

Summary of Policy Changes

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