

## Summary of Policy Changes

Policy	Action	Details of Changes to Policy
<b>Rating Policy</b>	<ul style="list-style-type: none"> <li>Updated via BP&amp;P approval process June 2022.</li> <li>Annual review required by legislation.</li> <li>Major review in 2021.</li> </ul>	<ul style="list-style-type: none"> <li>No significant changes</li> <li>Incorporated the separate rate policy elements with no changes.</li> </ul>
<b>Separate Rate Policy</b>	<ul style="list-style-type: none"> <li>Revoke</li> </ul>	Replicates legislation. Placed relevant parts into Rating Policy
<b>Rate Rebate Policy</b>	<ul style="list-style-type: none"> <li>Updated Policy</li> <li>Renamed from Discretionary Rebate Policy</li> </ul>	Provides greater clarity on both Mandatory and Discretionary rebates. Changes include: <ul style="list-style-type: none"> <li>Clarity that they are applied by application only</li> <li>Provided to Council for information on an annual basis (NEW)</li> <li>Rebates are 'calculated' with the use of a weighted evaluation tool (NEW)</li> <li>Rebates are provided where there is clear alignment with legislation and/or other Council policies or strategic objectives.</li> </ul>
<b>Debt Collection Policy</b>	<ul style="list-style-type: none"> <li>Updated Policy</li> </ul>	<ul style="list-style-type: none"> <li>Include greater detail on hardship.</li> <li>Hardship guidelines developed during the initial stages of COVID. Develop clear position regarding the options available for hardship and setting the tone for collections to be respectful and customer centric.</li> <li>Reinforces case by case assessment for hardship.</li> </ul>