

Discounts and Waivers of Fees and Infringements Policy

Policy Identifier:	FIN-011-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	4

Head of Power

Local Government Act 2009
Redland City Council Corporate Plan 2018-2023

Policy Objective

To provide a framework to facilitate appropriate discounting and waivers of Council fees and infringements.

Note: this policy excludes Community Service Obligations of Prescribed and Significant Businesses within Council Policy.

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:

- Considering requests to reduce or waive fees in accordance with established criteria and following established guidelines to ensure appropriate decision making, documentation and record keeping.
- Considering requests to waive infringements through an appeal process, in accordance with established criteria and documented procedures as appropriate.
- Providing discounts in certain circumstances, in accordance with approved guidelines.
- Ensuring that there are clear written guidelines, procedures and record keeping for the application of discounts and waivers.
- Providing an avenue for review through the Chief Executive Officer (CEO) to facilitate the waiver of fees, fines or orders in exceptional circumstances for a stated class of ratepayers i.e. those experiencing hardship, noting that the exceptional circumstances guideline is not an appeal mechanism, but reserved for situations of genuine exceptional circumstances, for which the applicant may be required to produce particular information or documents to be eligible for consideration. This is clearly defined in the *Local Government Regulation 2012* (s122), and delegated to the CEO.

Definitions

Nil

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Associated Documents

Fees and Waivers Relating to Development Applications Guideline ([A214646](#))

Fees and Charges Guideline ([A2913948](#))

Fees Waivers Guideline ([A2914186](#))

Financial Hardship Policy ([A358236](#))

Creative Arts, Redland Community Arts and Cultural Development Program Guideline ([A294487](#))

Exceptional Circumstances Waiver Guideline ([A2914890](#))

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
1	November 2016	New policy
2	February 2017	<ul style="list-style-type: none"> Minor amendment to statement 5 – including reference to “a stated class of ratepayers” as required by the <i>Local Government Regulation 2012</i>
3	February 2019	<ul style="list-style-type: none"> Removal of charges Inclusion of related documents Inclusion of exclusions to this Policy Move administration of policy from the Corporate Governance Group to the Financial Service Group.
4	October 2019	<ul style="list-style-type: none"> Administrative changes required under policy framework review