



FEE WAIVER, REDUCTION OR REFUND POLICY

TITLE	FEE WAIVER, REDUCTION OR REFUND POLICY
RESPONSIBLE PERSON	MANAGER PLANNING
APPROVED BY COUNCIL	OCTOBER 2005
RESOLUTION NO	184/2005
AMENDED ON	11/7/2025
RESOLUTION NO	121/2025
REVIEW DATE	2028 (EVERY THREE YEARS)

APPLICATION OF POLICY

This policy applies to fees charged for Council services including application fees for Planning, Plumbing, Building, Environmental Health, Engineering and Council By-Laws.

INTRODUCTION

This policy assists Council in assessing requests for remission of fees and charges under Section 207 of the *Local Government Act 1993* (“*the Act*”) and any grant, pecuniary benefit or non-pecuniary benefit under Section 77 of *the Act*.

OBJECTIVE

To provide guidance on the circumstances when Council will remit or refund fees.

Circumstances can arise where it is appropriate and in the public interest for consideration to be given to waiving, reducing or refunding fees and charges.

POLICY

This policy outlines the criteria that Council will use to assess requests for fee refunds and fee remissions, in exercising its powers pursuant to Section 207 of *the Act*.

A. [Refund of Council Fees](#)

A person may apply in writing and outline reasons why fees should be refunded. The amount of refund will depend on how far the assessment of the application, licence or registration has progressed. In determining the appropriate refund the following factors will apply:

1. Annual registration fees will not be proportionately refunded unless the requirement for the licence or registration is no longer applicable;
2. Assessment fees will only be refunded if the assessment hasn't been undertaken (regardless of whether the permit was issued);
3. If assessments have commenced but are not completed, a proportion of assessment fees may be refunded and Council may specify the proportion in its annual fees and charges;
4. Inspections fees and fees associated with the completion of works will be refunded if the permit hasn't been issued; and
5. Applications fees for advertising are not refunded if the advertisement has been sent to the newspaper.

B. [Hardship Test](#)

A person may apply to Council to waive or reduce a fee on financial hardship grounds and any such application will be assessed consistent with the Financial Hardship Assistance Policy.

C. Not-for-profit Community Based Organisations

Not-for-profit community based organisations may request in writing that fees for applications for Planning, Building, Plumbing, Environmental Health or Engineering Services be remitted.

Levies or other fees collected by Council on behalf of other agencies are not eligible for remission, including the Building Administration and Industry Training Levies.

An eligible, not-for-profit community organisation includes organisations providing or supporting:

- Health, childcare, charity, youth or positive ageing services.
- Environmental services such as management of natural areas, weed control, climate change adaption or mitigation or similar.
- Public events, historic or cultural activities or community arts.
- Sporting or recreational activities.
- Public amenities or buildings.
- Other activity that the General Manager considers demonstrate a community benefit.

A project or activity that receives or will receive more than \$20,000 in State or Federal government funding, or has a total cost of more than \$250,000 is not eligible.

The request must outline reasons and sufficient information to enable Council to determine eligibility, including:

- the community benefit of the project or activity including its consistency to Council's policies, strategies or activities.
- a capacity to carry out the proposed project or activity.
- the total cost of the project or activity.
- that the full amount of fees and charges payable would be an impediment to the realisation of the project or activity.

D. [Council Projects](#)

Fees for Planning, Building, Plumbing, Environmental Health or Engineering Services will be remitted, this excludes levies or other fees collected by Council on behalf of other agencies including the Building Administration and Industry Training Levies, these will not be remitted.

E. [Exceptional circumstances](#)

Exceptional circumstances may arise where fees or charges may need to be waived, reduced or refunded. This may include circumstances where there is a need to:

- Bring an unlawful land use or unlawful structure into conformity with regulatory requirements.
- Take action to reduce or mitigate a potential liability of the Council that arises from a planning or building application.
- Resolve a situation where Council has caused or contributed inadvertently to planning or building fees or charges or related costs being unnecessarily incurred by an applicant.

ASSESSMENT AND DETERMINATION

The General Manager, or delegate, will consider any request for a refund or remission in accordance with this policy (consistent with financial delegations and statutory powers) and determine if the request will be granted or not.

Robert Higgins
GENERAL MANAGER