



Debt Collection Policy

Reference Number:	3.8
Type:	Council
Category:	Corporate Services
Relevant Community Plan Outcome:	<ul style="list-style-type: none">• Our values, leadership and collaborative approach are bold and courageous and enables us to deliver value for our Community and create a leading liveable City• The management of our city is progressive, responsive and sustainable to ensure a united and unique place for future generations• Open and accountable governance
Responsible Officer(s):	Manager Financial Services
First Issued/Approved:	July 1996
Minutes Reference:	CoS 07/08/2023, Item 4.29
Last Reviewed:	August 2023
Next Review Due:	August 2024
Applicable Legislation:	Local Government Act 1999 Local Government (Financial Management) Regulations 2011
Related Policies:	
Related Procedures:	Collection and Write Off Procedures

1. Purpose

The City of Charles Sturt provides a comprehensive range of services which are purchased by a wide range of individuals and organisations. Each year Council earns a substantial amount of income from such services. Most of this income is received after the service is provided and remains a debt to Council until the time the debt is paid.

The City of Charles Sturt is able to offer credit facilities for the payment of many of the goods and services provided however, credit offered to third parties confers obligations on both Council and the individual or organisation that accepts the credit.

On the part of Council, it must ensure that the debt is managed in such a way which is both fair and equitable to the debtor(s) and efficient for both parties. It must communicate its expectations clearly and act firmly to ensure that the level of outstanding debt(s) does not become a financial and administrative burden on Council operations.

2. Scope

Debts within the scope of this Policy do not apply to the collection of rate related debts but extend to specific user pay services such as grass cutting, licences and leases on sporting clubs and commercial properties, aged accommodation fees, hall hire and food inspections.

3. Policy Statement

The Council should only enter into arrangements with individuals or organisations who incur sundry debts if Council reasonably believes that the debtor can pay the debt when it becomes due. If such individuals or organisations experience difficulties with paying the debt by the due date, they must initiate discussions with Council to make alternate payment arrangements.

Council acknowledges the voluntary nature of many of the organisations it works with and recognises the difficulties they may experience as a result of the environment they operate in. Council is also aware that personal circumstances can change. In its dealings with individuals or organisations for recovery of monies owed, Council recognises it must be flexible, fair, reasonable and considerate.

Should the individuals or organisations incurring the debt fail to meet the payment terms without having made contact with Council regarding difficulties in meeting payment terms, Council will invoke its standard debt recovery process in accordance with Council's Debt Collection and Write Off Procedure to ensure a fair, equitable and consistent approach to all debt follow up. At all times consideration will be given to the amount(s) overdue and circumstances of the debtor.

Outstanding debtors which fail to respond to reasonable requests for action by Council for payment of the amounts owing, shall be referred to a commercial agent for further action as considered appropriate. Debts which are considered unlikely to be recovered, shall be written off in accordance with Council approved delegations.

4. Definitions

N/A