

1. POLICY PURPOSE

*To establish a policy for the Granting of Credit to applicants by Council.
Council accepts that there is a business requirement to grant credit facilities to certain applicants who need to purchase Council's goods or services.*

2. POLICY SCOPE

This policy is guided by the following principles:

- Transparency by making clear the obligations of credit account holders
- Making the processes used to decide which applicants are granted a credit account as simple and efficient to administer as possible; and
- Consistency by having a regard to providing uniformity for applicants in similar circumstances.

This policy applies to the following goods or services of the Maranoa Regional Council, but not limited to:-

- Waste Management
- Private Works
- Quarry Products
- Laboratory Services
- Saleyards
- Avdata

3. DEFINITIONS

Applicant – Person, Company or entity requesting the credit account

Credit Account – A contractual agreement in which an applicant receives Council goods or services and agrees to pay Council or its third party affiliates in accordance with the terms and conditions of the agreement.

Credit Reporting Body – A bureau or company that collects information about the credit worthiness of a person or company.

Delegate – Officer who has been delegated authority under Council's Register of Delegations.

Credit Provider - Maranoa Regional Council (provides credit in connection with the sale of goods, or the supply of services).

4. POLICY STATEMENT/DETAILS

4.1 Applications

Applicants who wish to establish a credit account with Council are required to lodge an Account Application with the exception of:

- Local Governments

- Commonwealth or State Government Departments
- Commonwealth, State or Local Government owned enterprises
- Community Groups within the Maranoa Regional Council area
- Organisations sponsoring Maranoa Regional Council events

Applications for a credit account can only be made by individuals, companies or registered associations using the Account Application form. The application must be lodged with Council and approved by the delegate before goods or services are provided and charged against the credit account. The application will be assessed by the delegate who will determine whether or not to grant the credit account and the extent of the credit limit.

4.2 Terms

A 30 day invoice account will be the maximum term granted. This means the invoice/s are payable within 30 days from date of invoice.

In the event that the terms are unsatisfactory for the applicant, they will be required to write a letter of request to Council for consideration by way of resolution.

Unless otherwise approved, all goods and/or services must be fully paid in advance.

4.3 Assessment of Account Applications

In determining whether or not to grant a credit account, an application will be assessed having regard to the amount applied for and an assessment of credit references and other information provided and gathered.

The Debtors work unit is responsible for assessing and processing credit applications.

- Applicants that have existing or prior outstanding debts with Council or its third parties (eg Avdata, etc) will not be considered for a credit account.
- Credit checks will be undertaken with a registered credit reporting body as part of the approval process.
- A Request for Trade Credit Reference form will be sent to each of the three (3) references listed on the Account Application to provide a credit reference of the applicant.
- An ABN check will be conducted using the ABN Lookup and if required, a search will be extracted from the Australian Securities and Investments Commission (ASIC).
 - All costs involved with assessing an account application will be the responsibility of Maranoa Regional Council.

Additional information may be requested from the applicant if the information obtained is insufficient or inadequate to enable an assessment to be made.

4.4 Credit Reporting Information

Maranoa Regional Council is committed to protecting the privacy of individuals. Council will take all reasonable steps to ensure that the collection, use, disclosure and handling of all personal information comply with all relevant legislation.

Council is unlikely to disclose credit information or credit eligibility information to entities that do not have an Australian link, Council would require written approval from the account holder prior to any information being disclosed.

4.5 Withdrawal or Cancellation of Credit Account

The delegate is authorised to withdraw or cancel a credit account (temporarily or permanently) for any applicant who fails to meet the terms of payment agreed to.

4.6 Credit Limit

The credit limit is initially considered by the Debtors work unit by assessing:

- The limit requested by the applicant; and
- The credit worthiness of the applicant; and
- Any other known history of the applicant.

Should the credit limit be insufficient for the requirements of the applicant, the applicant must submit a request, outlining reasons for the credit limit increase - in writing and addressed to:

The Chief Executive Officer
Maranoa Regional Council
PO Box 620
ROMA QLD 4455

All requests for a credit limit increase received by Council will be assessed and the applicant advised of the outcome.

5. COMPLAINTS

Council is committed to a complaints management process which ensures effective and timely resolution of complaints. We set and strive to maintain the highest standards of service to ensure we are delivering real value for ratepayers and residents.

All complaints or disputes can be made:

- In writing addressed to:

The Chief Executive Officer
Maranoa Regional Council
PO Box 620
ROMA QLD 4455

- By telephoning Council on 1300 007 662
- Emailing Council at council@maranoa.qld.gov.au
- Visiting Council's various applicant service centres.

If you require further information about the complaints management process, view Council's [Complaints Management Policy](#), [Complaints Management Process Guideline](#) or [Guide for Applicant Complaints](#).

6. CORRECTIONS

An account holder may seek the correction of credit information or credit eligibility information relating to an account that is held by Council at any time by submitting a request in writing and addressed to:

The Chief Executive Officer
Maranoa Regional Council
PO Box 620
ROMA QLD 4455

7. TRUST FUND

Credit is not to be given for monies to be held by Council in trust. All trust monies must be prepaid.

8. RECOVERY PROCEDURES

Overdue accounts will be recovered in accordance with Council's Debt Recovery Policy.

9. RELEVANT LEGISLATION

Local Government Act 2009
Local Government Regulation 2012
Information Privacy Act 2009
Privacy Act 1988

10. RELATED POLICIES

Debt Recovery Policy

11. RELATED FORMS

- Account Application Form including:
 - Terms and Conditions of Trade
 - Deed of Guarantee and Indemnity
 - Request for Trade Credit Reference