

# Debt Collection Policy Review

Tuesday, 18 March 2025

City Finance and Governance  
Committee

Strategic Alignment - Our Corporation

**Program Contact:**

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Public

**Approving Officer:**

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## EXECUTIVE SUMMARY

The Debt Collection Policy (the Policy) outlines the City of Adelaide's framework for providing credit for services rendered and the process for the recovery of debts owed (rates and non-rates).

Council adopted the current Policy in August 2022, and a scheduled review has been conducted. The current Policy is shown at [Link 1](#).

Minor amendments to wording and dates are recommended but no substantive changes to the Policy content are proposed. The proposed Debt Collection Policy with changes tracked is shown in **Attachment A**, and no track changes version is shown in **Attachment B**.

This report seeks Council adoption of the updated Debt Collection Policy.

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## RECOMMENDATION

The following recommendation will be presented to Council on 25 March 2025 for consideration

THAT THE CITY FINANCE AND GOVERNANCE COMMITTEE RECOMMENDS TO COUNCIL  
THAT COUNCIL

1. Adopts the updated Debt Collection Policy as per Attachment A to Item 7.3 on the Agenda for the meeting of the City Finance and Governance Committee held on 18 March 2025.
  2. Authorises the Chief Executive Officer (or delegate) to make minor, typographical, syntactical and technical updates to the Debt Collection Policy as contained in Attachment A to Item 7.3 on the Agenda for the meeting of the City Finance and Governance Committee held on 18 March 2025 to finalise the document.
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## IMPLICATIONS AND FINANCIALS

City of Adelaide 2024-2028 Strategic Plan	<b>Strategic Alignment – Our Corporation</b> Create, maintain and integrate plans and policies that reflect, and guide decision making and support our city and our community to thrive.
Policy	This report proposes minor amendments to the wording of the Debt Collection Policy.
Consultation	Not as a result of this report
Resource	Not as a result of this report
Risk / Legal / Legislative	Not as a result of this report
Opportunities	Not as a result of this report
24/25 Budget Allocation	Not as a result of this report
Proposed 25/26 Budget Allocation	Not as a result of this report
Life of Project, Service, Initiative or (Expectancy of) Asset	Not as a result of this report
24/25 Budget Reconsideration (if applicable)	Not as a result of this report
Ongoing Costs (eg maintenance cost)	Not as a result of this report
Other Funding Sources	Not as a result of this report

## DISCUSSION

1. The Debt Collection Policy (the Policy) is scheduled to be reviewed every two years. The most recent review of the Policy was undertaken in 2022 (current policy at [Link 1](#)).
2. The Policy will now be scheduled for review every four years in line with the term of Council.
3. This Policy sets out the Corporation's principles in relation to the provision of credit, and the management of rates and non-rates related debt.
4. The Policy applies to all Council business units and employees who are authorised to provide credit, invoicing and the recovery of monies owed to Council.
5. This Policy covers the issuing of credit for a comprehensive range of services provided by the City of Adelaide and its subsidiaries, which are purchased by a wide range of individuals and organisations.
6. The Policy objectives provide a framework within which debt recovery procedures can be undertaken for the City of Adelaide and its subsidiaries impartially, consistently and accountably.
7. All revenue sources are ratepayer monies and this policy seeks to ensure efficient and effective debt recovery, to minimise the additional financial burden on rate payers of uncollected debt.
8. The Policy has been reviewed with minor amendments made to wording and dates.
9. No substantive changes to the Policy content are required. A table of the changes and comments is shown below.

### Debt Collection Policy (2025) Table of Key Changes and Comments

No	Page	Item	Change/Comment
1	1	Risk Management	Clarifying the parameters for credit and debt management.
2	1	Risk Management	Made reference to steps outlined in the Debt Collection Guideline.
3	4	Administrative	Update the next policy review date.
4	4	Review History	Update the review history table.

10. The updated Policy with changes tracked can be viewed at **Attachment A**.

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## DATA AND SUPPORTING INFORMATION

**Link 1** – Current Debt Collection Policy (August 2022)

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## ATTACHMENTS

**Attachment A** – Debt Collection Policy (2025) – Tracked changes

**Attachment B** – Debt Collection Policy (2025) – No tracked changes

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