



COMMITTEE SUPPORT

Standing Committee on Public Accounts

Inquiry into Annual and Financial Reports 2022-2023 ANSWER TO QUESTION TAKEN ON NOTICE

Asked by Peter Cain MLA on 23 November 2023: Kim Salisbury took on notice the following question(s):

Reference: Hansard uncorrected proof transcript 23 November 2023 pp 37-38

In relation to: Details of land tax data-matching scheme

MR CAIN: Does the scheme rely on a standing operating procedure?

Mr Salisbury: Yes.

MR CAIN: Could a copy of that be provided to this committee?

Mr Salisbury: If it is available, yes, that could be provided to the committee.

[...]

MR CAIN: How many staff are employed under this scheme to operate this scheme?

Mr Salisbury: I would have to take that question on notice.

Andrew Barr MLA: The answer to the Member's question is as follows:—

The attached document titled Land Tax Phase 3 Process represents what could be described as the operating procedure for the current land tax compliance program. This is one of a number of internal procedural documents that provide guidance to officers undertaking land tax compliance activities. Some redactions have been made to the document for privacy and system protection reasons.

A team of 21 compliance officers is responsible for land tax and a number of other tax lines and functions. There is the equivalent of 13 officers undertaking land tax compliance on a full-time basis.

Approved for circulation to the Standing Committee on Public Accounts

Signature: 

Date: 8.12.23

By the Treasurer, Andrew Barr MLA



Acronyms

P3	Phase 3
CSR	Case Summary Report
RFI	Request for Information
TP	Taxpayer
NFA	No Further Action
PPR	Principal Place of Residence

Land Tax

Phase 3 Process

Active Case Folder – Naming Convention Guide	

Revision History

Version	Date	Author	Comments
0.1	20 September 2022	Compliance, Land Based Taxes	
0.2	1 December 2022	Compliance, Land Based Taxes	Updates to process.
0.3	13-25 January 2023	Compliance, Land Based Taxes	Updates to process.
0.4	24 February 2023	Compliance, Land Based Taxes	Update to BI Portal.
0.5	11 April 2023	Compliance, Land Based Taxes	Update to BI Portal.
0.6	30 August 2023	Compliance, Land Based Taxes	Update to outbound email
0.7	28 September 2023	Compliance, Land Based Taxes	Updates to process.


Assess a Phase 3 Application – for Current Owners

- 1) Access the BI Portal 'Phase3_CaseOfficer'
(<http://prdapp395vs/reports/report/ACTRO Compliance Portal UAT/Land Tax/Non%20Compliance%20Detection/Phase3 CaseOfficer>).



Case Groups

- Active (this will show your allocated & under review cases).
- Archive (this will show your completed cases).

- 2) Create a case folder in the G Drive – RM_cases→Land Tax→, under Land current financial year→ AA - Phase 3 (Owner Surname Account Number (Example: [REDACTED])).
 - a) Locate the taxpayer's response email from the Land Tax inbox (should be in the "Land tax Phase 3 Responses" Folder) and save a copy to the case folder.
*Folio as per date received, not the date of actioning. This email usually should be folio 1.
 - b) Mark the email with your assigned categorised colour of your name and move the Taxpayers RFI response email to the "Phase 3 Actioned" email folder (All associated emails to also be moved).
 - c) All emails to be moved into taxpayer's case folder and folioed correctly.
 - d) Select the  to view the View Case Overview in the BI Portal. Screenshot or download as an excel, and save in the active case folder. Example:

Quarters in detected period: 5

indicator	Jul 2021 Quarter	Oct 2021 Quarter	Jan 2022 Quarter	Apr 2022 Quarter	Jul 2022 Quarter	Oct 2022 Quarter
Multiple Properties	X	X	X	X	X	X

- 3) In the BI Portal, open Land Tax→Tools→"CaseSummaryReport", put the assessment ID in, and select the relevant property owner, click "View Report".

Assessment ID

Owner Name List

- 4) Once the report has loaded, save as a word document in the Active Case Folder, then open. (folio as "date folio CSR – Last name/s")
- 5) In Community –
 - a) Check the land tax history on the account – ratings tab, transactions, and memos.
 - b) Update the Postal Address as per RFI response (do not update if currently a real estate agent)
 - c) Update the Entities Tab with the owner(s)' DOB, Telephone number & email address.
 - d) Add a Compliance flag on Community (for current owners only) (Make sure you untick for all associated box when adding the flag)

- 6) Starting with the Indicators listed on the CSR, conduct searches via the BI portal and **compare** the data in the Case Summary Report to the fresh searches.
- If information is missing, save the search in the active case folder (only save if different, and update your CSR to refer to relevant folio)
 - If you need to complete an “individual name” searches, please save these in the active case folder. (folio as “date folio relevantsearch – Name search”) – This step is important if you are trying to locate a property owner or tenant.

Parameters for BI Searches

Section of case summary report related to	Searches	Search parameter	Additional Search Parameter
Properties Owned	Multiple Properties	Property owner name or spouse	N/A
ATO Rental Income	ATO Rental Property Search	Property address	Property owner name or spouse
Correspondence – land tax notification form	Land Tax Declaration Form	Account number or property address or property owners name	n/a
Electoral Roll	ACT electoral roll	Property address AND property owner name	Any individual name linked to property
RP Data	RP Data Search	Property address	N/A
Electricity Connection	Utilities Search/Utility Consumption Search	Property address	Any individual name linked to property
Rental Bonds	Rental Bonds Search	Property address	Any individual name linked to property
ACT Rego Accounts	ACT Rego Client Search	Property address	Any individual name linked to property
ATO Client	ACT Client Name Search	Property address	Any individual name linked to property

- 7) Update your Task Tracker. The audit case reason column is “P3 Land Tax”. The indicator will be the main indicator. *Note, if ATO Rental Income is an indicator, ensure you have ATO as the indicator.
- 8) Review taxpayer’s RFI response saved to case folder and check that the requested period (investigation period on the CSR) has been **covered**. Verify if the property is liable for land tax based on the response and searches conducted.
- As you are already reviewing the property, you need to look at the entire property ownership history to establish whether there is any other potential undisclosed land tax liability.*

If the case requires no further action:

1. In the “Recommendation” box in your CSR, input your recommendation and reasoning. Ensure you quote relevant legislation and is clear and precise.
 - Example: NFA = PPR as per section 11A of the *Land Tax Act 2004* “Principal place of residence exemption”
2. If you are an ASO3, send an email to your supervisor, providing the above recommendation for your case and why you’ve made the determination. (Your recommendation should be copy & pasted from your CSR).
 - Once your supervisor responds to your recommendation, save a copy of this email to the case file. (example: date folio Supervisor approved”
3. If the case has resulted in NFA, add a comment in the “Memo Tab” on Community.
Important: To ensure the finalisation is recorded in the BI Portal, use the following **exact wording** for the comments:
NFA - Phase 3. [REDACTED]
(The “L” reference is your P3 number associated with your case).
4. Close the Compliance flag from Community.
For NFA cases, choose: No Review Required.
5. Update your Task Tracker with the result.
6. Reply to the taxpayer’s application and send an email to the taxpayer stating the following:

Dear (TAXPAYERS NAME)

Thank you for completing the Land Tax Request for Information form.

Your online form response has been reviewed alongside our internal indicators and based on this there does not appear to be a land tax liability for the specified period. No further review will be undertaken at this time and no further action is required from you.

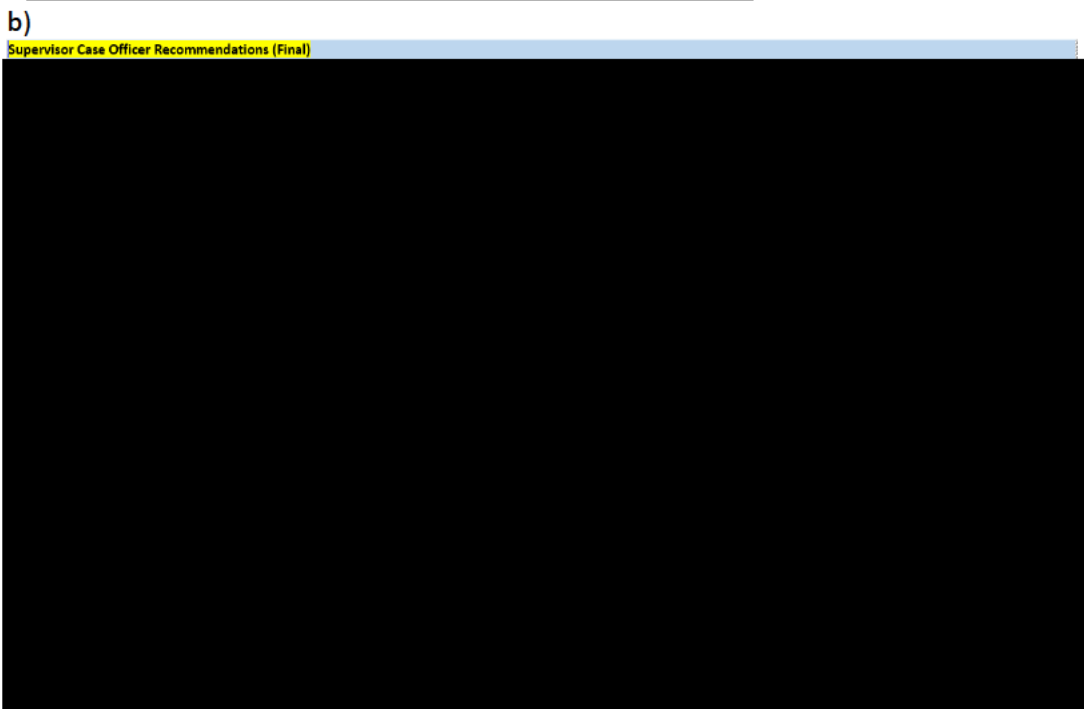
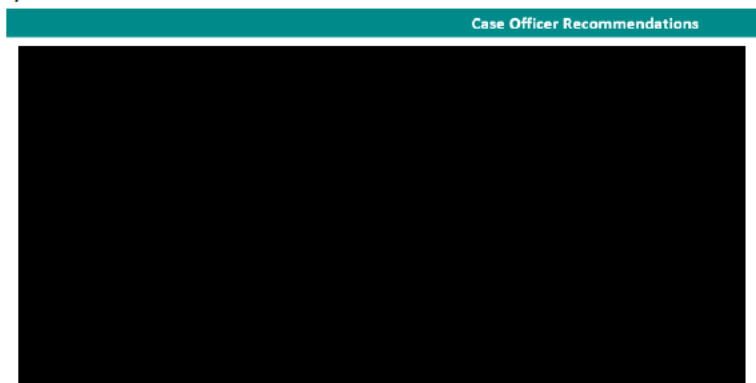
Kind

regards,

7. Save a copy of the email and all correspondence in the taxpayer’s case file (E.g. [REDACTED]
[REDACTED])

If your P3 case has resulted in further enquiries:

1. Conduct additional searches (these are outside of the CSR):
 - Operations email archives (if there is a community memo that may relate to an email) – email revenue@act.gov.au and request for all email correspondence.
 - BD&M
 - COUsearchdetail
 - LTO Buyer Verification
 - ACTLIS
 - ACTmapi Viewer etc...
2. Email the taxpayer for further clarification and save email to the case folder. Conduct any follow-up emails as necessary.
 - a. Provide relevant data held if necessary (remove any DOB & irrelevant information)
3. In the “Recommendation” box in your CSR, input your recommendation and reasoning. Examples:
 - a)



4. If the application has resulted in an assessment;

- a. Use the BI portal, under “tools”, click “LandTaxCalculatorPortrait”.
Enter in the relevant quarters to be raised, save as a PDF, and the relevant interest schedule and land tax notice.
Further instructions can be found in the “procedure” folder with the naming convention of “Bi Calculator Procedure”. Send the case to your supervisor for approval before completing the journals in Community.
5. Once you have received confirmation from your supervisor to proceed with journals, saved this email in the folder as “date folio Supervisor Approved”.
 - For assessments with penalties and interest, choose: Complete – Not in Compliance.
 - For assessments without penalties and interest, choose: Complete – Is in Compliance.
6. Proceed with relevant journals/supp in community.
If the case is for a **Previous Owner, please follow the relevant section below.*
7. Add the following **exact** comment in the Memo Tab on Community:
Assessment - Phase 3. [REDACTED]
(The “L” reference is your P3 number associated with your case).
(Important: To ensure the finalisation is recorded in the BI Portal, use the **exact wording** and update the reference number, copying the Reference code in the Phase3_CaseOfficer).
8. Add an additional memo, noting what quarters have been raised, the relevant penalty tax and interest.
9. Email your supervisor with the relevant journals for approval, once your supervisor approves the journal and signs the assessment, they will respond to you.
10. Update your Task Tracker with the result.
11. Reply to the taxpayer’s application and send an email to the taxpayer

Dear XXXXXX,

Thank you for completing the land tax request for information form and for confirming the rental start date for property: **XX XXXXXXXX XX, SUBURB.**

I’ve attached the land tax assessment, along with the Internal Review Notice, which outlines your objection rights.

If you are having difficulties in paying the assessment in full by the due date, you can request a payment plan by visiting [Payment Plan Application | ACT Revenue Office – Website](#). Alternatively, you can contact the Debt Management Team on 02 6207 0028 or via email: debtmanagement@act.gov.au.

Kind regards,

12. Save a copy of the email and all correspondence in the taxpayer’s case file.
**Folio correctly including folioing the assessment*

Assess a Phase 3 Application – For Previous Owners

1. If the application has resulted in an assessment; proceed with the calculator in BI and generate the assessment
2. Send the case to your supervisor for approval before creating a dummy account in Community.
3. Create a dummy account on community using the procedures for either Non-Unit Property or Unit Property. *G:\RMD\Comp\RM_Procedures\Land_Tax*
4. Once the account has been created you will need to amend the assessment letter using the new account number from the community dummy account and BPAY reference.
5. Raise the journals on the dummy account as per normal.

Memo Wording

For Assessments:

Please include the following in the **Dummy Account**: Assessment - Phase 3. [REDACTED] / Original Account Number.

Please also include the following in the **Active Account**: Assessment - Phase 3. Assessment issued to previous owner, **SURNAME**. Refer to Dummy Account [REDACTED]

For NFAs:

Please include the following in the **Active Account**: NFA - Phase 3. [REDACTED]. Review of previous owner, **SURNAME**.

Task Tracker

Current Account:

Account number and name as normal.

Dummy Account:

Update the CaseID and Client Number column to reflect the dummy account number.

For the name column, add "(PO)" at the end of the name.

In the "comments" column include the following: "Dummy account created, Original A/N: **XXXXXXX**" at the end of your original comment.