in March with five (5) Councils in attendance (in person), at this meeting it was agreed that Councils would have the option to attend in person or virtually, in an attempt to increase numbers.

At the meeting held in September, eight (8) Councils attended the meeting (6 in person and 2 virtually). Some members who attended this meeting, were relatively new to Council and or rating.

Some of the items discussed at the meeting and via other communication methods throughout the year have included:

- Pensioner rebates and pensioner claim
- Issuing of refunds for credit balances
- Centerpay credit balances
- Land Revaluation
- RP Meetings (increase numbers)
- RP and E-Matrix training
- Council owned land (rates and charges)
- Permissible Income
- Funded conservation agreements
- National Debt Helpline
- Revenue NSW
- Software providers
- Online payment portals
- Debt recovery agents

Members of the group continue to support each other with phone calls and emails regularly.

The group has scheduled a meeting for February 2024.

Emma Murphy - Inverell Shire Council
On behalf of the Northwest Group

Annual Report 2023

The Panorama Group conducted an online meeting and regular communication was maintained via email and phone between members throughout the year. Rating issues discussed affecting both our individual region and state wide issues including:

- Rating of Wind Farms & Solar Farms
- NSW Revenue Professionals Conference 2024
- FESL updates
- State Executive Updates
- IPART enquiry into Council's financial modelling
- OLG and amendments for regulations to be gazetted.
- Build to rent housing.
- Community improvement districts

Thanks to Ian Clayton from Mid-Western Regional Council for providing updates from the State Executive and passing on our concerns/questions to them.

Congratulations to Diane Sawyers on her recent retirement from Local Government. Thanks for your contributions and input to our group. We wish you every happiness in your new adventures.

Thanks to the State Executive team for their time, effort and hard work in advancing Professionalism in Rating and Revenue for NSW Local Government.

As in most years, the New Year will bring new challenges. We must all remember our professional body/group is only strong if it presents a united front and receives support from everybody within the group.

Our office bearers for the year were Chairperson: Nicholas Lew and Secretary: Diane Sawyers.

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The Far North Coast NSW Revenue Professionals group met via MS Teams meetings twice during the 2023 calendar year, on 1 March 2023 (hosted by Tweed Shire Council) and on 23 November 2023 (hosted by Kyogle Shire Council). Our regional group did not meet in 2022 due to the floods. Our intention is to meet twice each year.

The 2023 topics covered were as follows;

- **Flooding impact on new 2022 land valuations**
 - Council's that had comparative data discussed the impact of the 2022 flood events in our region on new land valuations.
- **Waste Management Facility – Voucher System**
 - Tenterfield Shire Council prompted a discussion about how other councils have implemented resident voucher systems.
- **Short Term Holiday Letting (STRA)**
 - The group discussed categorisation of STRA properties and the definition of B&B's, guest-houses and the like. The group agreed that residential would be the most appropriate categorisation under the LGA in most cases even though the equity was questioned.
 - Councils acknowledged the NSW Government actions to regulate STRA's in an attempt to improve permanent housing supply and improve housing affordability. Lack of affordable housing is a significant issue facing some FNC councils where tourism is a major industry.
- **Rate Pegging Calculation Methodology**
 - We debated the new rate pegging calculation methodology (i.e. supplementary valuation and population growth) and compared limits.
- **Forms Express – Payment Facility Presentation**
 - Mailing house company Forms Express presented their FlexiPay payment platform to group members during the 23 November 2023 meeting.
- **Flood Affected Properties**
 - We discussed the effect of the 2022 floods and current actions by NSW Reconstruction Authority (but backs etc).

- **Rates and Charges applicable for sporting clubs on Crown Land**
 - Kyogle mentioned a situation where a sporting club requested waste service for their clubhouse. The clubhouse is on Crown Land but the land was not under a license agreement. The group agreed the club was not a ratepayer and suggested alternatives to rating such as issuing a sundry debtor invoice or suggested the club engage a private contractor.

- **Multiple Occupancy Development (MUD) Properties – Charging Policies**
 - Byron asked other councils to outline their charging policies for multiple occupancy properties as Byron base water/sewer on water meters and rating assessments. Only 1 DWM charge is mandatory per assessment. Most councils levy charges based on occupation or tenement which the group agreed is more equitable.

Steve Ansoul (Byron Shire Council)
NSWRP Far North Coast Group - Member

SEMRSIG Group

South East Metropolitan Rates Special Interest Group

Thursday, 23 February

9:09am - 3:02pm

Randwick City Council

Meeting called by: SEMRSIG Group **Type of meeting:** Rates Special Interest Group
Facilitator: Fernanda Maruyama (FM) **Note taker:** Keanu Kaulima-Tongahai (KKT)

Attendees:

- Bayside Council** – Sally Fernandez (SF), Priska Juventia (PJ)
- Canada Bay Council** – Ken Wang (KW), Balaram Parajuli (BP)
- Canterbury Bankstown Council** – Andrea Dolan (AD), Jade Walker (JW), Christine Hall (CH)
- City of Sydney Council** – Amit Anand (AA)
- Georges River Council** – Maria Markovski (MM), Gina Klianis (GK)
- Randwick City Council** – Fernanda Maruyama (FM), Gail Johnston (GJ), Rita Vella (RV), Keanu Kaulima-Tongahai (KKT)
- Strathfield Council** – Jason Symons (JS)
- Sutherland Shire Council** – Djana Poblete (DP), Anna Maunder (AM)
- Waverley Council** – Paul Manalang (PM), Morris Costa (MC)
- Woollahra Municipal Council** - Harry Lambrou (HL)

Local Government Amendment Act 2021 (NSW)

- Categorisation of holiday housing (specifically Airbnb)
- Due to closer proximity to beaches, higher number of Airbnb's (Randwick City Council)
- Possibility of charging higher rates for holiday housing due to disturbance to community
- Special rates and restrictions surrounding Airbnb's
- Must be listed for 100+ days as holiday rentals to attract bed tax
- As per the Act they need to adhere to waste charges (possibility of charging the business if refusing)
- To determine if the property is being rented out annually or month-by-month basis (seasonal basis)
- Unable to identify property address due to Airbnb policy

- Introduction of new category - Environmental Land Category
- Applicable only to National Parks
- Charges will be defined as an effective date in the next rating year
- To be discussed at Revenue Conference, 2023

Minutes

Agenda item: Popular/Efficient Payment Options provided to Customers/Ratepayers **Presenter:** Waverley Council

Discussion:

- Usual methods of payment include Bpay, Bpoint, Direct Debit, Online, Phone, Post Office, Mail or In Person
- These payment options are predominantly used by majority of Councils in SEMRSIG Group
- Canterbury Bankstown Council use Payreq (autopay system) and advise they haven't (as of yet) experienced any Council issues using this system
- Only issue to arise from residents using Payreq - they've forgotten that they've set up automatic payments
- General consensus - Bpay and Bpoint are the main methods of payment

Agenda item: Change of Ownership and Postal Addresses Automation / LRS Incomplete Addresses **Presenter:** Waverley & Strathfield Council

Discussion:

- Not many Councils opt for an automated system for processing Change of Ownership as they are unable to review the data before it's uploaded to the system

- Authority is used by few Councils to process Change of Ownership (however if there is more than one lot number, the system doesn't work)
- Those who use an automated system still check it manually after it's been downloaded
- It's indefensible in court and a legal risk to use common sense and change the mailing address yourself
- Contact is made with the solicitor and/or conveyancer to get the correct mailing address
- One file a day is downloaded from Land Registry Services, but this differs for other Councils
- Issue of Mr. and Mrs. not being included in Change of Ownership (either having to guess or leave blank)
- As the data is coming from Land Registry Services, it was agreed that they should be held accountable for the information that is provided

Conclusions:

Suggestion of a group letter to be drafted to Land Registry Services to address issues aforementioned

Action items	Person responsible	Deadline
✓ Draft letter to Land Registry Services	Fernanda Maruyama	N/A

Agenda item: Abandoned Properties – Have the new rules affected your Council? Presenter: Sutherland Shire Council

Discussion:

- Person who set agenda item, not present at meeting (unable to determine what detail is needed from item)
- Abandoned properties result in residual lots, accumulation of rates, parcels of land to be sold
- Due to back of property alleys (dunny lanes), being non-rateable most Councils are unsure as to what can be done with them (no set process, each Council to handle differently)
- Requests for amalgamations are being sent to Property rather than Rates (separate requests can be sent but agreed should be sent to Rates in the first instance)
- Valuer General to continue to provide part lot values (necessary to still include these values on your asset register)
- Recommended to contact either Paul Barber or Hardik from Valuer General for further information/assistance

Agenda item: What practices can be implemented to ensure Ratepayers are not committing fraud? Presenter: Strathfield Council

Discussion:

- Centrelink verification checks should be done every 6 months if not every quarter
- Centrelink verification checks can only be searched by suburb and postcode
- Councils have an obligation to inform Centrelink of ineligibility
- There's no algorithm in Pathway that can detect a duplicate Customer Registration Number
- False statements on Pensioner Concession Applications result in a \$2220 fine – the responsibility of who is issuing this fine is unclear

Agenda item: Pensioner Rebates – Gold Card Acceptance Presenter: Randwick City Council

Discussion:

- If experiencing issues with Gold Card users, refer back to Centrelink for more information
- War widows need to be receiving income support supplement to receive Pensioner Concession Card
- If a pensioner is in an aged care facility, advised to not extend rebate (but if a pensioner is moving temporarily into an aged care facility and moving back in, the rebate can stay)
- If a pensioner has vacated the property and the land is vacant and not being rented out, Council will extend the rebate for two years (Sutherland Shire Council)
- A change of address is an automatic cancellation of the rebate
- Pensioner Concession Applications have increased at Bayside Council (all other Councils have decreased)
- If an account has arrears and the rebate has been applied back to the account, the debt recovery process commences (excluding Randwick City Council)
- Commonwealth Seniors Health Card is accepted in lieu of a Pensioner Concession Card (Strathfield Council)

Agenda item: **E-Pathway Direct Debit** **Presenter:** **Randwick City Council**

Discussion:

- So far, no Councils are using E-Pathway Direct Debit (Randwick and Bayside unable to get it off the ground)
- Current issues include, must be a registered user on Council's website (most applicants are deterred by this)
- Advised by IT that a name key and not the assessment number is to be used to identify an account (Randwick City Council)

Agenda item: **Does anyone encourage customers to update their contact details with Council for either Rates or Sundry Debtors?** **Presenter:** **Georges River Council**

Discussion:

- Some Councils will send notices for overdue accounts (these include promotional advertisement for various payment options)
- Suggestion of introducing a mandatory field for a resident's email address when changing details online
- Contact details are mandatory otherwise system doesn't allow you to progress (Canterbury Bankstown Council)

Agenda item: **Rate in the \$ - Residential vs Business** **Presenter:** **Randwick City Council**

Discussion:

- A draft Operation Plan has to be put to the public for consultation before businesses can be charged a higher rate
- This would result in an increase of up to \$500-600 for businesses instead of residential properties
- Rating structure needs to be updated for new categories to be introduced (kept simple but expand)
- Overall the decision for businesses to be charged at a higher rate instead of residential properties can happen but it's an internal decision and needs to be discussed with your manager (Chief Financial Officer, Director)

Agenda item: **Aboriginal Land Council – Non-rateable but rateable when Leased** **Presenter:** **Randwick City Council**

Discussion:

- Advised to refer to internal legal counsel for further information
- Received no communication from RTA (Transport for NSW) regarding issue
- As it is Crown Land (if the business is still registered), debt recovery is still prominent and should commence

Agenda item: **Writing-off Rates due to Hardship** **Presenter:** **Randwick City Council**

Discussion:

- Due to legislation, Rates are never cancelled
- Legislation states that Council **may** but never cancel (Council's interpretation of this legislation is seen through the Rebate, Pensioner Concession)
- A letter from a resident's accountant showing hardship is requested (Woollahra Council)

Non-agenda item: **Valuer General Enquiries** **Presenter:** **Woollahra Council**

Discussion:

- Spokesperson at VG said Customer Service Officer at VG advised resident that they had to submit their objections otherwise their Rates would double (objections can be submitted up until April)
- This resulted in a massive influx of objections from residents

- Recommended to contact Tracey Walsh at VG if you have any enquiries
- Council can object to objections but at the end of the day, instructed to refer any enquiries back to VG

Non-agenda item: **How are you tracking new developments in your LGA?** **Presenter:** **City of Sydney Council**

Discussion:

- General consensus, through rating categorisations
- How often categories are reviewed can assist in categories being correct
- Some Councils have made it mandatory to include on a s.603 Certificate – what is the current use?
- Referring to internal food inspections can assist with identifying residential places that are trading as a business/shop
- Waste department can remove their bins if categorised incorrectly (this will force their hand to decide)

Non-agenda item: **Section 603 Certificate Delegation**

Discussion:

- Two-officer authorisation is prevalent at most Councils
- S.603 certificates are done electronically, drafted by one officer and finalised in Pathway – this is an overnight process (City of Sydney Council)
- A supervisor or team leader's signature is on the certificate but a Senior Rates, Finance Officer (or equivalent to) can final print it
- Suggestion to implement Rates Teams sign off on all Rates Letters (instead of individual sign off)

Non-agenda item: **Pensioner Accounts Accruing Rates** **Presenter:** **Randwick City Council**

Discussion:

- Legal action can be taken on Pensioner accounts (AD - Canterbury Bankstown Council)
- Refer to your own legal counsel if further action is to be taken
- If approaching 19 years, you can write to them asking for payment advising you can go legal
- Soft approach to be carried out (not allowed to use threatening language)

Non-agenda item: **Refunds** **Presenter:** **Randwick City Council**

Discussion:

- If a payment is accidentally paid before the instalment is due, it shouldn't be refunded because the policy is, either due **on** or **before**
- Suggestion to introduce this rule and charge to save on time spent authorising refunds (Randwick City Council)

Discussion: **General Business**

- **Closure of last paper mill in Australia and what/how this may impact our printing costs:**
 - Further push to transition to electronic notices/delivery
 - General consensus is, PML is consistent and works accordingly for each Council
- **E-Pathway Direct Debit** (Refer to start of page 3)
- **Next Meeting Information and Revenue Conference, 2023**
 - Next meeting location and details, to be confirmed by Canada Bay Council
 - Revenue Conference, 2023 to be held on Monday, 3rd April to Wednesday, 5th April (Crowne Plaza Hunter Valley)

Other Information

Apologies:

- Johanna King (Canterbury Bankstown Council)
- Osman Balihodzic (Canterbury Bankstown Council)
- Cherie Murie (Sutherland Council)
- Jacqueline Wang (City of Sydney Council)
- Waldi (Inner West Council)
- Julie McKenzie (City of Sydney)
- Sid Ali (Waverley Council)
- Suzi Flynn
- R Nolan
- Johanna King
- Layla Zein
- Greg Byrne (Private)
- Julie McKenzie
- Brian Austin
- Shraddha Rana



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Sydney North Group

The Sydney North Group comprises of Hornsby, Hunters Hill, Ku-ring-gai, Lane Cove, Mosman, North Sydney, Northern Beaches, Ryde and Willoughby Councils.

Annual Report 2023

The Sydney North Group comprises of Hornsby, Hunters Hill, Ku-ring-gai, Lane Cove, Mosman, North Sydney, Northern Beaches, Ryde and Willoughby Councils.

It has been a busy year with a lot going on. We managed a meeting at Mosman in June 2023.

Topics of interest discussed were:

- Objections
- IPART Review
- Calculation of notional income
- Centrelink Verifications
- Environmental Upgrade Agreements
- NSWRP Executive Update

In addition to meetings it is very easy to reach out to the group if help or an opinion is required.

Thanks to all our members for your involvement in the last 12 months.

Regards

Glenn Fitzgerald