

Collection of Rates, Charges and Other Revenue Policy

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Approved by:	General Meeting
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Version:	7

Head of Power

Council will exercise its recovery powers within the requirements legislated in the *Local Government Act 2009*, *Local Government Regulation 2012*, *Uniform Civil Procedure Rules 1999* and *Magistrates Courts Act 1921*, and will adhere to any other legislation, regulation or guideline that governs the collection and recovery of debt.

Policy Objective

To ensure a corporate approach to debt collection within Council that contributes to the overall long-term financial objective to effectively manage revenues to ensure the organisation is able to meet its financial commitments.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Effectively managing the collection of rates, charges and other revenues by applying a strategic model of collection that:
 - Ensures all delinquent accounts are identified.
 - Enables the ability to monitor and maintain statistical information on delinquent accounts for productivity and financial reporting – including the number and age of delinquent accounts.
 - Maintains a consistent and equitable approach to collection activity.
 - Ensures processes used to recover overdue rates, charges and other revenues are clear and simple to administer, as well as cost effective.
 - Actively encourages contact with the ratepayer/debtor early in the lifecycle of the debt to provide them with every opportunity to fulfil their obligation to Council.
- Acknowledging the need to manage the collection of rates, charges and other revenues effectively, but fairly with sensitivity to individual needs.
- Assisting all customers who are experiencing financial hardship in a respectful manner.

Collection of Rates, Charges and Other Revenue Policy

- Ensuring communication with ratepayers/debtors is in accordance with the debt collection guideline prepared by the Australian Competition and Consumer Commission (ACCC) and the Australian Securities and Investment Commission (ASIC).
- Where appropriate, informing the ratepayer/debtor of:
 - Their entitlement to concessions, exemptions or assistance provided under legislation or Council policy.
 - To obtain independent financial advice.

Definitions

Nil.

Associated Documents

Financial Hardship Policy ([A3585236](#))

Collection of Rates and Charges and other Revenues Policy ([A196581](#))

Collection of Rates Procedure ([A220378](#))

Financial Hardship Fact Sheet

https://www.redland.qld.gov.au/download/downloads/id/3343/financial_hardship_fact_sheet.pdf

Conserving Water Fact Sheet

https://www.redland.qld.gov.au/info/20250/green_living/603/conserving_water

Further Information Fact Sheet https://www.redland.qld.gov.au/info/20171/rates/782/pay_your_rates

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Control

Version number	Date	Key Changes
5	Sept 2015	<ul style="list-style-type: none"> • Remove the first 'and' from the phrase 'Rates and charges and other Revenues' • Remove the words 'of Treasury' from the Policy Objective statement • Combine statement 1(b) and 1(c) together
6	Nov 2018	<ul style="list-style-type: none"> • Change dot points from capitals to lower case at (1) • Add reference to hardship at (3) • Add the word assistance at (5)a • Update department, version and review date. • Added Document Control information
7	Dec 2019	<ul style="list-style-type: none"> • Updated to align with new policy framework