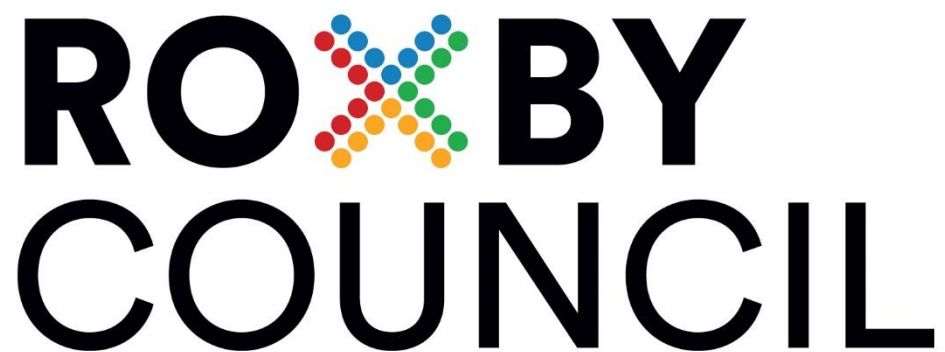




6 Richardson Place
Roxby Downs SA 5725

08 8671 0010

roxby@roxbyCouncil.com.au

www.roxbydowns.sa.gov.au/

ABN 68 284 130 046

SUNDRY DEBTOR TERMS AND CONDITIONS

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CONTENTS

1.	FEES & CHARGES	3
2.	PAYMENT TERMS.....	3
3.	MONTHLY STATEMENT	3
4.	DEBT MANAGEMENT	3
5.	ACCESS RESTRICTION.....	3

TERMS & CONDITIONS

1. FEES & CHARGES

- 1.1. Council fees and charges are available from Council's website:
<https://www.roxbydowns.sa.gov.au/council/about-roxby-council/fees-and-charges> . All fees and charges are subject to annual review.

2. PAYMENT TERMS

- 2.2 All customers will be granted a credit period of 14 days from the date of invoice (unless otherwise agreed in writing by Council). Payment is expected to be received in full within the specified credit period.

3. MONTHLY STATEMENT

- 3.1 A monthly statement shall be issued at the beginning of each month. The statement provides the debtor with a summary of the outstanding debt at the end of the month prior.

4. DEBT MANAGEMENT

- 4.1 If the payment has not been received within the credit period, a reminder notice will be sent to the customer within 7 business days after the due date.
- 4.2 If the debt is outstanding for more than 60 days, where possible, telephone contact is made with the debtor requesting payment. A Final Notice will be issued.
- 4.3 If payment has not been received within 90 days from the date of the invoice, a formal letter of demand will be dispatched to the debtor, notifying them of the initiation of debt collection proceedings. If payment is not received within 10 business days of the date listed on the letter of demand, the debt will be passed on to the debt collection agency.
- 4.4 Where permitted by law or under the applicable contract, Council may recover reasonable costs incurred in the collection of overdue debts, including legal costs and debt collection agency fees.

5. ACCESS RESTRICTION

- 5.1 Failure to pay invoices and any payments outstanding longer than 60 days will lead to the suspension of credit terms and a restriction of access to discretionary Council services until payment is made in full.
- 5.2 Customers will be notified in writing if their credit terms are suspended, and access is restricted.