

Date Adopted February 2001
Date Reviewed December 2017
To be Reviewed December 2020

Fully compliant with Victorian
Charter of Human Rights and
Responsibilities Act 2006



POLICY TITLE DEBT COLLECTION

POLICY NUMBER POL/CORP204

PURPOSE

The purpose of this policy is to establish a clear and concise framework in which to pursue outstanding debts owed to Council, thereby ensuring reliability of revenue collection.

SCOPE

This policy applies to all Council employees with responsibility to ensure collection of monies on behalf of Council.

POLICY

Council will collect outstanding monies owed to it, using all possible legal means and having due regard to genuine applications for financial hardship.

Council will undertake legal action only once all other collection avenues have been exhausted.

Council will develop and implement procedures to ensure reliable revenue collection. Outstanding debts owed to Council shall be followed up in accordance with the Debt Collection Procedure – PRO/CORP204.

The Debt Collection Procedure will:

- (a) Identify the debt collection methods to be utilised when collecting amounts owed to Council
- (b) Establish and confirm timeframes and associated actions in pursuit of outstanding debts owed to Council
- (c) Provide defined protocols when negotiating with Council clients on debt collection issues.

RELATED POLICIES/DOCUMENTS

Financial Hardship Policy POL/CORP227

RELATED LEGISLATION

The Local Government Act 1989

Signed: Les McPhee

Mayor

Date: 20/12/2017