

DEBT RECOVERY

ST095

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OBJECTIVES

- To provide parameters to enable the collection of all outstanding amounts due and payable to Council including rates and charges and sundry debtors
- To maximise Council's cash flow
- To ensure effective control over all invoiced debts owed to Orange City Council.

APPLICABILITY

All outstanding accounts including rates and charges and accounts receivable.

GENERAL

Ratepayer's accounts are deemed to be in arrears when one instalment is not paid by the due date as displayed on the rates and charges notice.

Accounts Receivable invoices are deemed to be in arrears when the account is not paid by the due date as disclosed on the invoice.

Debt recovery processes are to commence as soon as practicable for all accounts deemed to be in arrears within the above timeframes, taking into consideration the following:

- 1 To be sympathetic to ratepayers and debtors suffering genuine and proven financial hardship.
- 2 To fulfil the statutory requirements of both the Local Government Act 1993 and Local Courts (Civil Claims) Act 1970 with respect to the recovery of rates and other debts.
- 3 To ensure confidentiality of all proceedings between Council and the ratepayer.

RELATED POLICIES/DOCUMENTS

OP018 Operational Policy – Debt Recovery Procedures

Responsible Area – Corporate and Commercial Services

REVISION					
	DATE	RESOLUTION		DATE	RESOLUTION
1	January 2009	09/453	4		
2	2 December 2014	14/1076	5		
3	3 July 2018	18/308	6		

SUMMARY OF AMENDMENTS

Date	Section/Reference and Amendment
December 2014	Amended to recognise that invoices are deemed to be in arrears, when payment has not been received by the due date as disclosed on the invoice. Removal of the "procedure" references as this is a duplication of the processes and procedures as contained within the operational policy.
April 2018	Formatting updates only