

Discounts and Waivers of Fees and Infringements Policy

Policy Identifier:	FIN-011-P
Approved by:	General Meeting
Date of Approval:	1 August 2023
Effective Date:	1 August 2023
Review Date:	1 August 2026
Version:	6

Head of Power

Council will act in accordance with the *Local Government Act 2009* and will adhere to any other legislation, regulation or guideline that governs the application of discounts and waivers to fees and infringements.

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 providing services that deliver our community's shared vision and collective aspirations; *Naturally wonderful lifestyle. Connected community. Embracing opportunities.* We are a values led organisation and our organisational values encapsulate what we care about, influence how we operate and support our mission: Make a difference, make it count.

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 of the content and the application of this Policy through the Chief Executive Officer (CEO) and to facilitate the application of this Policy through delegations from Council to the CEO and then to relevant staff across Council.

Definitions

Nil

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Associated Documents

Revenue Policy (A7350758)

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

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

Fees and Charges Waivers Guideline ([A2914186](#))

Financial Hardship Policy ([A7350728](#))

Financial Hardship Fact Sheet

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

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
5	March 2022	<ul style="list-style-type: none"> Administrative update to include reference to the new Corporate Plan
6	August 2023	<ul style="list-style-type: none"> Update to the Head of Power for consistency with other Policy Documents Amend Policy Statement to remove qualification on final dot point that restricted preceding points by references to hardship and exceptional circumstances Administrative updates only to titles and objective references in Associated Documents Administrative correction to the name “Fees Waivers and Discounts Relating to Development Applications Guideline”