



Debt Collection Policy

Reference Number:	3.8
Type:	Council
Category:	Corporate Services
Relevant Community Vision Outcome:	<u>Responsible Governance</u> We will manage our city in a sustainable and affordable way with responsible governance. <u>Excellence in Customer Experience and Service Provision</u> We will foster an organisational culture focused on continuous improvement and delivering excellence in customer experience and service provision.
Responsible Officer(s):	Manager Financial Services
First Issued/Approved:	July 1996
Minutes Reference:	CoS 04/08/2025, Item 4.2
Last Reviewed:	August 2026
Next Review Due:	August 2028
Applicable Legislation:	Local Government Act 1999 Local Government (Financial Management) Regulations 2011
Related Policies:	
Related Procedures:	Collection and Write Off Procedures

1. Purpose

This Policy establishes Council's approach to managing and recovering sundry debts arising from goods, services, fees and charges provided on credit. It supports clear payment expectations, consistent recovery action, fair and reasonable treatment of debtors, and timely escalation or write-off where appropriate.

2. Scope

This Policy applies to sundry debts owed to Council for user-pay goods, services, fees and charges, including grass cutting, licences and leases, aged accommodation fees, hall hire and food inspections. It does not apply to rate-related debts.

3. Policy Statement

Council will only provide goods, services, fees or charges on credit where it is reasonable to expect the debtor can pay the amount when due. Debtors are responsible for paying invoices by the due date and must contact Council promptly if they are unable to meet the payment terms.

Council will consider reasonable payment arrangements where a debtor is experiencing genuine difficulty, having regard to the amount outstanding, the debtor's circumstances and the need to manage public funds responsibly.

Where payment terms are not met and no suitable arrangement is in place, Council will apply its standard debt recovery process in accordance with the Debt Collection and Write Off Procedure. Recovery action will be fair, consistent and proportionate to the debt and circumstances.

Debts that remain unpaid after reasonable recovery action may be referred to a commercial collection agent. Debts assessed as unlikely to be recovered may be written off in accordance with Council's approved delegations.

4. Definitions

N/A