



33 Goldie Street
PO Box 348
SMITHTON TAS 7330
council@circularhead.tas.gov.au
(03) 6452 4800
www.circularhead.tas.gov.au

DEBT RECOVERY POLICY GUIDELINES

RATIONALE/BACKGROUND

This Guideline provides information in relation to the recovery of debts owed to the Council.

GUIDELINE

Raising of Accounts:

The Council undertakes to issue invoices as soon as practicable following the debt being realised.

Debtor Terms:

Rates: Payment due dates are advised annually on the rates demand. Supplementary rates demands are due 30 days from date of invoice.

Sundry Debtors: Due at the end of the month following the raising of the account. Council officers may approve new customers with a credit limit up to \$500. Credit may exceed this limit for the prepayment of services (such as cemetery reservations). For credit above \$500 a credit application form may be required by the appropriate finance manager, who may approve or deny any application. Council reserves the right to withdraw credit facilities from any customer upon authorisation from the appropriate finance manager.

Special Arrangements: A ratepayer or debtor has the option to approach Council for special consideration of payments. Special arrangement plans will be considered in consultation with the client and, if needed, referred to the appropriate finance manager. A form is available from Council offices. If a special arrangement is not adhered to, the matter may be referred directly to Council's debt collection agency.

Debt Recovery:

Rates: Any payment not made by the due date falls into arrears. If the debt is still outstanding after 14 days, a reminder notice will be issued with a payment period of 14 days, advising that a penalty and/or legal action will be taken without further notice unless a special arrangement has been entered into and signed, or payment received by the date specified.

Sundry Debtors: Any payment not made by the due date falls into arrears. The customer is contacted to ensure that the invoice has been received and is correct. If the debt is still outstanding after 30 days, a marked up copy of the invoice will be issued as a final request for payment. If the debt is still outstanding after 90 days and, if a special arrangement has not been entered into and agreed upon, or payment received, then the matter may be referred to Council's debt collection agency without further notice.

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Sale of Property for Overdue Rates:

The sale of property to recover outstanding rates will be processed in accordance with the *Local Government Act 1993*.

REFERENCES & RELATED DOCUMENTS

CP002 Debt Recovery Policy

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