

## GENERAL DEBT COLLECTION POLICY

<b>Section</b>	Finance
<b>Contact</b>	Chief Financial Officer
<b>Last Review</b>	October 2016
<b>Next Review</b>	October 2019
<b>Approval</b>	C16/133
<b>Effective Date</b>	October 2016

### Purpose:

The purpose of this policy is to ensure that there is prompt payment (and follow up) of all monies owed to the University in relation to general debt. This policy will also include the collection of research debt. For the purpose of this policy general debt does not include student debt.

### Policy:

All follow up of outstanding general debt is the responsibility of the department/section/school/institute/region/centre receiving the income.

Debt will be followed up in conjunction with Finance - Accounts Receivable.

If the debt is outstanding for 60 days or more the Head of Department/Institute/School (HOD/I/S) must advise the relevant Pro Vice-Chancellor, or Assistant Vice-Chancellor. In addition, the Chief Financial Officer (CFO) should also be advised for review and follow up.

The debtor will continue to receive a monthly statement showing the overdue amount. Overdue debt may incur a penalty interest charge.

Debt outstanding for more than 6 months will be impaired and provided for by Finance, unless extenuating circumstances exist which must be agreed by the CFO. In most cases the debt will then be placed with a debt collector (appointed by Finance).

The department/section/school/institute/region/centre will continue to follow up on impaired / written-off debt with oversight from the Accounts Receivable team.

At the end of the financial year, a doubtful debt provision will be made by Finance and approved by the CFO. This provision will be based on of 3% of outstanding debt greater than 30 days excluding:

1. Where there are balances in excess of 3% where it is clear that recovery is remote. In these circumstances a specific provision will be made.
2. Where there are extenuating circumstances that indicate the likelihood of recovery is high.

**Audience:**

All Management of the University  
All staff

**Relevant Legislation:**

Nil

**Related Procedures/Documents:**

Nil

**Document Management Control:**

Prepared by: Chief Financial Officer  
Owned by: Assistant Vice-Chancellor (Strategy, Finance, IT and Commercial Operations)  
Approved by: C16/133  
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