



KEMPSEY
Shire Council

Staff

Kempsey Council employs a number of staff who undertake regulatory type functions. Such positions include Town Planners, Health and Building Surveyors, Development Control Officers, Rangers, Weeds Officer and Engineers.

Development Control Officer

Council employs Development Control Officers to do an important job for the community. They carry out the following functions:

- Assess applications for the construction of buildings, and for development proposals.
- Conduct building inspections to ensure that building construction complies with approvals and standards, such as fire safety.
- Perform health inspections to help protect the public health of the community.
- Educate businesses about the latest health standards, such as infection control.

Other Staff

If you are building or developing a property, or run a business, at some stage this will involve contact with Development Control Officers, Town Planners, Rangers and Engineers.

Council staff are public officials. This means that they work for the community's best interest. They act according to professional standards and within Council's Code of Conduct. This requires them to act honestly and impartially when performing their duties including inspections. They need your support to help them do so.

The public should be aware that:-

- While they carry out official functions, all officers work for Council – not for individuals. Council is responsible for regulating various standards for all the community.
- It is illegal for members of the public to offer money, tips or gifts (including thank you gifts) in order to obtain a favourable inspection or outcome.
- Council sets all fees and charges associated with applications and inspections. Fees are to be paid to the Customer First Centre; inspectors do not handle cash or collect money, except in special circumstances.

e.g. An impounded animal is released "on the street" to an owner. The Ranger must provide an official receipt for the impounding release fee paid.

- Councils do not tolerate corruption. All Council employees must report any suspected corruption, such as bribery. Bribery includes paying or receiving money for benefits or favours. The penalties for anyone being caught bribing another person are severe and can lead to gaol sentences.
- Council seeks to deal with all applications and inspections professionally, honestly and impartially. Council staff work to these standards and cannot make decisions based on personal friendships or social contacts. This could lead to partial decision-making and conflicts of interest.



Making Payments to Council

- Council will inform you of any fees payable.
- Council issues invoices on official letterhead, and issues official receipts for all payments it collects.
- The only way you should pay money for Council services are at a Council Office, by mail to a Council business address, or through other approved payment methods, including via Australia Post, or via approved financial institutions and BPay.

Talking to Council

If you have any questions or if there are any problems regarding applications and inspections, you should raise them first with the Council Officer(s) who is dealing with your matter.

If the situation cannot be clarified for you, or if the problems remain, you should then contact the Public Officer of the Council.

If you have a complaint about the manner in which your application, inspection or any other matter has been handled, you should direct your complaint to the public Officer or write to the General Manager. You could also consider contacting one of the Councillors who may make personal representations on your behalf.

It is important that any complaint you wish to make should be formally raised in the first instance directly with the Council. Your complaint will be properly reviewed and responded to within a reasonable time.

If your complaint relates to the approval or otherwise of your application, you may also have appeal rights in the Land and Environment Court, and you should seek independent advice in such a circumstance.

If you are still dissatisfied with the handling of your complaint, you may consider contacting the following organisations for advice on:-

- **Council procedures** – Department of Local Government: Investigations and Review Branch. Ph (02) 4428 4100.
- **Potential corruption** – Independent Commission Against Corruption. Ph 1800 463 909.

**For further information and advice on
Issues Relating to Regulatory Functions
Contact:**

Kempsey Shire Council
22 Tozer Street, West Kempsey
Ph (02) 6566 3200 Fax (02) 6566 3205