

Collection of Rates, Charges and Other Revenue Policy

Policy Identifier:	FIN-006-P
Approved by:	Executive Group Manager Financial Services and Chief Financial Officer
Date of Approval:	12 May 2023
Effective Date:	12 May 2023
Review Date:	12 May 2026
Version:	9

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 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:

- 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.

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- 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

Revenue Policy (A7350758)

Financial Hardship Policy ([A3585236](#))

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

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
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.

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		<ul style="list-style-type: none">• Added Document Control information
7	Dec 2019	<ul style="list-style-type: none">• Updated to align with new policy framework
8	March 2022	<ul style="list-style-type: none">• Administrative update to include reference to the new Corporate Plan
9	May 2023	<ul style="list-style-type: none">• Administrative update to delete an obsolete Associated Document and add in a reference to the Revenue Policy and Exceptional Circumstances Waiver Guideline