

10.7. REVIEW OF ARRANGEMENTS TO SETTLE ACCOUNT POLICY - PUBLIC EXHIBITION - ATTACHMENT

Attachment Titles:

1. Draft Arrangements to Settle Accounts Policy

Attachment 1 - DRAFT Arrangements to Settle Account Policy

Policy Title	Arrangements to Settle Account Policy
Policy Category	Public
Number & Version	SVC-FIN-PO-084-02
Policy Owner	Finance
Approved by	Council
Effective date	
Date for review	31 March 2025

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1. STRATEGIC PURPOSE

At times rates, charges and other debts that are owed to Snowy Valleys Council (Council) are not paid and these accounts fall into arrears. There are many reasons why amounts owing may not be paid on time; sometimes it is genuine financial hardship and others it is a lack of willingness by people to pay.

2. POLICY STATEMENT

Council has a responsibility to manage its finances in a thorough and timely manner. This policy sets out the arrangements that can be made to settle debts where debtors have financial difficulties.

3. DEFINITIONS

Term	Meaning
Settlement Arrangements	A negotiated agreement to pay regular amounts of money as a course of action between Council and Debtor
Debtor	Person(s) owing an amount to Council
Default	Failure to complete the arrangement, the amount owed is not paid
Recovery Process	The Debtor will be given to a Debt Collector who will recover the amount owing including an administration cost and legal fees

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4. CONTENT

Arrangements to settle debtor accounts may be made when a customer is experiencing financial difficulties and is unable to pay debt in full by the due date.

This process will:

- be used for all amounts where the debtor requires an arrangement to pay due to financial difficulties
- not exceed 1 year without approval from the Finance Manager.
- waive interest on all arrangements that are completed within 1 year and that have abided by the arrangement.
- result in the outstanding amount being forwarded to Councils Debt Collector in line with Councils Debt Recovery Policy, should the arrangement not be met or the amount not paid in full.

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5. ASSOCIATED LEGISLATION

Nil

6. ASSOCIATED COUNCIL DOCUMENTS

Debt Recovery Policy – SVC-FIN-PO-086

Rates Hardship Policy – SVC-FIN-PO-085

Arrangements to Settle Account Form – SVC- FIN-F-126

7. HISTORY

Date	Action	Name	Policy Number	Resolution Date	Resolution Number
4/11/2019	Superseded	Arrangements to Settle Account Policy (Former Tumut Shire Council)	FIN.12 V1.4		
28/12/2019	Approved after public exhibition	Arrangements to Settle Account Policy	SVC-FIN-PO-084-01	21/11/2019	M382/19
<u>05/10/2022</u>	<u>ELT approval for internal exhibition</u>	<u>Arrangements to Settle Account Policy</u>	<u>SVC-FIN-PO-084-02</u>	<u>05/10/2022</u>	<u>142/22</u>
	<u>Approved after public exhibition</u>	<u>Arrangements to Settle Account Policy</u>	<u>SVC-FIN-PO-084-02</u>		

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