



Shire of Denmark

Discover Denmark

SHIRE OF DENMARK

Email My Rate Notice Frequently Asked Questions

2015/2016

You are welcome to contact the Shire of Denmark at www.denmark.wa.gov.au/contact-us with any questions that you may have about the service. These frequently asked questions ["FAQ's"] expand on the information you are required to understand before accepting the service of receiving a rate notice by email from the Shire of Denmark. The FAQ's are essentially terms and conditions of your acceptance of the service.

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ABOUT THE SERVICE

What is the service?

The service is the emailing of a Shire of Denmark rate notice to a person who has registered for, and thus consented to, the emailing of their rate notice.

Is the Shire of Denmark permitted to send my rate notice via email?

In accordance with s.9 of the Electronic Transactions Act 2011, the Shire of Denmark may give a rate notice by email, by consent of the owner. The form provides that consent.

What does registering and submitting mean in relation to the service?

Registering and submitting both mean to complete the form, then clicking the register button on the form, thus consenting to the email delivery of a rate notice to the email address provided and confirmed in the form.

Who is an owner, in relation to the service?

The owner is either:

- *the registered proprietor as named on the relevant certificate of title; or,*
- *where the land is occupied by a lessee of crown land, or occupied by a lessee of freehold land owned by the Shire of Denmark, then the lessee as named on the relevant lease.*

The owner includes multiple owners on the same property.

Who is the nominated ratepayer, in relation to the service?

This person is the first named ratepayer on a rate notice. The postal address printed on a rate notice is the address recorded by the Shire of Denmark as the postal address for the nominated ratepayer.

What is the form, in relation to the service?

The form is the fillable fields showing on the page located at erateswa.com/Denmark.

REGISTERING

How do I register for the service?

To receive rate notices via email, you are required to complete the form located at erateswa.com/Denmark.

What do I need to know before registering for the service?

When you click on the REGISTER button on the form, you declare that you have read and understood and accepted all the information presented on the Shire of Denmark website at [insert hyperlink] (including the FAQ's) and on the form, and you also declare that you consent to the Shire of Denmark using your email address to deliver rate notices and for all other correspondence that the Shire of Denmark is permitted to email to you in accordance with the Electronic Transactions Act 2011 and Spam Act 2003.

Who can register for the service?

Only the owner of a property is permitted to register for the emailing of rate notices. By submitting the form, you confirm that you are the owner of the property.

My property manager or tenant pays my rate notice; so, can they register for the service?

No, property managers and tenants are required to request the owner to complete the form, as the owner is required to give consent to the Shire of Denmark emailing their rate notice.

I am unable to complete the form; so, can I give my consent to another person to register for the service in my name?

If you give consent to another person to complete the form, the Shire of Denmark will consider that you have registered for the service.

There is more than one owner on my property; so, can each of the owners register for the service?

Yes. A separate registration form is required to be submitted for each owner of a property.

I own more than one property in the Shire of Denmark; so, can I register once for all my properties?

No. A separate registration form is required to be submitted for each property that you own.

How early do I have to register before the next rate notice is issued?

Registration forms must be submitted **fourteen days before** the date of issue of the next rate notice, for the registration to take effect.

What personal details do I need to give when I register?

You will require the following information to complete the form:

- *Assessment Number*
- *Surname/Family Name and Other Given Names*
- *Postal Address*
- *Email Address*

The following information is optional on the form:

- *Residential Address*
- *Home, Mobile and Work Phone Numbers*
- *Fax Number*

Where do I find my assessment number?

You can find the assessment number in the top right hand corner of the most recently issued Shire of Denmark rate notice. The assessment number begins with the letter 'A', and contains no more than four numerals following the letter 'A'. If you do not know your assessment number, then please contact the Shire of Denmark at <http://www.denmark.wa.gov.au/contact-us>.

So I have to provide my postal address when registering for the service?

Yes. Final notices, interim notices, and reissues/updates of any rate notice, will continue to be posted, thereby requiring a current postal address to be recorded.

Customers are still required to ensure that their post is checked, as the Shire of Denmark may deliver any correspondence via post. This is especially so where required by law.

Registering with this service is not a guarantee that the Shire of Denmark will send a rate notice via email. For reasons outside of the control of the Shire of Denmark, the emailing of rate notices may not be possible, and post will be used in such circumstances without notification to the customer.

Can I register more than one email address?

No. Only one email address may be registered per person. If you provide a later registration for a different property that you own in the Shire of Denmark, then the email address used in that later registration will apply to all properties for which you have a current email registration.

Do I have to provide my residential address when registering for the service?

No. However, the residential address may be used to locate you when your email address or postal address has any Shire of Denmark correspondence returning to sender.

Do I have to provide my phone number when registering for the service?

No. However, the phone number may be used to contact you in an emergency situation, and also at any time that the Shire of Denmark may be required to discuss any matter related to you or your property.

Do I have to provide my fax number when registering for the service?

No. However, the fax number may be used to deliver urgent correspondence when email facilities are not available. The fax number will not be used to deliver a rate notice.

Will I receive an email confirming my registration?

Once the REGISTER button is clicked on the form, you will receive a confirmation email. **You must click on the link provided in the confirmation email to finalise your registration.** If you do not click on that link, then your registration will not be received by the Shire of Denmark.

I made a mistake in the form, but I didn't realise until after I registered; so, how do I correct this mistake?

If a mistake is made in the form, and the identification of that mistake occurs before you click the link in the confirmation email, then you may submit the form again, with the correct details.

If a mistake is made in the form, and the identification of that mistake occurs after clicking the link in the confirmation email, then you may withdraw the registration by contacting the Shire of Denmark at <http://www.denmark.wa.gov.au/contact-us>. You will then be required to submit the form again, with the correct details.

RECEIVING YOUR RATE NOTICE

Will I receive all my rate notices via email?

Rate notices that are included in this service are:

- *the annual rate notice issued between July and September, at the beginning of each financial year; and,*
- *each instalment reminder issued between 35 and 28 days before the due date of the instalment.*

Rate notices that are not included in this service are:

- *reissued rate notices; and,*
- *updated rate notices; and,*
- *interim notices; and,*
- *final notices.*

When will I receive my emailed rate notice?

The sending of rate notices is not guaranteed to any particular date. The annual rate notice will be sent anytime between 1 July and 15 September, at the beginning of the financial year. The instalment reminders will be sent not later than 28 days before the instalment due date, and generally no earlier than 35 days before the instalment due date. The instalment due dates are different each financial year. Please refer to the annual rate notice for the instalment due dates.

How will I then know when I have received my emailed rate notice, if the delivery date is not guaranteed each year?

You are required to monitor your email address on a daily basis to ensure that you receive Shire of Denmark correspondence in a timely manner.

Who is responsible for ensuring that I receive and read my emailed rate notice?

You accept that the receipt and acceptance of a Shire of Denmark email by your Internet Service Provider/Email Hosting Provider is construed as delivery of the email. You accept that if your Internet Service Provider/Email Hosting Provider does not accept a Shire of Denmark email and then does not advise the Shire of Denmark of this non-acceptance, then the email is to be construed as having been delivered to you. Any failure by you to read a Shire of Denmark email, including attachments to an email, does not extinguish your responsibility to meet any due date or deadline mentioned in an email or the attachments to an email.

How do I ensure that my rate notice does not get deleted by my spam or junk filter in my email program?

You are responsible for ensuring that you check your inbox daily, including your spam and junk email folders, to retrieve and view any Shire of Denmark email. You are advised to add [insert email domain] to your safe senders list, within your email program.

If my emailed rate notice bounces back to the Shire of Denmark, will my rate notice then be sent by post?

If the email delivery of a rate notice fails, and no other owner is registered to receive their rate notice via email, then the postal address of the nominated ratepayer will be used to deliver the rate notice. In such circumstances, a reissue fee may be charged for alternative delivery by post.

The Shire of Denmark will unregister you, without notifying you, if delivery of an email fails.

How do I inform the Shire of Denmark that my email address has changed?

If the registered email address is required to be changed, then you must submit the form again.

I have lost my emailed rate notice; so, can I be emailed a copy?

Yes. The Shire of Denmark will charge a fee for the reissue of the rate notice.

I am a joint owner on the property who has never received the rate notice by post; so, if I register for the service, then will the rate notice continue to be posted to the other owner?

No. If any other owner receives a rate notice in the post, then you are required to inform the other owner that they will no longer receive a rate notice unless they also register using the form.

Why have I received my rate notice in the post, even though I have registered for the service?

Final notices, interim notices, and reissues/updates of any rate notice, will continue to be posted.

Customers are still required to ensure that their post is checked, as the Shire of Denmark may deliver any rate notice via post. Registering with this service is not a guarantee that the Shire of Denmark will send the rate notice via email. For reasons outside of the control of the Shire of Denmark, the emailing of rate notices may not be possible, and post will be used in such circumstances without notification to the customer.

The Shire of Denmark will also post a rate notice if email delivery fails.

UNREGISTERING, INCLUDING CHANGES OF OWNERSHIP

How do I unregister from the service?

The form cannot be used for unregistering. To unregister, please contact the Shire of Denmark at <http://www.denmark.wa.gov.au/contact-us>.

How soon before the issue of a rate notice do I have to unregister so that I receive my rate notice in the post?

Requests for unregistering must be received five days before the date of issue of the next rate notice, for the request to take effect (clause 6[1] of schedule 2 of the Spam Act 2003).

I am currently registered for the service; however, I wish to receive my rate notice via post. Is this possible?

Yes. All owners of the property, who are currently registered for the service, must unregister by individually contacting the Shire of Denmark at <http://www.denmark.wa.gov.au/contact-us>. You need to then request the Shire of Denmark to designate you as the nominated ratepayer. You will then become the only owner of the property to receive future rate notices, which will be posted to you. No other owner of the property will receive the rate notice in future.

I have unregistered from the service; however, I am not receiving a rate notice in the post. Why is this so?

If any other owner remains registered, then you will no longer receive a rate notice. Only registered owners receive a rate notice.

If no other owner is registered and you are not the nominated ratepayer, then you will no longer receive a rate notice. Only the nominated ratepayer receives a rate notice in the post, when no owner is registered for the service. The Shire of Denmark does not, nor is required to, post a rate notice to all owners of a property.

Can all owners of the property receive the rate notice via post?

If no owner is registered, then rate notices will only be posted to the nominated ratepayer on the rate notice.

Do I need to inform the Shire of Denmark when I change my name?

Yes. If you change your name on the certificate of title, then you are required to provide the Shire of Denmark with a copy of the amended certificate of title within 21 days of the change of name (s.9.68 Local Government Act 1995). You are also required to submit the form again, to ensure that the service continues under your new name.

If you have changed your name, but have not amended the certificate of title, then the Shire of Denmark will continue to issue the rate notice in the registered name on the certificate of title.

Do I need to inform the Shire of Denmark when I transfer my property?

Yes. If you sell your property, then you are required to provide the Shire of Denmark with advice of the transfer of the property within 21 days of the settlement date or, if you have appointed a conveyancer, then you must ensure that your conveyancer has notified the Shire of Denmark within 21 days of the settlement date (s.9.68 Local Government Act 1995).

Once notified of the settlement, the Shire of Denmark will deregister you from the service, for the relevant property only.

RECEIVING OTHER SHIRE OF DENMARK CORRESPONDENCE

Once I have registered, can I receive all my Shire of Denmark correspondence by email?

By submitting the form, you are also consenting to the Shire of Denmark using the email address for all other correspondence that the Shire of Denmark is permitted to email to you by law. However, some correspondence is required to be posted by law.

Once I have registered, will I continue to receive any other Shire of Denmark correspondence by post?

Your postal address must be kept current at all times. Your postal address is used for all Shire of Denmark correspondence that is required to be posted by law.

Is the Shire of Denmark permitted to send other correspondence (apart from a rate notice) via email?

The Shire of Denmark may also be permitted to deliver other correspondence to you via email, in accordance with s.9 of the Electronic Transactions Act 2011.

The Spam Act 2003 permits the Shire of Denmark to deliver other correspondence to you by email which is not an offer to supply goods or services, and not an advertisement or promotion of the supply of goods or services. The Shire of Denmark will only deliver correspondence by email which is required to allow the Shire of Denmark to comply with its legal obligations as a local government in the State of Western Australia.

The form does not provide the Shire of Denmark with consent to email correspondence that purports to offer to supply goods and services, or advertise or promote the supply of goods or services, or email other unsolicited correspondence such as newsletters and correspondence normally construed as junk or spam mail. If the Shire of Denmark intends to deliver what is normally construed as unsolicited correspondence by email, then it will provide you with the option to consent to such correspondence before delivering it to you.

SEEKING FURTHER INFORMATION

I do not fully understand the service; where can I get more information?

If you do not understand anything on the Shire of Denmark website at [insert hyperlink] (including the FAQ's), then please contact the Shire of Denmark at <http://www.denmark.wa.gov.au/contact-us>, before clicking the REGISTER button on the form.

I do not accept all the information provided about the service; can I ignore the parts of the service I don't agree with?

If you do not accept all the information on the Shire of Denmark website at [insert hyperlink] (including the FAQ's and the information on the form), then do not click the REGISTER button on the form. By registering, you declare that you have read and understood and accepted all the information presented about the service, and you also declare that you consent to the Shire of Denmark using your email address to deliver rate notices and for all other correspondence that the Shire of Denmark is permitted to email to you in accordance with the Electronic Transactions Act 2011 and Spam Act 2003.

What do I do if I receive someone else's emailed rate notice in error?

Any Shire of Denmark email may contain information that is confidential and subject of legal privilege intended only for use by the individual or entity to whom the email is addressed. If you receive a Shire of Denmark email in error, then please forward the email, including any attachments, to enquiries@denmark.wa.gov.au, then delete the email from your email account.

Where can I find further information about my rate notice?

Further information about your Shire of Denmark rate notice may be sought from the Shire of Denmark website at <http://www.denmark.wa.gov.au/finance-and-administration-documents-and-forms>.

Who do I contact if I disagree with the information received in a Shire of Denmark email?

Any views expressed in a Shire of Denmark email are those of the author of the email and do not represent those of the Shire of Denmark unless clearly indicated. If you disagree with the information provided in a Shire of Denmark email, then please contact the Shire of Denmark officer who sent, or is responsible for, the email. Alternatively, please contact the Shire of Denmark at <http://www.denmark.wa.gov.au/contact-us>.

All enquiries in relation to an email rate notice should be directed to Shire of Denmark Rating Services.

SECURITY AND ACCESS TO THE SERVICE

Does the Shire of Denmark guarantee that no virus or malicious software is attached to a Shire of Denmark email?

No. You are responsible for ensuring that any Shire of Denmark email, including all attachments to an email, is scanned for viruses. The Shire of Denmark does not accept any liability for direct or indirect damage or loss resulting from the use of any email, including any attachments in an email and by clicking on any links in an email and/or by clicking on any links in the attachments.

Will my personal details be provided to a third party?

The Shire of Denmark will provide your contact details to a third party authorised to create and deliver correspondence on behalf of the Shire of Denmark. The Shire of Denmark will only provide the contact details that are required for the creation and delivery of the particular item of correspondence, and will authorise the third party to only use your contact details for that purpose. In such circumstances, a third party may be required by law to store your personal details, for auditing by government agencies or other entities legally authorised to retrieve your personal details.

For further information about how the Shire of Denmark values your privacy, please download the Privacy Statement located at <http://www.denmark.wa.gov.au/governance-documents-and-forms>.

What software do I require to access the service?

An emailed rate notice will be in the form of an attachment with a .pdf extension. To view the rate notice, you will be required to use a .pdf reader on the device used to open the attachment.

Links may be provided in the rate notice, which provide you with further information about your rate notice. These links will open a webpage, which will require you to use a web browser to view the webpage.

Web browsers and .pdf readers are readily available for free download from the internet. The Shire of Denmark does not recommend any particular software, and you are responsible for ensuring that your chosen software meets the requirements of viewing any website and other electronically provided information provided by the Shire of Denmark.

The Shire of Denmark accepts no liability for any direct or indirect damage or loss resulting from the use of any software on your device. You are responsible for ensuring that any website and other electronically provided information provided by the Shire of Denmark, including all links from any such website or information, is scanned for viruses. The Shire of Denmark does not recommend any particular virus scanning software.