



**AUSTRALIAN RECEIVABLES LTD
&
REVENUE MANAGEMENT ASSOCIATION**

PRESENT

LOCAL GOVERNMENT TRAINING – MODULE 1

'DEBT COLLECTION DEMYSTIFIED'

Date: 22nd October 2003
Venue: Metropolitan Local Government Venue
Time: 1.00pm- 5.00pm
Cost: FREE

AGENDA

- 1.00pm** Registration
- 1.15pm** Overview of the Local Government Act- How and who actions overdue rates
- 1.30pm** Review of Recovery Options under the Local Government Act- including Solicitors letters, rentals demands(S177), arrangements, field calls.
- Glossary of Debt Collection Terms and definitions
- Payment options - making it easy for the ratepayer to pay.
- Local Law – exploring the full recovery of charges incurred as part of debt recovery.
- Collection agents- their roles, services and options
- Future programs- Help Desk, Legal enquiry, association data management and consolidation, rates workshops***
- 2.30pm** Workshop – “Activity” the timing, frequency and format of rates follow up.
- 2.45pm** Afternoon Tea
- 3.00pm** Magistrate Court recovery process and options - Issuing a legal complaint and timeframes
- Enforcement options
- Defended matters – Process outlined (including preparation requirements)
- Section 181- Sale of Property (vacant and occupied properties)
- 4.15pm** Question Time
- 4.30pm** Presentation of Certificates to all attendees
- 4.45pm** Drinks and nibbles

PRESENTERS INCLUDE: Harwood Andrews Lawyers, Receivables Industry Executives, Local Government Executives



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Local Government Training Module 1, *‘Debt Collection Demystified’*, is to be held at a metropolitan local government venue on Wednesday 22nd October, 2003, from 1.00pm to 5.00pm.

This is a FREE industry based training module so places will be limited.

To register your interest, please send the slip below to ARL- P.O. Box 56, Collins St West, Melbourne 8007 or email: rma@australianreceivables.com.au



LOCAL GOVERNMENT TRAINING MODULE 1 ‘DEBT DEMYSTIFIED’

Council Name _____

Address _____

Name of attendee/s _____

Phone _____ **Fax** _____

Email _____

Total Number of Attendees _____