



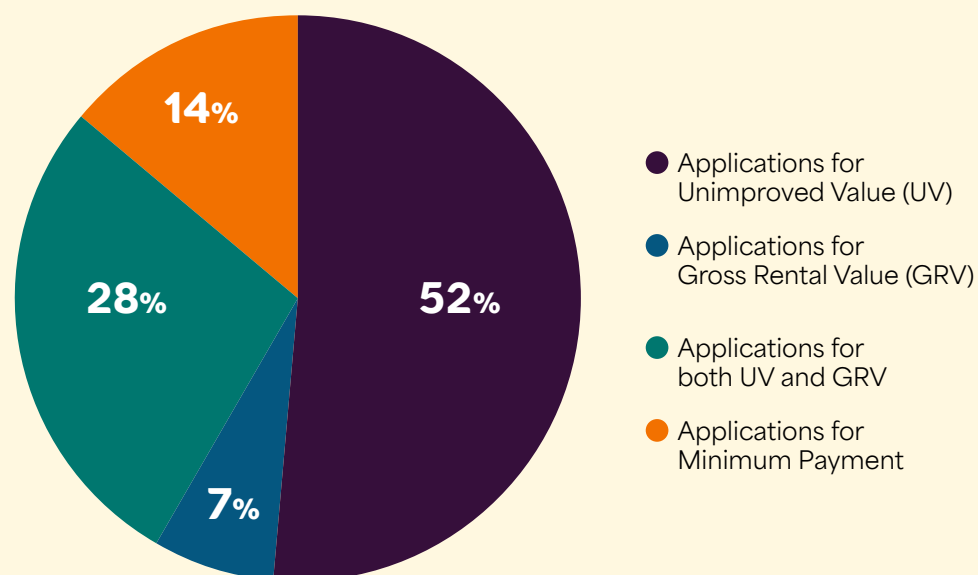
Differential rate and minimum payment applications 2024: Statistical analysis

Of the **28** differential rate and minimum payment applications received this year:

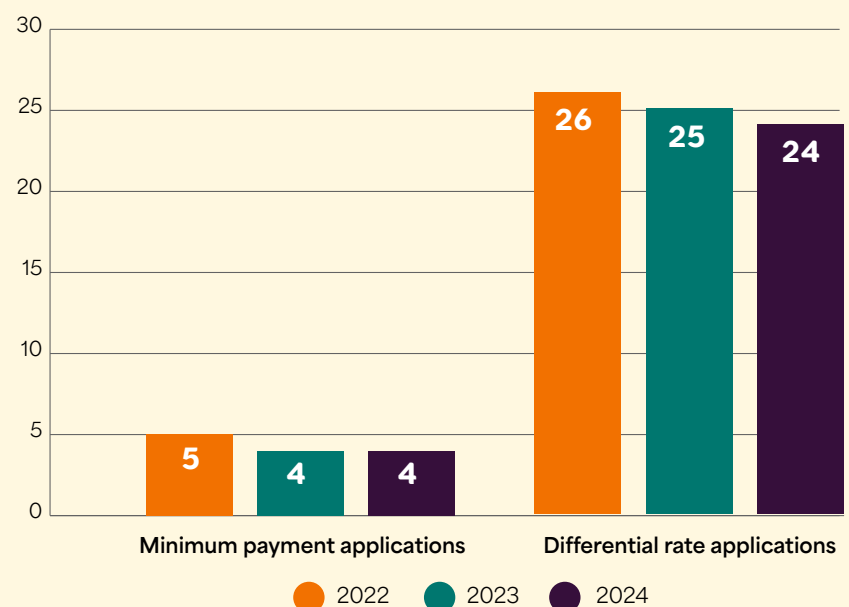
- **24** applications were for differential rates and 4 were for minimum payment.
- **1** application was for both minimum payment and differential rates approvals.
- **96%** of local governments that submitted an application in 2024 also made an application last year.
- **64%** submitted online applications, indicating that the online application platform was utilised more than the previous year.
- The Department of Local Government, Sport and Cultural Industries (DLGSC) will continue to review the online submission process.

This year, DLGSC received one fewer applications compared to 2023, and 2 fewer than 2022.

Types of applications received 2024



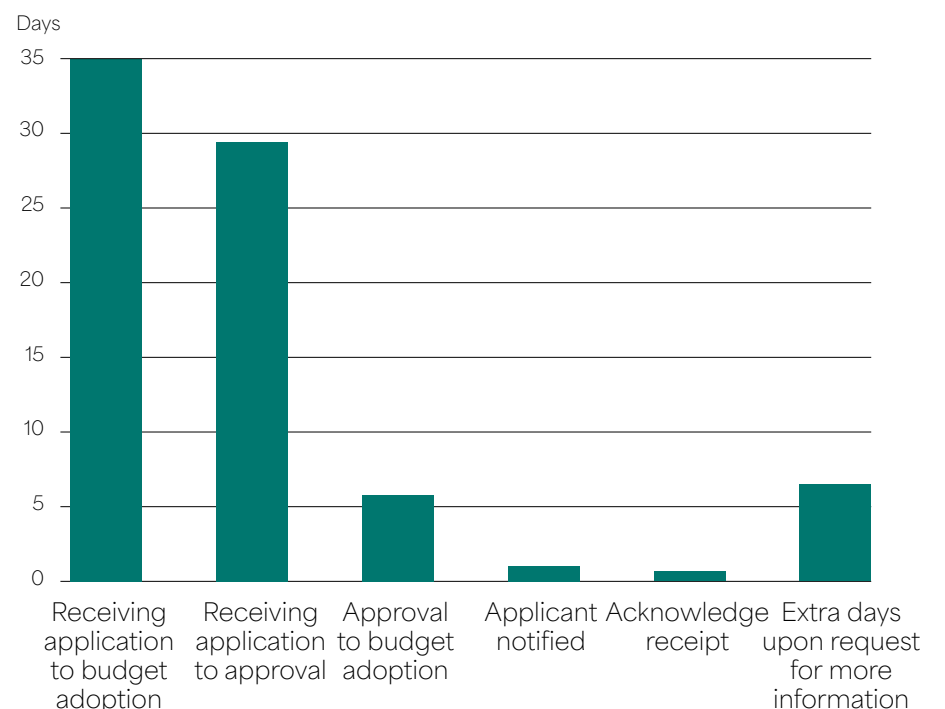
Application numbers remain steady over the past 3 years



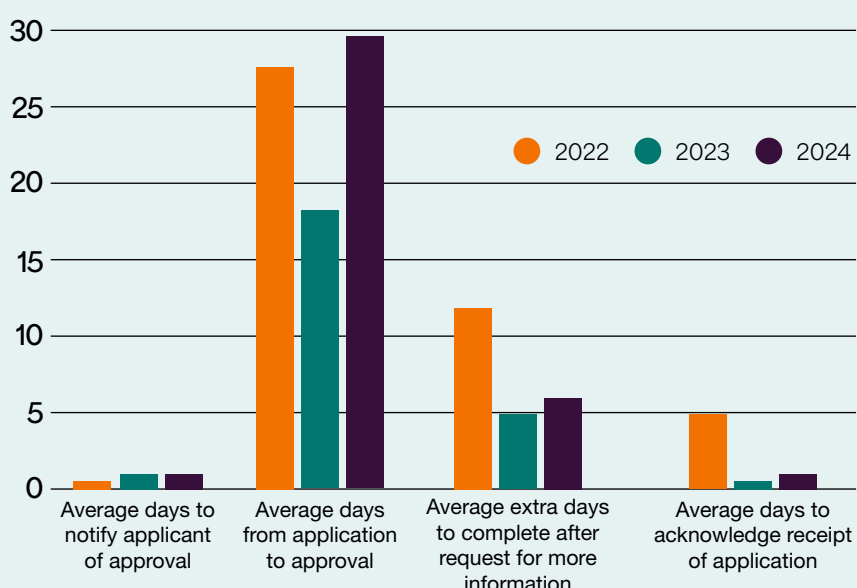
DLGSC advises local governments to allow **21 days** for their complete application to be processed.

On average:

- Local governments submitted their applications **35 days** prior to their budget adoption date.
- Local governments received their letter of approval **5.5 days** before their budget adoption date.
- Local governments were advised of their application outcome within **1.5 days** of approval.
- An incomplete application took an extra **6 days** to process.
- Receipt of application was acknowledged within **one day** of lodgement.



Comparison of processing times



In comparison to last year, DLGSC achieved similar processing times:

One additional day to complete an application following a request for extra information.

Zero change of days to acknowledge receipt of the application received.

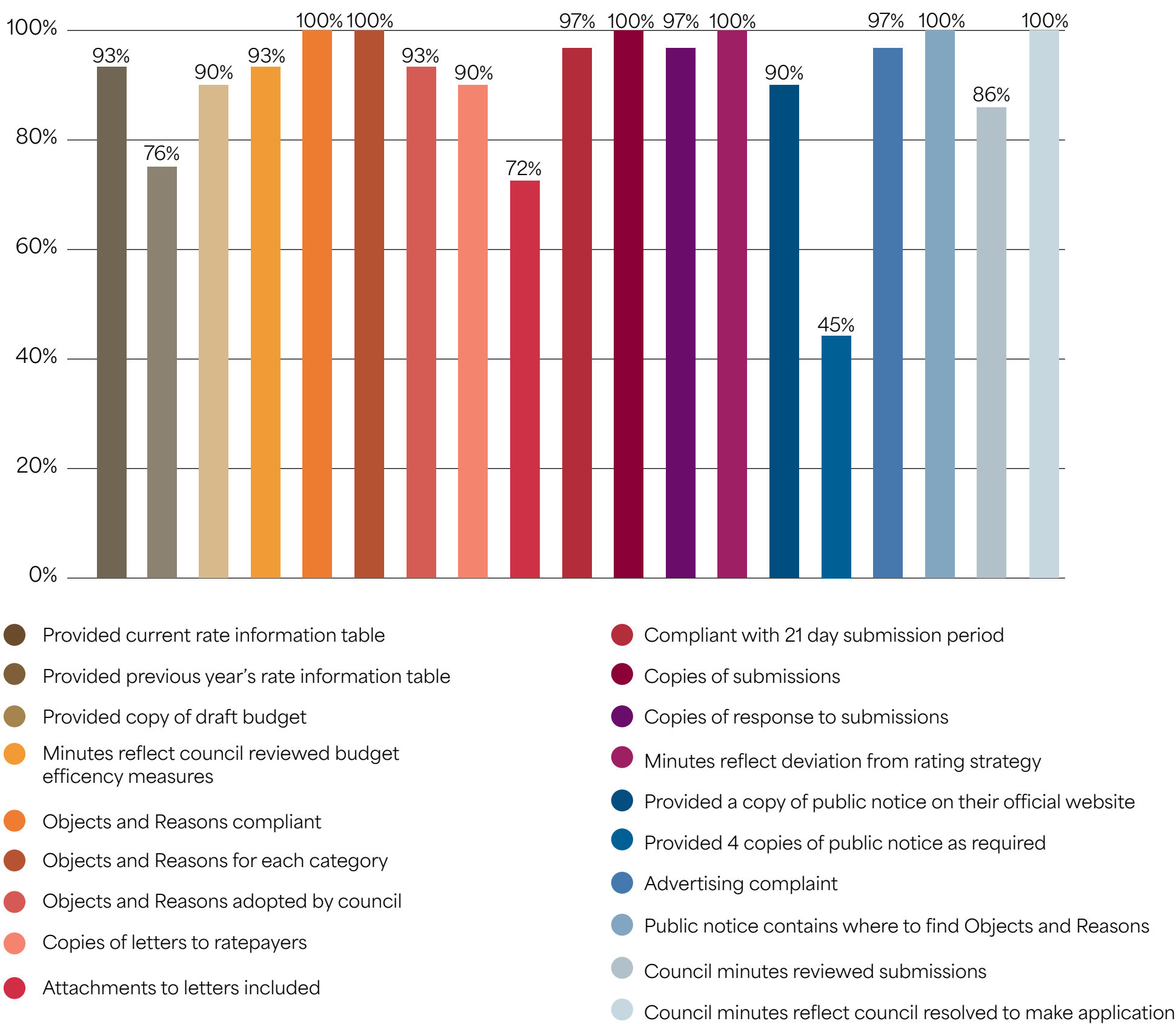
Zero change of days to notify the applicant of approval.

Supporting documentation

Differential rating and minimum payment applications require supporting documentation to be submitted addressing each of the matters identified under the key values of objectivity, fairness and equity, consistency and transparency.

DLGSC assessed each application, and their submissions to evaluate areas for improvement.

Documents submitted in 2024



The following supporting information was insufficient or missing from the applications received:

55% of local governments did not provide sufficient evidence of public notice as required in the Minister's Policy for Giving Notice.

28% of local governments did not provide all attachments to the letters sent to ratepayers.

24% of local governments did not provide a copy of the previous year's rate information table.

Giving public notice

Prior to 2023, local governments typically provided one source of public notice. In preparation for 2024, DLGSC undertook webinars and circulated information, and notices to the local government sector, regarding the requirements of the Give Notice Policy, aligning with Regulation 3A(2) of the Local Government (Administration) Regulations 1996, and Section 6.36(b)(ii) of the *Local Government Act 1995*. As of November 2021, the Act provides that notice should be published on the official website of the local government and in at least 3 of the prescribed ways:

- a district newspaper
- a WA newspaper
- by email, text or similar electronic means
- on a local government’s social media account
- notice boards at local government offices and each local government library in the district.

Public notice should be published after **1 May 2024** in the relevant year and allow a closing date for submissions which is at least **21 days** after the day on which the notice is published.

This year:

14% more local governments provided all 4 forms of public notice with their application in comparison to last year. However, **55%** of local governments did not provide all **4 forms** of public notice with their application, even though **97%** of local governments did complete the requirements of public notice advertising. This meant that DLGSC needed to request the additional information, which impacted the processing times for applications.

Attachments to letters to ratepayers

If there are fewer than 30 ratepayers who will be subject to the differential general rate, each affected ratepayer must be informed in writing by the local government. As part of the consultation, the ratepayer must be provided:

- a copy of the [Rating Policy: Differential Rates](#)
- a copy of the local government’s Objects and Reasons.

The letter to the ratepayer must advise:

- The differential general rate that will apply to the ratepayer’s property.
- The differential general rate that applied in the previous year for comparative purposes.
- An invitation to the ratepayer to make a submission regarding the proposed differential rate within a 21-day submission period.

When submitting an application, the local government should provide a copy of **each** individually addressed letter to the ratepayer and provide evidence that the ratepayer has been provided a copy of the above documents to ensure transparency and efficiency.

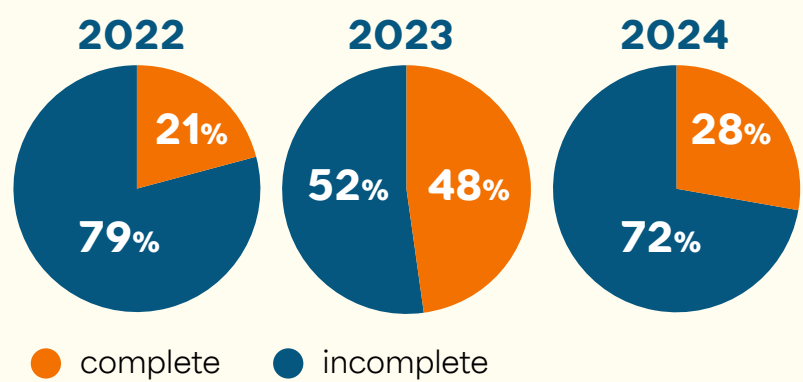
Rate information table

This year DLGSC requested a copy of the rates information table for the previous year for 24% of applications received.

A [rates information table template](#) has been published on the DLGSC website for local governments to input the necessary information for assessment.

An assessment of application cannot be made without the current and previous years rates information.

Complete applications



28% of applications were submitted with all attachments included for 2024.

52% of applications needed further documentation to be submitted for 2024.

In comparison to last year, DLGSC achieved similar processing times:

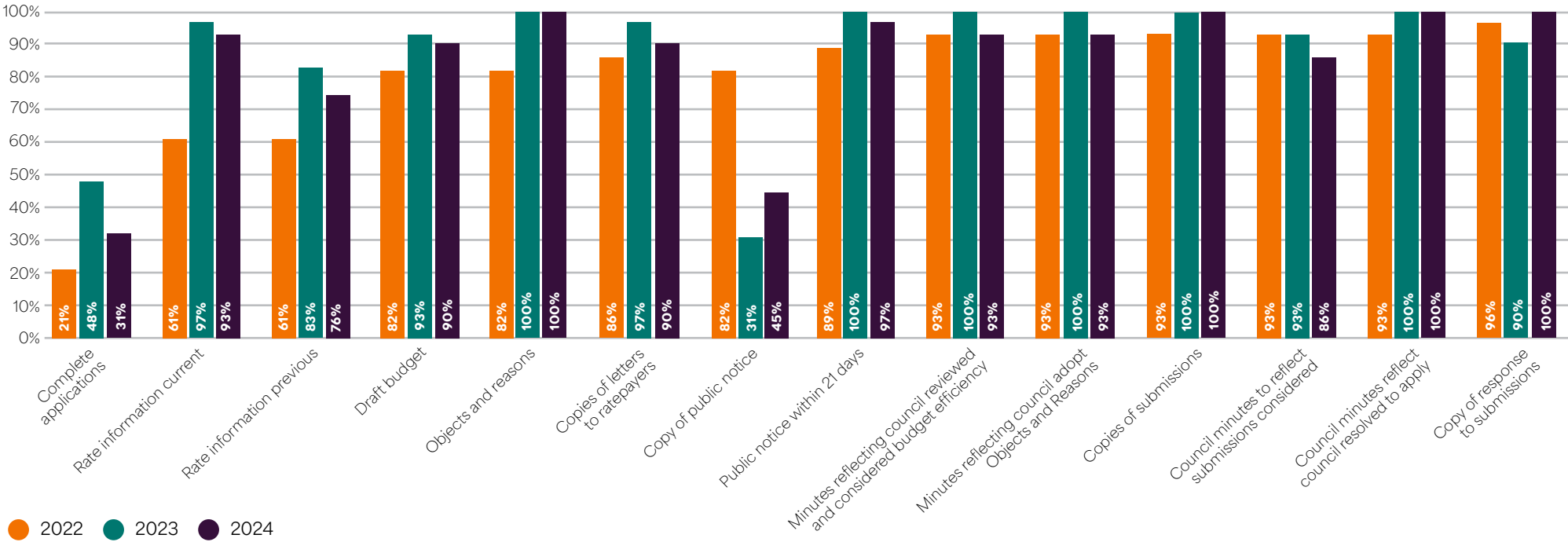
- 34%** more local governments submitted their application(s) online.
- 100%** of local governments provided sufficient Objects and Reasons for each rating category.
- 7%** more local governments provided their responses to their ratepayers’ submissions.
- 14%** more local governments provided all 4 forms of public notice with their applications.
- 10%** more local governments were compliant with the Give Notice Policy.

Areas requiring further improvement compared to last year:

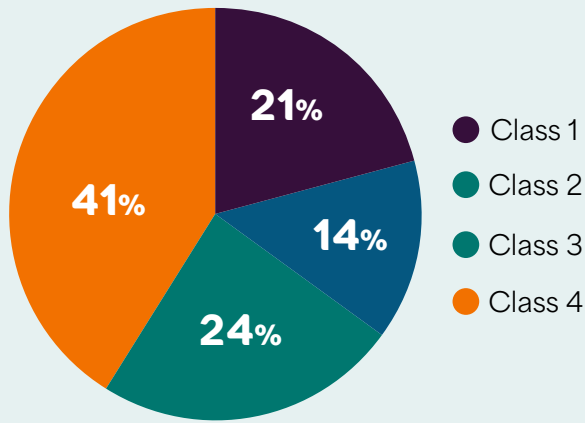
7% fewer local governments provided copies of the attachments to the letters to ratepayers.

7% fewer local governments provided a copy of their rate information table for the previous year.

Supporting documents received 2022-2023-2024 comparison



Class of local government that made an application



41% of applications received were from Class 4 local governments.

52% of applications were for UV differential rates.

Focus areas of 2025

The DLGSC’s strategic priorities will be to ensure that applications:

- are received complete
- are lodged through the online application portal
- are processed within the 21-day key performance indicator time frame.

As a result of feedback received in 2023, DLGSC:

- made improvements to the online application portal, including:
- allowing the applicant to apply for GRV and UV applications at one time
- messaging regarding file sizes
- improving errors.

As a result of our data analysis, our focus areas in preparation for 2025 will be:

- continuing to improve the online portal
- raise awareness of the public notice requirements
- raising awareness of the importance of providing a complete application
- promoting the rating information table on the DLGSC website.

DLGSC is targeting these focus areas with the local government sector by:

- presenting a lessons learned and overview of the application process at Local Government Professionals Western Australian (LG Professionals) webinars
- liaising with LG Professionals and WA Local Government Association
- publishing infographics on the website and sharing them with the local government sector
- circulating an online survey to seek feedback from applicants and other relevant stakeholders
- emailing the 2024 differential application infographic, the comparative infographic and the statistical analysis with the link to the survey
- creating a comprehensive checklist for local governments to refer to when preparing to submit their application.

Local governments are encouraged to send questions about differential rates and minimum payment applications to DLGSC at legislation@dlgsc.wa.gov.au

If you would like to participate in our **short survey**, please scan the QR code.

Your feedback will be used to identify future improvements to our application process.

