
Policy

Debt Recovery

Purpose: ensure a corporate approach to debt collection to ensure Council meets its financial commitments.

POLICY REGISTER	
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Accountable Director:	Director Corporate & Community Services Group
Responsible Officer:	Finance Controller

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1 Background

1.1 Title of the Policy and Commencement Date

The Debt Recovery Policy will be effective upon adoption by Council.

1.2 Purpose of the Policy

This Policy has been developed to establish a framework for Council staff to undertake the recovery of overdue rates and charges and Sundry Debtor accounts.

2 Objective

2.1 Objectives and Coverage of the Policy

The objectives of this policy are:

- 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
- To fulfil statutory requirements of the *Local Government Act, 1993* and other relevant legislation in relation to the recovery of rates, charges, fees and other debts.

3 Application

3.1 Application of this Policy

This policy has been formulated under the following principles:

- Council recognises it has a responsibility to recover monies owing to it in a timely, efficient and effective manner to finance its operations and ensure effective cash flow management
- Council will treat all debtors fairly and consistently under this policy
- Council will consider all matters under this policy confidentially
- Council will recognise genuine financial hardship and treat people with respect and compassion in considering their circumstances.

4 Definitions

For the purposes of this policy:

Term	Meaning
Nil	

5 Principles/Body

5.1 Procedural Statement

5.1.1 Rates and Charges

Council rates and charges are overdue when not paid in accordance with Section 562 of the *Local Government Act, 1993*.

Council will take recovery action within 10 days of the rates becoming overdue, unless the ratepayer enters into a payment arrangement.

Ratepayers must pay the overdue rates in full by 31 May of the rating year in which they enter the payments arrangement. Council may extend the 31 May deadline if they believe exceptional circumstances exist.

5.1.2 Water Billing

Council water usage and non-residential sewer are overdue when not paid by the due dates.

Council will take recovery action within 10 days of the accounts becoming overdue, unless the ratepayer enters into a payment arrangement.

Ratepayers must pay the overdue accounts in full by 30 June of the rating year in which they enter the payments arrangement. Council may extend the 30 June deadline if they believe exceptional circumstances exist.

5.1.3 Sundry Debtors

Sundry debtor accounts are overdue if not paid within thirty days of the issuing of the account.

Council may stop the provision of credit facilities to debtors when an account is overdue for more than sixty days.

Council will take recovery action of overdue sundry debtor accounts within sixty days of the account becoming overdue unless the debtor enters and complies with a payment arrangement.

Council's payment arrangement with sundry debtors will not exceed six months. Council may extend the six month limit if they believe exceptional circumstances exist.

6 Relevant Legislation

Local Government Act, 1993

Local Government (General) Regulation, 2005

Water Management Act, 2000

Bankruptcy Act, 1966

Privacy Act, 1988

Competition and Consumer Act, 2010

7 Document Information

Related documents and reference information in this section provides a single reference point to develop and maintain site compliance information.

7.1 Related Documents

Related documents, listed in **Table 7-1** below, are internal documents directly related to or referenced from this document.

Number	Title
16/58670	Singleton Council Delegation Register
18/6164	Debt Recovery Operation Procedure

Table 7-1 – Related documents

8 Responsible Officer / Policy Owner

Ownership of this policy rests with the Finance Controller.

9 Responsibilities

Parties or Persons	Responsibilities
Finance staff	<ul style="list-style-type: none"> Enacting this policy along with the associated operational procedure

10 Approval

As per cover sheet.

11 Monitoring

This policy will be monitored by the Finance Controller to ensure compliance.

12 Review Date

This policy, once adopted, is to remain in force until it is reviewed by Council. This policy is to be reviewed approximately every two (2) years to ensure that it meets legislative requirements.

13 Last Review Date

February 2018

14 Record Keeping, Confidentiality and Privacy

This policy is to be made available for public viewing as required under the *Government Information (Public Access) 2009, NSW*.

15 Breaches and Sanctions

Any breaches of this Policy will be referred to the General Manager for appropriate action.

Rescinded