

Rating Policy



District Council of Coober Pedy

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Related Policies: Debt Recovery Policy Internal Review of a Council Decision Policy		
Supporting Procedures/Documents: Delegations Register		



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DEFINITIONS

TERM	DEFINITION
Accredited Financial Counsellor	Means a person who holds a Diploma of Community Services (financial Counselling) and who has worked at least twelve (12) months as a financial counsellor under the supervision of the South Australian Financial Counsellors Association.
Act	Means the <i>Local Government Act 1999</i>
Council	Means the District Council of Coober Pedy
Customer	Means a person or legal entity that is liable to pay rates on an owner-occupied property who has a rate notice raised on that property
Discretionary Rebate	Means rebates where Council may apply a rebate in accordance with criteria specified in section 166 of the Act
Financial Hardship	Means a circumstance of experiencing a lack of financial means that may be either ongoing or temporary and may result from unexpected events or unforeseen charges that impact cash flow, including but not limited to: • Changes in income or expenditure • Changes in employment status (such as losing a job or having hours reduced) • Significant life events such as a relationship breakdown or death in the family • Injury or illness • Emergency events or natural disasters Financial hardship does not include circumstances where a person chooses, without good reason, to not meet an unpaid financial obligation to the Council for which they are liable.
Mandatory Rebate	Means rebates where Council must grant rebates in accordance with section 160-165 of the Act
Ongoing Financial Hardship	Customers who have been identified as experiencing ongoing hardship are those who are suffering from a change in circumstances and one in which they do not



	expect to recover from within the next twelve (12) months. These customers may require ongoing assistance from Council.
Payment Plan	Means an agreement between Council and a customer to repay an amount of money within a timeframe according to an agreed schedule. Dependent on the individual situation of the customer, the payment plan could be considered under a short term and/or long term arrangement.
Rating	Means the overall process of raising revenue by way of levying rates and charges.
Temporary Financial Hardship	Means customers who have been identified as experiencing temporary hardship are those who are suffering from a short term (i.e. twelve (12) months) change in circumstances. These customers generally require flexibility and temporary assistances, such as extension of time to pay or an alternative payment plan.

INTRODUCTION

- 2.1** This document represents the Policy of the District Council of Coober Pedy, relating to its setting and collecting of rates in accordance with the provisions in Chapter 10 of the *Local Government Act 1999* (the **Act**).
- 2.2** All land within a Council area, except for land specifically exempt (e.g. Crown Land, Council occupied land and a few other limited categories) ¹ is rateable.
- 2.3** Rates are not fees for services. They constitute a system of taxation for Local Government purposes ² Local Government functions are defined broadly in the Act. ³
- 2.4** All systems of taxation try to balance various principles of taxation (see below).
- 2.5** In addition, Council can raise separate rates for specific areas of the Council or service rates or charges for specific services. Council also raises revenue through fees and charges, which are set giving consideration to the cost of the service provided and equity issues. The list of applicable fees and charges are available via Council's website www.cooberpedy.sa.gov.au or by contacting Customer Service on 08 8672 4600.

¹ See section 147 of the Act

² See section 150(a) of the Act

³ See section 7 of the Act



NOTE: This Policy does not cover fees and charges set for the provision of electricity, water and sewerage services.

PRINCIPLES OF TAXATION

- 3.1** Council must raise revenue to fund its operations which include activities related to governance and the delivery of municipal services to the community. Council's major source of district revenue is rates, derived as a tax on land within the Council area. All ratepayers derive benefits from paying rates through the services that are delivered by Council.
- 3.2** This Policy represents the Council's commitment to balancing the five main principles of taxation: ⁴
- i) Benefits received (i.e. services provided, or resources consumed). Reliance on this principle suggests that (all other things being equal) a person who received more benefits should pay a higher share of tax.
 - ii) Capacity to pay. This principle suggests that a person who has less capacity to pay should pay less; and that persons of similar means should pay similar amounts.
 - iii) Administrative simplicity. This principle refers to the costs involved in applying and collecting the tax and how difficult it is to avoid.
 - iv) Economic efficiency. This refers to whether or not the tax distorts economic behaviour.
 - v) Policy consistency. The principle that taxes should be internally consistent, and based on transparent, predictable rules that are understandable and acceptable to taxpayers.

STRATEGIC FOCUS

In setting the rates for the forthcoming year Council will consider the following:

4.1 General

- a) The Strategic Plan.
- b) The Long Term Financial Plan.
- c) The current economic climate and relevant factors such as inflation and interest rates.
- d) The impact of the level of rates on the community.
- e) The Infrastructure and Asset Management Plan.
- f) The level of recurrent expenditure and income expected for the year.
- g) The level of funding required for the delivery of Council services which are documented in the Annual Business Plan and Budget.
- h) The impact of the remote location on operating costs associated with maintenance of the town's facilities.

⁴ Balancing these principles is not a "compulsory" aspect of rating policy. Nevertheless these principles are broadly accepted throughout the world in a variety of contexts.



- i) The need to comply with the provisions of the provisions of the *Local Government Act 1999* as amended.
- j) The need to meet realistic community expectations consistent with Council's reason for being.

4.2 Other

Prior to determining the level of rates required each year, Council also considers:

- a) The infrastructure needs, service delivery needs and related expenditure priorities in relation to the Strategic Plan and community needs.
- b) Equity issues and the relationship between the various land uses and the previous rating structure.
- c) Extremities in valuation and how their effect can be minimised in setting rating levels.
- d) Increased use of "user pays" cost recovery systems. There will continue to be economic pressures applying to the Council in several ways, which will have an impact on the Council's budget and therefore put pressure on rates, for example:
 - i. The ageing infrastructure and plant and the need for replacement when Council has limited funds available.
 - ii. The cessation of some community grants previously received from other tiers of government.
 - iii. The need to fund long-term maintenance on road, drainage and essential infrastructure.

RATING PRINCIPLES

5.1 Council is permitted to adopt one of two valuation methodologies to value the properties in its area.⁵ They are:

- a rate based on the value of land subject to the rate; or
- A rate based on two components –
 - One being based on the value of land subject to the rate; and
 - The other being a fixed charge; or
- A rate based on some other factor or factors specifically allowed under the Act.

5.2 Council uses the capital value determined by the Valuer-General as the basis for valuing land and calculating rates. We consider that the capital valuation method of valuing land provides the fairest method of distributing the rate burden across all ratepayers and that this is a reasonable indicator of capacity to pay. During the period of transition to adopting the new method of rating Council is also charging a fixed rate.

5.3 If a ratepayer is dissatisfied with the valuation made by the Office of the Valuer-General, then the ratepayer may object to the Valuer-General in writing, within sixty (60) days of receiving the notice of the valuation, explaining the basis for the objection, provided they have not:

- a) previously received a notice of this valuation under the Act, in which case the objection period is sixty (60) days from the receipt of the first notice; or
- b) previously had an objection to the valuation considered by the Office of the Valuer-General.

⁵ Section 151 of the Act



METHOD OF RATING

6.1 General

During the development of the 2020-2021 annual budget the Council undertook a review of the methodology for levying general rates. After consideration of the issues the Council adopted the following rating methodology:

- A single rate in the dollar
- No fixed charge
- A transition over several years with a maximum cap of 10% above Council's proposed revenue increase.

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6.2 Discretionary Rebate

Council is applying a 100% discretionary rebate under Section 166 to the Not-for-Profit clubs domiciled, established and operating in the Coober Pedy township.

6.3 General Rates

The Council has determined that it will increase general rate revenue by 7.5% for the financial year 2026-2027 as we move towards financial sustainability.

6.4 Differential Rating

While the Council has determined that it will move to a single rate in the dollar, it is applying differential rates during the transition period. The Act allows councils to impose rates that differ (i.e. higher or lower) based on the location of land, or the uses to which the land is put (residential, commercial, primary production, industrial, vacant, etc).⁶

We apply different rates based on land use as determined by the *Local Government (General) Regulations 2013*. Current categories of land use defined by the *Local Government (General) Regulations 2013* are:

- a) Residential
- b) Commercial-Shops
- c) Commercial-Office
- d) Commercial-Other
- e) Industrial-Light
- f) Industrial-Other
- g) Primary Production
- h) Vacant Land
- i) Other

As part of the valuation assessment process the Office of the Valuer-General applies a land use to each assessment to identify the predominant use of the land. Council generally applies this land use for general rating purposes, however under the Act, Council has the authority that determines land use for rating purposes. As such the local government land use may vary from that used by other taxing authorities. If a ratepayer believes that a particular property has been wrongly classified as to its land use, then an objection may be made as detailed in the "Valuation Methodology" section.

⁶ Section 156 of the Act



6.5 Fixed Charge

While the Council has determined that it will not apply a fixed charge long term, it is applying a reduced fixed charge during the transition period. In 2026-2027 the fixed charge will be set at \$75.

6.6 Rate Cap

(Discretionary Rebate – Substantial Change in Quantum of Rates)

As the Council transitions to a single rate in the dollar it will provide relief to an individual ratepayer who experiences a significant change in their annual general rate charge.

A ratepayer's annual rate increase will be capped at 13% above that of the previous year. The rate of the cap has been determined as the general rates increase for 2025-26 of 8.3%, plus 4.7% increase for changes in valuations.

The rate cap does not apply when there is a change in property ownership during the previous financial year, where valuations have increased due to property improvements or where there has been a change to the land use code as determined by the Valuer General's Office.

ADOPTION OF VALUATIONS

7.1 Council will adopt the most recent valuations available from the Valuer-General.

7.2 If a ratepayer is dissatisfied with the valuation made by the Valuer-General they may object to the Valuer-General in writing, within 60 days of receiving the first notice of the valuation, explaining the basis for the objection - provided they have not:

- a) Previously received a notice of this valuation under the Local Government Act 1999, in which case the objection period is 60 days from the receipt of the first notice; or
- b) Previously had an objection to the valuation considered by the Valuer-General.

7.3 Objections can be lodged with the Office of the Valuer-General via:
 Email: OVGObjections@sa.gov.au
 Post: GPO Box 1354 ADELAIDE SA 5001
 Online: www.valuergeneral.sa.gov.au
 In person: Land Services SA, Level 9, 101 Grenfell Street, Adelaide

For further information or a hard copy objection pack (including a reply-paid envelope) please call 1300 653 346. Council has no role in the valuation review process.

It is important to note that the lodgement of an objection does not change the due date for payment of rates.

NOTIONAL VALUES

8.1 Certain properties may be eligible for a notional value under the *Valuation of Land Act 1971* where the property is the principal place of residence of a ratepayer. This can relate to certain primary production land or where there is State heritage recognition.



- 8.2 A notional value is generally less than the capital value and this will result in reduced rates unless the minimum rate already applies. Application by the ratepayer for a notional value must be made to the Office of the Valuer- General.

BUSINESS IMPACT STATEMENT

- 9.1 Council will consider the impact of rates on all businesses in the Council area, including primary production. In considering the impact, Council will assess the following matters:
- Those elements of Council's Strategic Plan relating to business development.
 - The current and forecast economic climate identified in Access Economics' Business Outlook Publication.
 - Council's recent development approval trends.
 - The operating and capital projects and new programs for the coming year that will principally benefit industry and business development.
 - Valuation changes.

LANDSCAPE LEVY

- 10.1 The Council is required under the *Landscape South Australia Act 2019*, to collect the Regional Landscape Levy on behalf of the SA Arid Lands Landscape (SAAL) Board.
- 10.2 In 2023, the South Australian Arid Lands Landscape Board has transitioned to a common levy basis across Council. Under the *Landscape South Australia Act 2019* it is a requirement that the regional landscape levy is applied on a common basis across council areas in a landscape region. Following to the landscape region boundaries realignment, Port Augusta and the Flinders Ranges councils were added to the SAAL. To comply with this requirement, the SAAL Board transitioned to a common levy basis across Council in 2023-24.
- 10.3 Council does not retain this revenue or determine how the revenue is spent.

PAYMENT OF RATES

- 11.1 Rates can be paid by a single payment prior to the 1st Quarter due date or by quarterly instalments which are due in the months of September, December, March and June as prescribed each year by Council resolution.
- 11.2 The total outstanding balance of rates may be paid in full at any time. Council will send out instalment notices to ratepayers advising them of their next instalment due date at least 30 days prior to the due date.
- 11.3 Rates may be paid:
- By using the BPAY service through participating banks;
 - By mail by posting a cheque to PO Box 425 Coober Pedy SA 5723;
 - In person, at the Council office, Lot 773 Hutchison Street South Australia, during business hours of 9am to 4.30pm Monday to Thursday and 9am to 3.30pm on Friday EFTPOS facilities are available for over-the-counter payments;



- By Credit Card in person or by Phone 08 8672 4600

11.4 Penalties do apply to outstanding rates; therefore, any ratepayer who may, or is likely to, experience difficulty with meeting the standard payment requirements, or is planning an extended absence at the time rates are due is invited to contact our Rates Officer on 08 8672 4600 to discuss alternative payment arrangements. The Council treats such enquiries confidentially.

LATE PAYMENT OF RATES

12.1 The Act requires that councils impose a penalty of 2% on any payment for rates, whether instalment or otherwise, that is received late ⁷.

12.2 The purpose of this penalty is to act as a genuine deterrent to ratepayers who might otherwise fail to pay their rates on time, to allow councils to recover the administrative cost of following up unpaid rates and to cover any interest cost the council may incur because it has not received the rates on time. Rates remaining unpaid will be charged interest each month, set each year in accordance with Section 181(8)(c) of the Act. Council may at its discretion remit penalties for late payment of rates where ratepayers can demonstrate hardship.

12.3 Council issues an overdue notice for payment of rates when rates are overdue i.e. unpaid by the due date. An Overdue Notice is sent if not paid within ten (10) days and if more than two (2) instalments remain overdue a Final Notice is sent. The ratepayer has five (5) business days to pay or will be sent to debt collection agency. The debt collection agency charges collection fees that are recoverable from the ratepayer.

12.4 When the Council receives a payment in respect of overdue rates the Council applies the money received as follows:

- First – to satisfy any costs awarded in connection with court proceedings;
- Second – to satisfy any interest costs
- Third – in payment of any fines imposed
- Fourth – in payment of rates, in chronological order (starting with the oldest amount owing first). ⁸

POSTPONEMENT OF RATES

13.1 Hardship

Section 182 of the Act permits the Council, on the application of the ratepayer, to partially or wholly remit rates or to postpone rates, on the basis of hardship.

Where a ratepayer is suffering hardship in paying rates, he/she is invited to contact the Council's Rates Officer on (08) 8672 4600 in the first instance to discuss the matter. The Rates Officer will offer the ratepayer information on potential avenues of external assistance available.

⁷ Section 181(8) of the Act

⁸ Section 183 of the Act



All enquiries are treated confidentially.

For the purposes of considering an application to partially or wholly remit rates or to postpone rates on the basis of hardship a ratepayer experiencing financial hardship is someone who has identified the position themselves, or for whom the position has been identified by the Council or a financial counsellor or welfare agency as having the intention, but not the financial capacity to make required payments in accordance with Council's payment terms.

The ratepayer must request assistance from Council in writing providing complete details of the circumstances preventing them from meeting their financial obligation to Council. An initial "needs" assessment will be performed by Council officers to determine the level of support and services that may need to be engaged to assist the ratepayer including but not limited to financial counselling and interpretive services.

In assessing a ratepayers' eligibility for financial assistance, the Council may consider but is not limited to the following:

- The ratepayer is on Centrelink income and holds a pensioner concession care or holds a Centrelink low income health care card;
- The customer is eligible for a South Australian Government concession;
- The ratepayer has been referred by an accredited financial counsellor or welfare agency;
- The ratepayer advises they have previously applied for emergency relief (irrespective of whether or not their application was unsuccessful);
- The ratepayer's payment history indicates that they have had difficulty meeting their rate notices invoices in the past;
- Other personal circumstances that the applicant(s) may choose to disclose to support their application.

Where a ratepayer has been identified as experiencing financial hardship, the Council may offer the ratepayer as soon as is reasonably practicable, flexible and frequent payment options, having regard to the hardship ratepayer's usage, capacity to pay and current financial situation. The options may include, but are not limited to:

- An interest and fee-free payment plan for the ratepayer's residence only; or
- Other arrangement, under which the customer is given additional time to pay.

The Council will engage in discussion with the ratepayer to determine a realistic payment option and may, with the consent of the ratepayer work with their financial counsellor or the identified welfare agency to determine the payment arrangement and instalment amount that best suits the ratepayer and their individual circumstance and any changes in circumstance where renegotiation of the payment arrangement is needed.

Any exemption from incurring fines and interest is valid for twelve (12) months and if a payment plan is required beyond the initial twelve (12) month period then the exemption can



be reapplied. Fines and interest exemptions will be assessed and approved by the Chief Executive Officer or delegate.

No action will be taken to remove a ratepayer from a hardship program until the Council has sent the ratepayer a written notice, providing at least ten (10) working days from the date of the notice, to contact the Council to renegotiate re-entry into the program.

Where a ratepayer defaults on a payment plan, Council will attempt to make contact with the ratepayer by letter and/or phone and will also inform the relevant financial counselling service with a view to recommence the arrangement. A ratepayer defaulting on more than one payment plan will result in the reinstatement of fines and interest and the commencement of a debt collection process.

Any debt recovery processes will be placed on hold while Council is negotiating a suitable payment plan with a ratepayer who has applied and been accepted under this Policy

A remission or waiving of rates in whole or part will only be approved in exceptional circumstances due to the inequitable situation for the whole of the community. Under section 182 of the Act ratepayers may instead be considered for postponement of debt.

Postponement of debt is an arrangement with Council, where a large component of the rates debt on the principal place of residence or business can be postponed until the property is sold or the ownership is transferred to another party. Council has the right to impose fines and interest on the outstanding debt until it is paid in accordance with the Act. The debt must be paid in full at the time of sale of the property.

13.2 Long Term Rates Postponement for State Seniors

Under Section 182A of the Act a postponement of rates may be granted to persons meeting the requirements of Section 182A (1). Ratepayers who hold a State Seniors Card (or who are eligible to hold a State Seniors Card and have applied for one) are able to apply to Council to postpone payment of rates imposed on their principal place of residence. Postponed rates remain as a charge on the land and are not required to be repaid until title to the relevant land is transferred, or in the event of a failure to comply with a condition imposed on the postponement.

The Seniors Postponement Scheme is designed for, and is intended to assist those who are of modest income yet living in higher value homes. Any person who has an entitlement to a concession under the Rates and Land Tax Remission Act 1986 is entitled to apply that concession towards the proportion of rates that cannot be postponed.

Interest accruing on postponed balances is to be calculated with a premium of 1% over the cash advance debenture rate. Council may reject an application from an eligible person to postpone rates, if it appears to Council that the eligible ratepayer has a registered mortgage that secures an amount greater than 50% of the capital value of the land.



Persons who have postponed rates in the past, and are no longer eligible to do so (e.g. no longer use the land as principal place of residence, or no longer own the land) must notify the Council within six months after eligibility ceases. Failing to notify the council is an offence. Persons who have previously postponed rates will be notified, with each quarterly rates notice, about:

- the amount of rates outstanding under the postponement;
- the amount of interest that has accrued under the postponement, as at the end of the immediately preceding quarter;
- their entitlement to postpone a proportion of rates, again, without the need to make a further application;
- that if any amount (other than the minimum required amount) is not paid, it will be treated as postponed under this scheme, and will therefore attract interest; and
- the duty to notify the Council, within six months, if the entitlement to participate in the scheme ceases to exist.

REBATE OF RATES

14.1 The *Local Government Act 1999* requires Councils to make mandatory rebates on rates payable on some land. Specific provisions are made for the land used for health services⁹, community services¹⁰, religious purposes¹¹, public cemeteries¹², and educational institutions¹³. The Council under Section 166 of the Act may apply discretionary rebates.

100% rebates

- 14.1.1 Health Services – land being predominately used for service delivery or administration by a hospital or health centre incorporated under the *South Australian Health Commission Act 1976*.
- 14.1.2 Religious Purposes – land containing a church or other building used for public worship (and any grounds), or land solely used for religious purposes.
- 14.1.3 Public Cemeteries – land being used for the purposes of a public cemetery.
- 14.1.4 Royal Zoological Society of SA – land (other than land used as domestic premises) owned by, or under the care, control and management of the Royal Zoological Society of South Australia Incorporated.

75% rebates

- 14.1.5 Community Services – land being predominantly used for service delivery or administration (or both) by a community services organisation as defined by section 161(3) of the Act as a body that:
 - 14.1.5.1 Is incorporated on a non-for-profit basis for the benefit of the public; and
 - 14.1.5.2 Provides community services without charge or for a charge that is below the cost to the body of providing the services; and
 - 14.1.5.3 Does not restrict its services to persons who are members of the body.

⁹ Section 160 of the Act

¹⁰ Section 161 of the Act

¹¹ Section 162 of the Act

¹² Section 163 of the Act

¹³ Section 165 of the Act



14.1.6 Educational Purposes – land occupied by a government school under a lease or licence and being used for education purposes;

14.2 Council rebates rates to community organisations that encourage, enhance and foster the wellbeing of our community, especially the youth and aged. All properties subject to either a mandatory or discretionary rebate under Sections 160 to 166 of the *Local Government Act 1999* will be reported to, and subject to resolution by Council.

14.3 It is necessary for a community services organisation to satisfy all the criteria in Clause 14.1.5 to be entitled to the mandatory 75% rebate. Section 161(3) of the Act provides information on the definition of whether a body is considered incorporated on a not-for-profit basis.

14.4 Section 166(1) of the Act further describes other cases where Council may grant a rebate of rates or service charges (not being cases that fall within a previous provision).

14.5 Where the Council is satisfied from its own records or from other sources that a person or body meets the necessary criteria for a mandatory 100% or 75% rebate, under the Act the Council may grant the rebate of its own initiative.

14.6 Where the Council's records or other sources do not meet the criteria, it will require the person or body to apply for the rebate by lodging a Rate Rebate Application (available from the Council Office located at Lot 773 Hutchison Street Coober Pedy or online at www.cooberpedy.sa.gov.au) on or before 31 October in each year to be considered for a rebate in the rating year. Council reserves the right to refuse to consider rate rebate applications received after that date. However, applicants which satisfy the criteria for a mandatory 100% rebate will be granted the rebate at any time.

14.7 Council will, in writing, advise an applicant for a rebate of its determination of that application within sixty (6) business days of receiving the application or of receiving all information requested by the Council. The advise will state whether the application:

14.7.1 Has been granted and the amount of the rebate;

14.7.2 Has not been granted and the reason(s) why.

14.8 A person or body that is aggrieved by a determination of Council in respect of an application for a rate rebate may seek a review of that determination by writing to the Council in accordance with Council's Internal Review of a Council Decision Policy.

14.9 If a person or body has the benefit of a rebate or rates and the grounds on which the rebate has been granted cease to exist, the person or body must immediately inform the Council of that fact and (whether or not the Council is so informed) the entitlement to a rebate ceases. If a person or body fails to do so that person or body is guilty of an offence.

14.10 Where the Council, for proper cause, determines that an entitlement to a rebate of rates under the Act no longer applies during the course of a financial year, the Council is entitled to recover rates, or rates at the increased level (as the case may be) proportionate to the remaining part of the financial year.



14.11 It is an offence for a person or body to make a false or misleading statement or representation in an application or to provide false or misleading information or evidence in support⁵ of an application made (or purporting to be made) under the Act.

14.12 Council has delegated its power to refuse application for an increase of mandatory rebates to a great percentage than that provided by the Act and has delegated its power pursuant to Section 44 of the act to determine application for discretionary rebates.

MAXIMUM INCREASE

15.1 The Council may fix a maximum increase in the general rate charged on any rateable land within its area that constitutes the principal place of residence of a principal ratepayer under Section 153 (3) of the *Local Government Act 1999*. If the Council fixes a maximum increase, it will do so on the application of the property owner for the relevant year ending 30 June provided that:

- a) the property has been the principal place of residence of the principal ratepayer since at least 1 July of the previous financial year;
- b) the property has not been subject to a change in land use since 1 July of the previous financial year; and
- c) the property has not been subject to improvements with a value of more than \$25,000 since 1 July of the previous financial year.

SALE OF LAND FOR NON-PAYMENT OF RATES

16.1 The *Local Government Act 1999* provides that a Council may sell any property where the rates have been in arrears for three years or more. The Council is required to notify the owner of its intention to sell the land if payment of the outstanding amount is not received within one month and must provide the owner with details of the outstanding amounts.

16.2 A rate cannot be challenged solely on the basis of non-compliance with this policy and must be paid in accordance with the required payment provisions. Where a ratepayer believes that the Council has failed to properly apply this policy it should raise the matter with the Council.

16.3 In the first instance contact the Rates Officer on 08 8672 4600 to discuss the matter. If, after this initial contact, a ratepayer is still dissatisfied they should write to the Chief Executive, DCCP@cpcouncil.sa.gov.au.

Rates Officer
Phone: 08 8672 4600
Email: DCCP@cpcouncil.sa.gov.au

TRAINING

17.1 Training will be targeted at customer service and finance staff and management.



REVIEW

This Policy will be reviewed annually at the time of preparation of the Annual Business Plan and Budget, as required by any legislative changes or at the direction of Council.

ACCESS TO THE POLICY

The Policy is available from the Rates Officer on 08 8672 4600 on Council's website [or](#) by writing to Coober Pedy Council, DCCP@cpccouncil.sa.gov.au

DOCUMENT CONTROL

19.1 Version Control

Version #	Date Adopted	Resolution #	File # Document #	Description of Change
1	29 May 2024	589		New Policy for 2024-25 Financial Year
2	30 April 2025	765		Updated Policy for 2025-26 Financial Year
3	24 June 2026	909	18.63.1/1 NPO20241	Updated Policy to policy template, added Hardship clauses, added Rate Rebate clauses.

