

Compliance and Enforcement Policy

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1 OUTCOMES

- 1.1 Queanbeyan-Palerang Regional Council (Council) has developed a Compliance and Enforcement Policy to provide information for all internal and external stakeholders and interested parties about Council's position on compliance and enforcement matters in the local government area.
- 1.2 Council has an obligation under section 8 of the *Local Government Act 1993* to ensure that it carries out its functions in a way that facilitates a strong, healthy and prosperous local community. This obligation is met through proactive compliance programs, investigation of complaints and through consistent application of enforcement action against unlawful activities.
- 1.3 Effective compliance and enforcement programs:
- a) Prevent and minimise harm to health, welfare, safety, property, and the environment,
 - b) Improve the safety and amenity of residents and visitors to the area,
 - c) Support the welfare of the community and the public interest,
 - d) Meet the expectations of the community,
 - e) Encourage reports of unlawful activity from the community,
 - f) Educate the community with respect to their legal obligations and how to achieve compliance,
 - g) Ensure Council meets its statutory responsibilities.
- 1.4 The intent of this policy is to establish clear guidelines and protocols for Council staff in the management of Council's regulatory activities.

2 POLICY

- 2.1 The intent of this policy is to establish clear guidelines and protocols for Council staff in the management of Council's regulatory activities.
- 2.2 The policy provides workable guidelines on:
- a) Responding to reports alleging unlawful activity,
 - b) Assessing whether reports alleging unlawful activity require investigation,
 - c) Deciding whether enforcement action is warranted,
 - d) Options for dealing with confirmed cases of unlawful activity,
 - e) Taking legal action,
 - f) Implementing shared enforcement responsibilities.
- 2.3 The policy also provides advice and guidance on:
- a) The role of private certifiers in compliance and enforcement,
 - b) The role of Councillors in compliance and enforcement,
 - c) Special provisions for dealing with compliance and enforcement matters where people are experiencing homelessness.

3 SCOPE OF THE POLICY

- 3.1 The policy applies to the entire Queanbeyan Palerang Local Government Area
- 3.2 The policy applies to regulatory issues within Council's area of responsibility including but not limited to:
- a) Development and Land use
 - b) Building Control and Fire Safety
 - c) Swimming Pool Safety
 - d) Waste
 - e) Pollution
 - f) Food Safety
 - g) Public Health and Safety
 - h) Biosecurity weeds and pests
 - i) Biodiversity and tree preservation
 - j) Water and Sewer
 - k) Companion Animals and Livestock
 - l) Parking
 - m) Roads
 - n) Unattended property in public places

4 DEFINITIONS

- 4.1 Appropriate Regulatory Authority- the appropriate authority for investigation of statutory breaches.
- 4.2 Council official- includes Councillors, Council staff, administrators, Council committee members and delegates of Council.
- 4.3 Complaint- an expression of dissatisfaction made about Council services, staff or the handling of a customer request, where a response or resolution is explicitly or implicitly expected or legally required.
- 4.4 Enforcement- Actions taken in response to serious or deliberate contraventions of laws.
- 4.5 Regulation- Using a variety of tools and strategies to influence and change behaviour to achieve the objectives of an Act, Regulation or other statutory instrument administered by Council.
- 4.6 Report alleging unlawful activity- An expression of concern or a request for service in relation to alleged unlawful activity, where a response or resolution is explicitly or implicitly expected or legally required.
- 4.7 Unlawful Activity- Any activity or work that has been or is being carried out contrary to the below and/or failure to take required action in order to be compliant with:
- a) Terms or Conditions of a development consent, approval, permit or licence.
 - b) An environmental planning instrument that regulates the activities or work that can be carried out on particular land.
 - c) A legislative provision regulating a particular activity or work.

d) A required development consent, approval, permit or licence.

5 LEGISLATIVE OBLIGATIONS AND/OR RELEVANT STANDARDS

5.1 The policy relates to Council’s statutory functions under the following pieces of legislation (including applicable subordinate legislation):

- Environmental Planning and Assessment Act 1979
- Local Government Act 1993
- Swimming Pools Act 1992
- Protection of Environment Operations Act 1997
- Public Health Act 2010
- Roads Act 1993
- Public Spaces (Unattended Property) Act 2021
- Food Act 2003
- Biosecurity Act 2015
- Companion Animals Act 1998

5.2 The policy also applies to any other piece of statutory legislation where Council is the Appropriate Regulatory Authority.

6 CONTENT

6.1 Compliance and enforcement principles:

6.1.1 The following principles underpin Council’s actions relating to compliance and enforcement:

Principle:	Action:
Accountable and Transparent	<ul style="list-style-type: none"> • Acting in the best interest of public health and safety and in the best interests of the environment • Ensuring accountability for decisions to take or not take action • Acting fairly and impartially and without bias or unlawful discrimination • Providing information about compliance and enforcement priorities and reasons for decisions to improve understanding and certainty and promote trust by the regulated community • Ensuring that meaningful decisions are given to all relevant parties, particularly when there is a departure from this policy • Acting on any complaints or concerns about the conduct of compliance officers in accordance with Council’s Complaint Management Policy and procedures • Advising people and organisations subject to enforcement action of any avenues available to seek an internal or external review of the decision
Consistent	<ul style="list-style-type: none"> • Ensuring all compliance and enforcement action is implemented consistently • Encouraging reports about possible unlawful activity by acting reasonably in response to the circumstances and facts of each matter
Proportional	<ul style="list-style-type: none"> • Ensuring the level of enforcement action is proportionate to the level of risk and seriousness of the breach • Making cost effective decisions about enforcement action • Taking action to address harm and deter future unlawful activity
Timely	<ul style="list-style-type: none"> • Ensuring responses to reports alleging unlawful activity and decision making in relation to those is timely.

6.2 Responsibility:

- 6.2.1 Council staff who deal with reports alleging unlawful activity are responsible for implementing this policy. Council staff are also responsible for ensuring that any other possible unlawful activity identified as a result of an inspection, proactive enforcement or other activity is brought to the attention of the appropriate business unit of Council.
- 6.2.2 Council staff are required to:
- a) Treat all relevant parties with courtesy and respect,
 - b) Communicate with all relevant parties and provide feedback on the progress of an investigation and any reasons for delay, without compromising the integrity of the investigation,
 - c) Protect the identity of people making complaints where this is practical and appropriate. Personal information that identifies individuals will only be disclosed or used by Council as permitted under the relevant privacy laws and confidentiality obligations,
 - d) Make full and proper records in relation to the assessment and investigation of reports alleging unlawful activity, including reasons for any decisions,
 - e) Inform all relevant parties of reasons for decisions,
 - f) Provide as much information as possible to all relevant parties about the outcomes of investigations to show that adequate and appropriate action was taken and/or is proposed to be taken,
 - g) Provide information to all relevant parties about any avenues to seek an internal or external review of a decision.
- 6.2.3 All reports alleging unlawful activity are to be entered into Council's customer request management system and actioned in a timely manner by the appropriate department.
- 6.2.4 Only Council staff with appropriate delegations from the General Manager can undertake investigations or compliance and enforcement action in relation to this policy.

6.3 Responding to concerns about unlawful activity:

6.3.1 How Reports alleging unlawful activity will be dealt with by Council:

- 6.3.1.1 Council staff will record and assess every report alleging unlawful activity where Council is the regulatory authority.
- 6.3.1.2 Council staff will respond to all reports unless the person raising the matter has indicated they do not wish to receive a response about Council's handling of the matter, or the report is anonymous.
- 6.3.1.3 Council's objectives when dealing with reports alleging unlawful activity are to:
- a) Maintain the collective good and welfare of the community,
 - b) Prevent or minimise harm to health, welfare, safety, property and the environment,

- c) Consider the broader public interest having regard to Council's priorities and any resource limitations,
- d) Consider the report fairly and impartially.

6.3.1.4 Not all reports will need to be investigated. A preliminary assessment of all matters will be made to determine the priority for a response, and whether investigation or other action is required. If no action is to be taken the reason for no action will be recorded in Council's system and the complainant, where one exists will be advised of the outcome.

6.3.1.5 An investigation of alleged unlawful activity may take a significant amount of time to complete, particularly where the issues are complex. If Council staff decide to investigate, staff will give the person who reported the alleged unlawful activity regular feedback on the progress of the investigation and any reasons for delay. This does not mean that the individual can expect to be given details about every aspect of the investigation or information that would compromise the integrity of the investigation.

6.3.1.6 Decisions about what action should be taken by Council staff are made at Council's discretion. This means the objective is that reports alleging unlawful activity will be resolved to the satisfaction of Council staff, not necessarily the person raising the matter. Council staff will work with stakeholders to resolve matters in a timely manner.

6.3.1.7 Council staff will endeavour to manage the expectations of people who report alleged unlawful activity, and in particular explain that in the absence of sufficient evidence of unlawful activity, Council staff may be unable to take further action.

6.3.1.8 While there are certain statutory requirements that must be met in relation to notices and orders, Council staff will ensure that all explanatory communications are made in plain English and explain any technical language the law requires to be used.

6.3.2 Confidentiality of people reporting allegations of unlawful activity

6.3.2.1 People who report allegations of unlawful activity should not expect that their identities will remain confidential from the subject of their report in all circumstances. Council staff may have to disclose information that identifies them in the following cases:

- a) The disclosure is necessary to investigate the matter,
- b) Their identity has already been disclosed to the subject of the report either directly or in a publicly available document,
- c) The individual was consulted following the receipt of a formal Government Information Public Access Act 2009 application and did not object to the disclosure,
- d) The individual consents in writing to their identity being disclosed,
- e) The disclosure is required to comply with principles of procedural fairness,
- f) The matter proceeds to Court.

6.3.2.2 Council will take seriously any concerns an individual may have about their physical safety being endangered as a result of making a report. However, this may limit Council's ability to investigate the matter.

6.3.3 What Council expects from people who report allegations of unlawful activity

6.3.4 Council expects that people who report allegations of unlawful activity will cooperate and act in good faith in respect of any investigations conducted by Council staff. This includes:

- a) providing a clear description of the problem (and the resolution sought, if relevant)
- b) giving all available and relevant information to authorised Council staff, including any new information about the alleged activity that may become known to the person following the making of their report.
- c) not giving any information that is intentionally misleading or wrong.
- d) cooperating with Council's inquiries and giving timely responses to questions and requests for information
- e) treating Council's staff with courtesy and respect
- f) allowing the investigation to be completed without prematurely taking the matter to other agencies unless referred to by Council.

6.3.5 If these expectations of the individual are not met, Council may need to set limits or conditions on the continuation of the investigation or may need to restrict any further communications with the individual.

6.3.6 Any unreasonable conduct will be dealt with in accordance with the NSW Ombudsman's Managing Unreasonable Conduct by a Complainant Manual (2021) and the corresponding Council policy.

6.3.7 What Parties can expect from Council staff

6.3.7.1 Any complaints about Council's handling of reports alleging unlawful activity will be recorded separately and handled in accordance with Council's Complaint Management Policy and procedures.

6.3.7.2 Where a person or organisation subject to enforcement action merely disputes Council's decision to take enforcement against them, they will be directed to make representations in accordance with any relevant internal and external appeal processes.

6.3.7.3 Council staff will act on any complaints in relation to the conduct of compliance officers in accordance with Council's Code of Conduct and Complaints Management Policy

6.3.8 Anonymous reports

6.3.8.1 Anonymous reports will be recorded and assessed in accordance with the above requirements. However, because it is not possible to seek clarification or additional information about a matter, it may be more difficult to evaluate the allegations and therefore these reports are less likely to warrant investigation.

6.3.9 Unlawful activity outside normal business hours

6.3.9.1 Unlawful activity can occur outside business hours. Council may receive reports about matters such as offensive noise and failure to comply with limitations on hours of operation during nights and weekends.

6.3.9.2 Due to resource and operational capability restraints on Council, investigations into alleged unlawful activity outside business hours will be assessed on the basis of risk of harm to health, welfare, safety, property or the environment or it is otherwise in the public interest to take such action. Council may rely on the resources of other regulatory authorities (e.g. NSW Police) to act on reports of unlawful activity outside business hours.

6.3.10 Neighbour disputes

6.3.11 Council will at times receive reports from parties involved in neighbour disputes seeking Council's involvement. When a dispute between neighbours is a civil matter, Council will often have no authority to resolve the issue in dispute. Some reports will raise several matters, some of which will require Council's involvement and some of which will be personal to the parties.

6.3.12 Council staff will thoroughly assess such reports to determine whether there is evidence of any possible unlawful activity requiring action by Council. Care will be taken to explain which aspects of a report Council can deal with and which cannot be dealt with and why. Where possible, individuals will be provided with information about how to resolve neighbour disputes including referral information resources such as LawAccess NSW and Community Justice Centres.

6.3.13 It is possible that one party will provide further information about a matter which changes Council's decision about whether it will become involved. In such circumstances, Council staff will carefully consider the matter before taking action and document reasons for the new decision. Relevant parties will be advised about the reasons Council has changed its position on a matter. Council staff will not change a decision about whether or not Council should be involved purely as a response to the conduct of an individual such as persistent demands or threats.

6.4 Investigating alleged unlawful activity:

6.4.1 Not all reports alleging unlawful activity will warrant detailed investigation. A preliminary assessment of all matters will be made to determine whether further investigation or other action is required. Council will prioritise matters on the basis of risk to public safety, human health and environment.

6.4.2 If there is insufficient information in the report to undertake a preliminary assessment, further information may need to be sought from the person who made the report or an inspection undertaken. Staff may also need to consult Council's

records and other internal business units to understand the relevant history and context of a matter.

- 6.4.3 Council will apply a risk-based approach which categorises requests into low, medium and high priority. Reference should be made to the risk category matrix in Appendix One of this policy.
- 6.4.4 Council will take no further action if, following a preliminary assessment, it is identified that:
- a) Council does not have jurisdiction to investigate or is not the appropriate authority to take action on the issues raised. Where there is another appropriate authority or course of action, Council may bring the matter to the attention of the authority or provide information and contact details to the individual. For example: SafeWork NSW for workplace safety matters, the NSW Environment Protection Authority for possible environmental offences and Community Justice Centres NSW for personal disputes.
 - b) The report relates substantially to a matter previously determined by Council and no new or compelling information is presented which would cause Council to change its earlier decision. In this case, staff will acknowledge the report and advise that no further action will be taken as no new information had been provided (other than where the person has previously been advised they would receive no further response).
 - c) The allegations relate to a lawful activity (e.g. where there is an existing approval or the activity is permissible without Council approval or consent being required).
 - d) The report is not supported with evidence or appears to have no substance.
 - e) The General Manager or Director- Development and Environment determines that investigation or other action would have an unreasonable impact on resources and/or is unlikely to achieve an outcome sufficient to justify the expenditure of resources.
- 6.4.5 When deciding whether to investigate, Council staff will consider a range of factors including whether:
- a) the activity is having a significant detrimental effect on the environment, or it constitutes a risk to public safety.
 - b) the report relates to some unfinished aspect of work that is still in progress.
 - c) the activity or work is permissible with or without permission.
 - d) all conditions of consent are being complied with
 - e) much time has elapsed since the events the subject of the report took place.
 - f) another body is a more appropriate agency to investigate and deal with the matter.
 - g) it appears there is a pattern of conduct or evidence of a possible widespread problem
 - h) the person or organisation reported has been the subject of previous reports.
 - i) the report raises matters of special significance in terms of the Council's existing priorities.
 - j) there are significant resource implications in relation to an investigation and any subsequent enforcement action.
 - k) it is in the public interest to investigate the report.

- 6.4.6 The above are factors for Council staff to consider and weigh in making a determination. Council staff are not limited in their use of discretion by these considerations and may decide to investigate based on these and other factors.
- 6.4.7 The objective of the processes Council staff use when investigating incidents of alleged unlawful activity is to:
- a) determine the cause of the incident
 - b) determine if there has been a contravention of law, policy or standards
 - c) gather evidence to the required standard to support any required enforcement action
 - d) determine any necessary action to mitigate the possibility of recurrence of similar incidents.
- 6.4.8 Any decision not to investigate an allegation of unlawful activity will be recorded and the reasons for that decision clearly stated.

6.5 Taking enforcement action

- 6.5.1 When deciding whether to take enforcement action in relation to a confirmed case of unlawful activity, Council staff will consider the full circumstances and facts of the matter and the public interest. The following common considerations will assist Council staff in determining the most appropriate response in the public interest.
- 6.5.2 Considerations about the alleged offence and impact:
- a) the nature, extent and severity of the unlawful activity, including whether the activity is continuing
 - b) the harm or potential harm to the environment or public health, safety or amenity caused by the unlawful activity
 - c) the seriousness of the breach, including whether the breach is merely technical, inconsequential or minor in nature
 - d) the time period that has lapsed since the date of the unlawful activity.
- 6.5.3 Considerations about the alleged offender:
- a) any prior warnings, instructions, advice that was issued to the person or organisation reported or previous enforcement action taken against them
 - b) whether the offence was committed with intent
 - c) whether the person or organisation reported has been proactive in the resolution of the matter and assisted with any Council requirements and instructions
 - d) any mitigating or aggravating circumstances demonstrated by the alleged offender
 - e) any particular circumstances of hardship affecting the person or organisation reported.
- 6.5.4 Considerations about the impact of any enforcement action:
- a) the need to deter any future unlawful activity
 - b) whether an educative approach would be more appropriate than a coercive approach in resolving the matter
 - c) the prospect of success if the proposed enforcement action was challenged in court
 - d) the costs and benefits of taking formal enforcement action as opposed to taking informal or no action
 - e) what action would be proportionate and reasonable in response to the unlawful activity

- f) whether Council is prevented from taking action based on earlier advice given, i.e. whether an estoppel situation has been created.

6.5.5 Considerations about the potential for remedy:

- a) whether the breach can be easily remedied
- b) whether it is likely consent would have been given for the activity if it had been sought
- c) whether there is a draft planning instrument on exhibition that would make the unauthorised use legal

6.5.6 Legal or technical issues

6.5.6.1 Where legal and/or technical issues are in question, Council staff will consider whether legal advice or professional advice from duly qualified staff or other experts should be obtained and considered. Council may also require a person subject to possible enforcement action to obtain professional advice in relation to issues of concern to Council for assessment as to whether further action is required.

6.5.7 Requirements of Council Staff considering enforcement activities

6.5.7.1 Prior to taking enforcement action, Council staff will take into account the above considerations as well as the evidence gathered during their investigation. Council staff must act impartially, be mindful of their obligations under Council's Code of Conduct and not act as a decision-maker in relation to any matter in which they have a personal interest. Enforcement action will not be taken purely as a response to the conduct of an individual such as persistent demands or threats.

6.5.7.2 Council staff are required to maintain records about critical thinking and decision-making processes in relation to reports alleging unlawful activity and any enforcement action, as well as records of interactions with relevant parties. Council staff will at all times adhere to Council's internal approval processes prior to the commencement of any enforcement action.

6.5.7.3 Council staff will take steps to ensure that any enforcement action is taken against the correct person or organisation. Where there are multiple possible parties to an alleged unlawful activity, it will generally not be appropriate to take enforcement action against every person who may be liable for the alleged unlawful activity. In such circumstances, Council staff will be guided by legal advice in determining the appropriate persons to pursue.

6.6 Options for dealing with confirmed cases of unlawful activity

6.6.1 Council staff will try to use the quickest and most informal option to deal with unlawful activity wherever possible unless there is little likelihood of compliance with such options. Council staff will use discretion to determine the most appropriate response to confirmed cases of unlawful activity and may take more than one approach.

6.6.2 Any enforcement action taken by Council will depend on the full circumstances and facts of each case, with any decision being made on the merits.

6.6.3 At all times, Council's key concerns are:

- a) to prevent or minimise harm to health, welfare, safety, property or the environment.
- b) to influence behaviour change for the common good and on behalf of the community.

6.6.4 The following enforcement options to be considered by Council are ordered to reflect an escalation in response that is proportionate to the level of risk, the seriousness of the confirmed breach or the need for a deterrent:

Level of Risk:	Enforcement Options:
Very Low	<ul style="list-style-type: none"> • Take no action on the basis of lack of evidence or some other appropriate reason • Provision of information or advice on how to be compliant
Low	<ul style="list-style-type: none"> • Negotiating with the person to obtain voluntary undertakings or agreements to address the issues of concern • Issuing a warning or formal caution
Medium	<ul style="list-style-type: none"> • Issuing a letter requiring works to be done • Issuing a Notice of Intention to serve an Order or Notice under relevant legislation, and then serving an Order or Notice if appropriate • Issuing a Penalty Notice
High	<ul style="list-style-type: none"> • Issuing a Notice of Intention to serve an Order or Notice under relevant legislation, and then serving an Order or Notice if appropriate • Carrying out works specified in the order at the cost of the person served with the order • Issuing a Penalty Notice
Very High	<ul style="list-style-type: none"> • Seeking an injunction through the courts to prevent future or continuing unlawful activity • Commence legal proceedings for an offence against the relevant Act or Regulation

6.6.5 All enforcement action will be reviewed and monitored to ensure compliance with any undertakings given by the subject of enforcement action or advice, directions or orders issued by Council. Reports alleging continuing unlawful activity will be assessed and further action taken if necessary. If the unlawful activity has ceased or the work has been rectified, the matter will be resubmitted for follow up action to ensure compliance outcomes are met. Should initial enforcement action be found to have been ineffective, Council staff will consider other enforcement options.

6.7 Penalty Notices (Fines)

6.7.1 In certain circumstances Council will issue Penalty Notices without prior warning. These circumstances include:

- a) Failure to install or maintain appropriate environmental controls on subdivision and building sites.
- b) Non-complying swimming pool barriers.
- c) Large scale pollution incidents.

- d) Parking offences.
- e) Dangerous or Menacing Dogs

6.8 Taking legal action

6.8.1 Council and its delegated staff may be guided by legal advice in deciding whether to commence legal proceedings and will consider the following:

- a) whether there is sufficient evidence to establish a case to the required standard of proof
- b) whether there is a reasonable prospect of success before a court
- c) whether the public interest warrants legal action being pursued

6.8.2 Whether there is sufficient evidence to establish a case to the required standard of proof

6.8.2.1 Council considers the decision to take legal action a serious matter, and as such will only initiate and continue proceedings once it has been established that there is admissible, substantial and reliable evidence to the required standard of proof.

6.8.2.2 The basic requirement of any criminal prosecution is that the available evidence establishes a *prima facie* case. The prosecutor is required to prove the elements of the offence beyond reasonable doubt.

6.8.2.3 In civil enforcement proceedings, Council will require sufficient evidence to satisfy the court that an actual or threatened breach has occurred on the balance of probabilities.

6.8.3 Whether there is a reasonable prospect of success before a court

6.8.3.1 Given the expense of legal action, Council will not take legal action unless there is a reasonable prospect of success before a court. In making this assessment, Council staff will consider the availability, competence and credibility of witnesses, the admissibility of the evidence, all possible defences, and any other factors which could affect the likelihood of a successful outcome.

6.8.4 Whether the public interest requires legal action to be pursued

6.8.4.1 The principal consideration in deciding whether to commence legal proceedings is whether to do so is in the public interest. In making this determination, the same factors to be considered when taking enforcement action apply. (See Section 6.5, Taking enforcement action).

6.8.4.2 The following considerations relate more specifically to the decision to commence legal proceedings and will assist Council and its delegated staff in making this determination:

- a) the availability of any alternatives to legal action
- b) whether an urgent resolution is required (court proceedings may take some time)
- c) the possible length and expense of court proceedings
- d) any possible counter-productive outcomes of prosecution

- e) what the effective sentencing options are available to the court in the event of conviction
- f) whether the proceedings or the consequences of any resulting conviction would be unduly harsh or oppressive.

6.8.5 Time within which to commence proceedings

6.8.5.1 Council staff must be aware of legislative time limits in which enforcement proceedings must be commenced. Sometimes legal action will be statute barred despite good evidence that unlawful activity has occurred.

6.9 Shared enforcement responsibilities

6.9.1 Some reports will raise matters involving shared regulatory responsibilities between Council and other authorities including the Environment Protection Authority, the NSW Police Force, the Office of Liquor, Gaming and Racing, NSW Fair Trading, NSW Food Authority and Crown Lands.

6.9.2 Council recognises that collaboration and cooperation between authorities to address issues of shared regulatory responsibility is the best approach. To this end, where there are shared legislative responsibilities, Council staff will liaise with relevant authorities to establish:

- a) which authority will take the leading role on any joint investigation
- b) which activities each authority will carry out
- c) responsibilities for updating an individual where relevant
- d) protocols for exchanging confidential information between the relevant authorities.

6.9.3 Council will reasonably endeavour to respond to requests for information or assistance on joint regulatory matters in a timely manner.

6.10 Role of Council where there is a Private Certifier appointed

6.10.1 Where a Private Certifier has been appointed as the Principal Certifying Authority, Council recognises that the Certifier is the authority responsible for ensuring compliance with the conditions of development consent.

6.10.2 While Council retains its regulatory role and enforcement powers where a private certifier has been appointed the Principal Certifying Authority (PCA). Council is not responsible for ensuring building and construction compliance where a private certifier is appointed.

6.10.3 Persons making complaints about a site where a private certifier is the nominated PCA will be advised to contact the PCA in the first instance. This will give the PCA an opportunity to address the issues and take the appropriate action. If the PCA does not address the issues raised by the complainant within a reasonable time, Council may investigate the complaint.

6.10.4 Private certifiers have limited enforcement powers as the PCA under the *Environmental Planning and Assessment Act 1979* (EP&A Act). They have the power to issue a Written Directions Notice to the owner or builder to comply with the

conditions of consent or rectify any breaches. A copy of any Written Directions Notice issued by a private certifier must be provided to Council for assessment as to whether Council will enforce the notice by issuing an order.

- 6.10.5 Council and private certifiers will work together to resolve any issues when they arise to achieve compliance with the development consent or complying development certificate. Council staff will take steps to ensure individuals are clear about which agency performs which role.
- 6.10.6 Council may lodge a complaint to the NSW Fair Trading if it appears that a private certifier has not acted in accordance with their obligations under legislation or has not acted in the public interest.
- 6.10.7 Council may suggest to complainants who are not satisfied with the performance of a Private Certifier to contact the NSW Fair Trading directly.

6.11 Role of Councillors in compliance and enforcement

- 6.11.1 Decision making relating to the investigation of reports alleging unlawful activity and taking enforcement action is the responsibility of appropriately authorised Council staff.
- 6.11.2 Compliance and enforcement matters are sensitive and easily susceptible to allegations of impropriety, bias or inconsistency. In order to manage those risks, and consistent with Councillors' Code of Conduct, Councillors do not attend on-site meetings with Council staff, the complainants, or persons the subject of investigation or enforcement action, or direct staff in relation to particular outcomes relating to investigations or enforcement options or actions.
- 6.11.3 Councillors can help members of the public who raise concerns about the investigation process, however they cannot ignore or alter a policy in order to satisfy the demands of special groups.
- 6.11.4 The General Manager may present certain decisions to be ratified by the elected Council if this is necessary or desirable, and councillors may also have the right to call for a report about particular issues to a Council meeting.

6.12 Special provisions for compliance and enforcement where people are experiencing homelessness:

- 6.12.1 Council often receives complaints about homeless people residing in public spaces and in most cases, there has been no offence committed.
- 6.12.2 All interactions with homeless people will be undertaken with respect and in accordance with the NSW Government Document "*Protocol for Homeless People in Public Places*"
- 6.12.3 People experiencing homelessness have the same rights as any member of the public to:
 - a) Be in public places

- b) Participate in public activities or events
- c) Carry with them and manage their own belongings
- d) Request of decline support or assistance

6.12.4 Council's primary role is to connect homeless people with appropriate support services and will only take regulatory action in circumstances where public health and safety are impacted.

6.13 Delegations

6.13.1 Council staff delegations for acting under this policy are included in Council's Delegation Register.

7 REVIEW

- 7.1 This policy will be reviewed every four years or earlier as necessary if:
- a) legislation requires it, or
 - b) Council's functions, structure or activities change

APPENDIX ONE



Risk Category Matrix

High Risk

Immediate and significant risk to human health, safety or the environment. Including but not limited to:

- Large scale or significant pollution incidents
- Dog attacks
- Stock on roads
- Large scale vegetation clearing
- Poor sediment control on subdivision sites
- Hazardous waste dumping including asbestos dumping
- Unauthorised building works to heritage items or commercial/ industrial buildings
- Abandoned vehicles in unsafe locations
- Unsafe building works adjacent to public places
- Significant pool barrier compliance concerns
- Significant fire safety concerns
- Parking in school zones
- Sewage surcharges or overflow

Medium risk

Moderate risk to human health, safety or the environment. Including but not limited to:

- Poor sediment control on building sites
- Waste dumping on public land
- Unauthorised building works
- Minor pool barrier compliance concerns
- Noncompliance with conditions of consent
- Abandoned vehicles
- Roaming dogs
- Minor pollution incidents
- Commercial and industrial noise complaints
- Parking
- Food premises complaints
- Fire safety
- Unauthorised tree removal or pruning
- Footpath obstructions
- Onsite sewage management systems
- Public and environmental health complaints
- Smoke nuisance (domestic heaters, outdoor BBQ's etc.)
- Cat containment concerns

Low risk

Predominantly amenity issues with low or no impact on human health, safety or the environment. Including but not limited to

- Waste dumping on private land
- Minor unauthorised building works
- Overgrown/unkempt properties
- Barking Dogs
- Poultry Issues including noise from roosters
- Domestic noise complaints (air conditioners, power tools etc)
- Animal registration concerns
- Reserve encroachments
- Biosecurity weeds concerns
- Overland stormwater flow concerns