

DEBT

RECOVERY POLICY | PUBLIC VERSION



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1 INTRODUCTION

The purpose of this policy is to minimise the amount of monies owed to the Adelaide Hills Region Waste Management Authority (Authority), and assist debtors in financial stress and/or hardship.

2 DEFINITIONS

Financial Hardship – means a circumstance of experiencing a lack of financial means, which may be either on going or temporary, and is supported by either a recognised welfare agency or an accredited financial advisor but does not include circumstances where a person chooses not to meet a liability for an unpaid debt.

Financial Stress – means a circumstance of experiencing a reduced financial means.

3 OBJECTIVE

The Authority depends on incomes from gate charges to fund operations to provide an essential waste disposal service for the community. This policy provides the practice for the Authority to recover unpaid charges relating to the landfill and resource recovery centres (RRC) managed by the Authority.

The Authority will undertake recovery action for overdue charges to ensure the fair, equitable and consistent collection of outstanding charges in an effective and timely manner. The Authority will attempt to recover all costs and expenses incurred by the Authority during this process, while recognising the need to identify individual cases of genuine hardship.

4 POLICY STATEMENT

Landfill and Resource Recovery Centre charges become overdue when not paid in accordance with the terms on the invoice issued by the Authority. The Authority standard terms are 30 days after end of month of invoice.

The Authority may apply a penalty in the form of an administration charge to debtors that are overdue.

The Authority may commence its legal recovery process, via a third party, on all overdue invoices.

Where the Authority incurs debt recovery costs, these costs are recoverable from the debtor.

Payment plans and flexible payment arrangements will be made available to debtors upon application for overdue amounts.

The Authority at its discretion, under delegated authority, may remit penalties and related expenses for late payment of invoices, including where genuine hardship can be substantiated.

Writing off outstanding debts, under delegated authority, will only be considered when all reasonable attempts have been made to recover the outstanding amounts.

5 REVIEW

This Policy shall be reviewed and approved by the Board every three years or more frequently if required.