



TITLE: INTERNAL REVIEW OF A COUNCIL DECISION (s270) POLICY

1. PURPOSE

- 1.1 This policy and procedure specifically addresses the manner in which requests for a review of a previous decision of Council will be dealt with, and provides a fair, consistent and structured process for any party dissatisfied with a decision which has been made by Council or its agents.
- 1.2 Section 270 of the *Local Government Act 1999* requires Council to maintain policies, practices and procedures for dealing with requests for service and complaints including a procedure about the review of decisions of—
 - a. the council;
 - b. employees of the council;
 - c. other persons acting on behalf of the council.

2. SCOPE

2.1 Application of policy and procedures

- 2.1.1 This policy and procedure applies when reviewing decisions of Council as outlined below.
- 2.1.2 Council also has defined procedures for dealing with complaints and requests for service – refer Policy clause 6.5. As a general rule, Council will promote the complaints handling procedures in the first instance as they offer the potential for immediate/prompt resolution. An application for review should only be made once the other mechanisms under the Compliments and Complaints Handling Policy and Request for Service Policy have been undertaken.
- 2.1.4 An internal review is the third tier in Council’s complaints handling process. It will apply:
 - when matters cannot be resolved satisfactorily
 - when a decision is to be reviewed by the elected Council (Refer clause 2. Undertaking a Review 2.1 Assignment of application for review of the attached **Internal Review of Council Decisions Procedure**)
- 2.1.3 Applications for review are to be made within 6 months of the making of the relevant council decision to which the review relates. Council may permit applications made after 6 months in “appropriate cases” as per supporting procedure – refer 1.1.3 (g) of the Procedure.

3.2 Matters outside the scope of the policy and procedures

3.2.1 These procedures will apply to any written request made by an Applicant for the review of a decision of the Council, except where:

- a. it would be inappropriate to apply these Procedures on the basis that alternate specific procedures are prescribed and available to the Applicant in other relevant legislation; or
- b. the decision subject of the request is of a kind excluded, expressly or by necessary implication, from review of any kind by operation of the relevant legislation or the scheme established under that legislation; or
- c. the decision is of a kind subject to a statutory scheme that is intended to 'cover the field' with respect to the rights to review or challenge regarding decisions under that legislation generally.

Non-exhaustive examples of specific legislation for the purposes of a. to c. above are contained in Appendix 1.

Other provisions in the *Local Government Act* prescribe appeal arrangements in certain circumstances. For example:

- objections to valuations; and
- appeals against orders made pursuant to section 254 of the *Local Government Act* (Power to make orders).

3.2.2 This policy specifically **does not provide for a review of a decision of a council:**

- a. to refuse to deal with, or to take no further action in relation to, complaints about council members made pursuant to sections 262A (Complaints relating to Member Behaviour) to 262E (Behavioural standards panel) of the Local Government Act
- b. relating to a recommendation of the Ombudsman.

3.2.3 Matters that fall outside statutory appeals procedures will be considered for the conduct of a section 270 review on the merits of the individual application.

3.2.4 While Council prefers to work with its customers to resolve requests for review quickly and effectively, an applicant will always retain the right to seek other forms of resolution, such as contacting the Ombudsman, or taking legal action at any time. Note however that as a general rule, the Ombudsman prefers that matters be addressed by Council in the first instance, unless this is not appropriate in the circumstances. Further information is available on the Ombudsman SA's website www.ombudsman.sa.gov.au

3. POLICY PRINCIPLES – OUR COMMITMENT

- 3.1 The policy and procedure are based on five principles, which are fundamental in the way Council approaches requests for service, complaint handling and reviews of decisions. They are:
- a. Fair treatment: which requires impartiality, confidentiality and transparency at all stages of the process;
 - b. Accessibility: to be accessible there must be broad public awareness about Council's policies and procedures and a range of contact options;
 - c. Responsiveness: this will be achieved by providing sufficient resources, well trained staff and regular review and improvement of the systems;
 - d. Efficiency: requests and complaints will be resolved as quickly as possible, while ensuring that they are dealt with at a level that reflects their level of complexity;
 - e. Integration of different areas of Council where the matter under review overlaps functional responsibilities.
- 3.2 This policy and procedure for review of a decision commences at the point where:
- a. A request for the review of a decision is received and the request is accompanied by the prescribed fee of \$20, set in the Local Government (Application for Review Fee) Notice 2021, or
 - b. A complaint escalates to Tier 3 under Council's Compliments and Complaints Handling policy.
- 3.3 Council may, as the Council thinks fit, reduce, waive or refund (in whole or part) the Prescribed Fee. Applications will be considered by the Chief Executive Officer or their delegate having regard to Council's Hardship Policy and the individual circumstances.
- 3.4 The aim of this policy and procedure, which is available on Council's website, is to ensure a fair, consistent and structured process for any party dissatisfied with a decision which has been made by Council or its agents.
- 3.5 The policy and procedure applies to all Council staff who may be involved in receiving an application for review of a Council decision.

4. DEFINITIONS

Alternative Dispute Resolution includes mediation, conciliation or neutral evaluation as set out in section 271 of the *Local Government Act*.

Applicant is the party lodging the requests for review. Examples include residents, ratepayers, members of a community group, users of Council facilities and visitors to the area.

Business Day means a day when the Council is normally open for business, i.e. Monday to Friday, excluding public holidays.

Council refers to the Mount Barker District Council

Decision is a position adopted by Council or its employees or other persons acting on behalf of the council. It will generally be a judgement reached after consideration of relevant information.

Decision-maker refers to the individual or entity responsible for the decision under review.

Employee includes a person employed directly by the Council in a full time, part time or casual capacity (whether that position is permanent or contractual) and persons providing services to, or on behalf of, the Council even though they may be employed by another party.

Prescribed Application Fee means the prescribed fee of \$20, as set in the Local Government (Application for Review Fee) Notice 2021 and applies to all section 270 applications for review of a council decision (also see 3.3 above)

Reviewable decision refers to the decision of which the review is sought

Reviewer refers to the individual or entity assigned responsible for resolution of a request for review of a decision. Refer clause 2 of supporting procedure.

Vexatious request is any request from an applicant who has consistently, over a period of time, complained about minor matters or the same matter, which have previously been dealt with and no new information has been provided by the applicant and/or is considered by the Reviewer to be mischievous, without sufficient grounds or serving only to cause annoyance.

5. ROLES & RESPONSIBILITIES

Council:

- To make a determination on Requests for Internal Review of Council decisions that are referred to a Council meeting for a determination.

Chief Executive Officer:

- To accept requests for internal review (except where the request relates to a decision of the CEO, then it is the Mayor who accepts the request)
- To make a judgement about the severity of complaints regarding the matters required to be referred to a Council meeting
- To act as a contact officer to provide advice to the public on the review process in consultation with the Internal Review Contact Officer
- To determine who should undertake the review
- To determine if the Prescribed Fee should be reduced, refunded or waived

General Managers:

- To act as a contact officer to provide advice to the public on the review process in consultation with the Internal Review Contact Officer
- To undertake an Internal Review if requested to do so by the CEO

Risk and Governance Officer

- To undertake the role of Internal Review Contact Officer

6. POLICY STATEMENT

- 6.1 Council, its committees, staff and contractors make decisions every day which impact on members of the community. It is imperative that these decisions are fair, objective and subject to review.
- 6.2 Council is committed to open, responsive and accountable government. This includes providing processes by which citizens and visitors who consider that they have been adversely affected by a decision of Council can have their grievances considered.
- 6.3 This policy and procedure will be widely accessible to ensure that customers are fully aware of their right to request the review of a decision and the process that will be followed.
- 6.4 Everyone will be treated equally, in accordance with good administrative practice. Council's procedures are designed to ensure that:
- Every applicant has the opportunity to make an application for review of a decision covered by this procedure
 - An unbiased assessment is undertaken
 - Decisions are based on sound evidence
 - Applicants receive information about the outcome of the review.
- 6.5 Council has a three tier process for managing customer complaints, set out below, which includes immediate, informal resolution as well as established processes for review by senior staff.
- 1. Immediate/prompt response to resolve the complaint**
All staff are empowered to handle complaints in the first instance and it is preferable that they are dealt with promptly at the initial point of contact and at the appropriate officer level.
 - 2. Complaint escalated to a more senior officer**
A complaint will be directed to a more senior officer in the Council, where circumstances indicate that the complaint would be more appropriately handled at a higher level. This may occur, for example, where an officer has been involved in the matter that is the subject of the complaint, where the complaint is about an issue that requires a decision to be made at a more

senior level, or where a complaint concerns a matter that ranges across more than one Council work area.

3. Internal review of a Council decision by statutory process

Internal review of a Council decision is available under section 270 of the *Local Government Act 1999*. This is a process established by legislation that enables a Council to reconsider all the evidence relied on to make a decision, including new evidence if relevant. This process is generally a last resort in the complaint handling process, but may also be used in situations which are not able to be resolved by other means, such as a complaint about a decision of the CEO. Requests for a review under this section should be lodged within six months of the decision being made. Council will consider a longer time limit in particular cases.

Council's detailed Compliments and Complaints Handling Procedure is available to the public on Council's website.

- 6.6 All documents, notes, photographs and correspondence must be retained and stored in accordance with Council's Records Management protocols as required by section 125 of the *Local Government Act 1999*.
- 6.7 All applications must be recorded in Council's management system in such a way that the information can also be analysed for service improvement opportunities.

7. TRAINING/EDUCATION

A training and education program will be implemented on the advice of the Risk and Governance Officer.

8. REVIEW

This Policy will be reviewed every 4 (four) years or earlier in the event of changes to legislation or related Policies and Procedures or within 12 months of a new Council term or if deemed necessary by the Risk & Governance Officer.

9. ACCESS TO THE POLICY

The Policy is available:

- a. for public inspection on the Governance, Policies and By-Laws page of Council's website www.mountbarker.sa.gov.au; and
- b. will be provided as a printed copy (on request) on payment of a fixed fee (if any) as per Council's Fees and Charges Register.

10. FURTHER INFORMATION

For further information on this Policy, please contact:

Title: Risk & Governance Officer

Address: PO Box 54, Mount Barker
South Australia, SA, 5251

Telephone: 8391 7200

Email: council@mountbarker.sa.gov.au

Appendix 1:

Examples of other legislation containing unique statutory processes include (but may not be limited to):

- a. Development Act 1993 and appeals to the Environment, Resources and Development Court
- b. Planning, Development and Infrastructure Act 2016
- c. Freedom of Information Act 1991
- d. Ombudsman Act 1972
- e. The Local Government Act 1999 in respect to Section 255 Order to the Environment, Resources and Development Court
- f. Expiation of Offences Act 1996. Although there is no external procedure, a review of a decision relating to the issue of an expiation notice must be undertaken in accordance with this Act by a properly delegated Officer
- g. Appeals against destruction and control orders under the Dog and Cat Management Act 1995
- h. A section 92 notice under the South Australian Public Health Act 2011
- i. Environmental Protection Act 1993
- j. Food Act 2001
- k. Electoral Act 1985
- l. Review of an expiation notice appeal under the Expiation of Offences Act 1996
- m. Fair Work Act 1994
- n. Appeals against the issuing of litter abatement notices under the Local Nuisances and Litter Control Act 2016
- o. Road Traffic Act 1961 & Australian Road Rules
- p. Fire and Emergency Services Act 2005; and
- q. Matters relating to Home and Community Care (HACC) services, where specific complaint/review mechanisms are identified.

REFERENCE NUMBER	DOC/22/50330		
PREVIOUS DOCUMENT NUMBER:	DOC/17/18090		
INTERNAL GOVERNANCE:			
Author	Sue Miller	Risk & Governance Officer	6 October 2021
Responsible General Manager:	Brian Clancey	Deputy CEO/GM Governance	6 October 2021
Reviewed by CEO	Andrew Stuart		20 October 2021
REVIEWED BY CGG			20 October 2021

APPROVED BY (DOCUMENT OWNER):	Council		
	OM20220606.11	6 June 2022	
APPLICABLE LEGISLATION AND RELATED DOCUMENTS:	Local Government Act 1999 Request for Service Policy Compliments and Complaints Handling Policy & Procedure Fraud, Corruption, Misconduct & Maladministration Prevention Policy Code of Conduct for Council Members Code of Conduct for Council Employees Freedom of Information Act 1991 Independent Commissioner Against Corruption Act 2012 State Records Act 1997 Ombudsman Act 1972 Internal Review of Council Decisions Procedure		
MOUNT BARKER 2035 – DISTRICT STRATEGIC PLAN REFERENCE:	LGG Strategy 1.5 Demonstrate accountability through clear, relevant and easily accessible policies, corporate reporting and legislative compliance.		
REVIEW CYCLE	Review within 12 months of new Council term It is recognised that from time to time circumstances may change leading to the need for minor administrative changes to this document. Where an update does not materially alter this document, such a change may be made administratively. Examples include a change to the name of a Council department, a change to the name of a State or Federal Department, and a minor update to legislation which does not have a material impact. However, any change or update which materially alters this document must be by resolution of Council (if statutory) or the Chief Executive Officer (if administrative).		
NEXT REVIEW DATE	1 November 2023		
DOCUMENT HISTORY:			
DOCUMENT VERSION	DATE	AUTHOR (PERSON TO WHOM CHANGES ARE TO BE RECOMMENDED)	NATURE OF CHANGE
VERSION 1.0	6 March 2017	Risk & Governance Officer	Revised Policy
VERSION 2.0	6 June 2022	Risk & Governance Officer	Revised Policy to reflect legislative changes – refer Council Meeting Agenda Item
DOCUMENT LOCATION:	Council website Available for inspection, downloading or printing from our website www.mountbarker.sa.gov.au		



TITLE: INTERNAL REVIEW OF COUNCIL DECISIONS PROCEDURE

1. APPLICATION

1.1 Making an application

1.1.1 An application for a review of a Council decision provides Council with an opportunity to revisit a decision which has aggrieved an interested party. This may include an individual or a group, ratepayer, resident or business owner.

1.1.2 Depending on the particular circumstances, it may also include a person who is not the direct subject of the decision. (For example, where a Council issues a permit for a person to keep more than the maximum number of dogs permitted under a by-law, a neighbour may seek an internal review of the decision.) Council will determine whether a person has a sufficient interest to apply for an internal review of a decision, on a case-by-case basis.

1.1.3 An application for review must be in writing (post, or hand-delivered or email) with:

- a. name and residential address of the applicant
- b. postal address if different from above
- c. daytime telephone number
- d. date the decision for review was made
- e. the payment of the prescribed application fee

and set out:

- f. the reasons for applying for the review (that is, why the applicant believes that the decision is wrong)
- g. if after 6 months since the date the decision for review was made, why the applicant believes it is appropriate for Council to consider the request for review.

1.1.4 The prescribed application fee must be paid to Council at the time an application lodges an application. An application will not be considered 'officially received' until payment has also been received or the Fee has been waived by Council.

1.1.5 Council may, in its absolute discretion, reduce, waive or refund (in whole or in part) the prescribed application fee.

1.1.6 If requesting the prescribed fee be reduced, refunded or waived, include an explanation in accordance with Council's Hardship Policy and Council's Compliments and Complaints Handling Policy.

1.1.7 An application must be addressed to the Chief Executive Officer or the Mayor depending on the following circumstances:

- If the request for a review of a decision made by Council as the elected body, or a decision made by an employee of Council, or other person acting on behalf of Council, the application should be addressed to the Chief Executive Officer of Mount Barker District Council; or
- If the request is for a review of a decision made by the Chief Executive Officer, the application should be addressed to the Mayor

By post or hand delivered:

Internal Review Request
Chief Executive Officer **or** Mayor
6 Dutton Road
MOUNT BARKER SA 5251

or

By email:

Internal Review Request
Chief Executive Officer **or** Mayor
council@mountbarker.sa.gov.au

1.1.8 Although Council can be expected to have information and material relevant to the matter under review, an application for review may also include new, relevant information or evidence to support the application.

1.1.9 Assessment of the request must be consistent with the Regulations.

1.2 Assisting with the application for review

1.2.1 It is essential that no one is excluded from lodging an application for review because of any difficulties they may have representing themselves. All staff are expected to offer assistance where appropriate and provide it on request, including assistance in documenting the reasons for the review in writing when circumstances warrant.

1.2.2 If necessary arrange access to interpreters, aids or advocates to ensure that an applicant is treated equitably.

1.3 Internal Review Contact Officer

1.3.1 An Internal Review Contact Officer (IRCO) appointed by the Chief Executive Officer is the initial point of contact for applicants.

1.3.2 The Risk & Governance Officer shall undertake the role of IRCO.

1.3.3 The role of the Internal Review Contact Officer is to:

- a. explain the procedure to the applicant and explore any alternative options to resolve the matter, such as alternative dispute resolution prior to an application for review
- b. acknowledge the receipt of the application
- c. maintain a register of all applications for review received and the outcomes of the applications
- d. outline the timeframes involved and the action to be taken in the first instance
- e. undertake a preliminary investigation to determine what actions have already been taken to try to resolve the matter
- f. keep the applicant informed of progress
- g. ensure adequate records are maintained; and
- h. report to Council at prescribed intervals on all applications lodged for review.

1.3.4 All applications are to be referred to the IRCO immediately, including meeting with the applicant or transferring a telephone call when contact is first made.

1.4 Acknowledging an application for review

1.4.1 The IRCO is responsible for:

- a. working in conjunction with the appropriately delegated officer to determine how the review will be handled
- b. advising the applicant of the process to be undertaken and the time of the next contact
- c. ensuring the application is properly lodged and assigned.
- d. assessing the merits of a request proceeding if the decision was made more than 6 months prior and make a recommendation to the Chief Executive Officer for determination
- e. assessing the merits of any request to reduce, refund or waive the Prescribed Fee having regard to Council's Hardship Policy and make a recommendation to the Chief Executive Officer for determination

1.4.2 Applications for a review of a decision must be responded to within 10 business days, acknowledging receipt and advising of the expected timeframe for dealing with the matter.

1.4.3 Council will use its best endeavours to ensure that a review of the original decision will be completed within 21 business days. However if the decision is to be reviewed by Council, a committee, or an external panel there may be delays caused by meeting cycle timelines. In more complex cases, a review may take longer.

1.4.4 The applicant will be regularly informed of progress, either by email, letter or telephone. If by telephone, a follow up email will be sent, where possible.

1.5 Applications for a review of the impact of rates or services charges

- 1.5.1 If Council receives an application for a review of a decision concerning the financial impact of Council rates or services charges, these will be dealt with as a matter of priority. Where circumstances warrant, Council will consider financial relief or the granting of concessions in line with the provisions of the *Local Government Act*.
- 1.5.2 The right of a council to recover rates is not suspended by an application for the provision of some form of relief or concession with respect to the payment of those rates (but a council may then, if appropriate in view of the outcome of the application, refund the whole or a part of any amount that has been paid).

2. UNDERTAKING A REVIEW

2.1 Assignment of applications for review of a decision made by the elected Council:

- 2.1.1 The elected Council will be the reviewer:
- a. when the decision being reviewed was made by the elected Council, a Committee of the Council or the CEO
 - b. when the decision relates to civic and ceremonial matters
 - c. in other circumstances as determined by the CEO or resolution of the Council
- 2.1.2 Council is also responsible for determining who will undertake the investigation and the preparation of a report for Council consideration. (This may be the CEO, his/her delegate, or an expert party from outside the organisation.)

2.2 Assignment of applications for review of a decision made by the staff:

- 2.2.1 Where the elected Council is not the reviewer, a review methodology to suit the nature of the internal review to be undertaken will be chosen from the following:
- a. CEO
 - b. A delegate chosen by the CEO
 - c. A panel comprised of Senior Staff
 - d. The assistance of an external person
- 2.2.2 Wherever possible and appropriate, Council will seek to involve an external person or a panel to assist with the review.

2.3 Role of reviewer

- 2.3.1 The role of a reviewer is to review the decision in question to ensure that the decision-maker complied with the following procedural requirements and made the best possible decision in the circumstances:
- a. The decision must be within a power properly conferred on the decision-maker under the relevant Act

- b. A decision-maker must consider all matters which are relevant to the making of the decision and not take into account matters which are not relevant to the decision
- c. A decision-maker must not make a decision or exercise a power or discretion in bad faith or for an improper purpose
- d. A decision-maker must ensure that findings of fact are based on evidence.
- e. Decisions must be reasonable
- f. Those who may be affected by a decision must be accorded procedural fairness, which includes the principles of natural justice
- g. A decision-maker must properly consider the application of existing policies
- h. A decision-maker must not exercise a discretionary power at the direction of another person.

2.4 Review process

- 2.4.1 In carrying out a review of a decision, the reviewer will consider all the information and material that was before the original decision-maker and any additional relevant information or material provided by the applicant. The reviewer will 'stand in the shoes' of the original decision-maker and make the best decision available on the evidence.
- 2.4.2 This means the reviewer will do more than simply consider whether the decision is legally and procedurally correct. The reviewer will also consider whether a different decision would be better, based on the evidence. The process of merits review, as described above, will typically involve a review of the facts that support a decision, including any new evidence that may come to light.

2.5 Providing 'Procedural Fairness'

- 2.5.1 Council will observe the principles of procedural fairness (also called 'natural justice') when exercising its statutory powers which could affect the rights and interests of individuals.
- 2.5.2 Put simply, 'procedural fairness' involves:
 - a. Giving an applicant a right to put their case forward. This will generally involve giving an applicant the opportunity to provide all relevant documentary evidence, rather than an oral hearing
 - b. Ensuring that the reviewer does not have a personal interest in the outcome (is not biased) and
 - c. Acting only on proper evidence that is capable of proving the case.

2.6 Giving Reasons

- 2.6.1 While there is no statutory requirement to give reasons for a decision, Council will provide reasons for the decision of the reviewer where practicable.
- 2.6.2 Council will always give reasons to explain the outcome where:
 - a. A decision is not in accordance with published policy;

- b. A decision is likely to detrimentally affect rights or interests of individuals (or organisations) in a material way; or
- c. Conditions are attached to any approval, consent, permit, licence or other authorisation.

2.7 Refusing an application for review

2.7.1 A council, or a person assigned to consider the application, may refuse to consider an application for review if—

- a. the application is made by an employee of Council and relates to an issue concerning his or her employment; or
- b. it appears that the application is frivolous or vexatious; or
- c. the applicant does not have a sufficient interest in the matter; or
- d. the council or person is satisfied that the subject matter of the application has been or is already the subject of a review by the council or an investigation, inquiry or review by another authority; or
- e. having regard to the scope of the Internal Review of a Council Decision Policy; or
- f. it relates to a recommendation of the Ombudsman.

2.7.2 Refusing an application for review will not be done lightly and reasons for the refusal will document the evidence on which a refusal is based.

3. REMEDIES

3.1 Where the review of a decision upholds the applicant's grievance, an appropriate remedy or response will be determined which is consistent and fair for both Council and applicant. The remedy chosen will be proportionate and appropriate to the failure identified.

3.2 As a general principle the applicant will, so far as possible, be put in the position he or she would have been in, had the decision not been made. This may mean changing a decision. Where circumstances are such that it is not possible to return to the original situation, or to rectify the outcome of the decision, it may only be possible to offer an apology.

3.3 The range of other possible outcomes includes:

- a. an explanation
- b. mediation
- c. an admission of fault
- d. a change to policy, procedure or practice
- e. a correction of misleading records
- f. financial compensation, including a refund of any fees
- g. the waiving of a debt
- h. the remission of a penalty
- i. disciplinary action
- j. referral of a matter to an external agency for further investigation or prosecution.

- 3.4 The remedy or response may be one, or a combination of these actions. The chosen remedy will be proportionate and appropriate to the failure in service and take account of what the applicant is seeking as an outcome of the review.
- 3.5 If an apology is required it will be done promptly and the applicant advised that appropriate action will be taken to ensure the problem is not repeated.
- 3.6 Compensation will only be offered in cases where the loss or suffering is considered substantial. The Council itself and the CEO are the only people authorised to offer financial compensation and this will only occur after consultation with the Local Government Association Mutual Liability Scheme.
- 3.7 When advising an applicant of the outcome of a review, information will also be provided about alternative remedies, including any rights of appeal and the right to make a complaint to an external agency such as the SA Ombudsman.
- 3.8 Nothing in this Policy or Procedure prevents a person from making a complaint to the Ombudsman at any time under the Ombudsman Act 1972.

4. REPORTING

- 4.1 All applications will be recorded in Council's records management system in such a way that the information can also be analysed for service improvement opportunities.
- 4.2 The IRCO records the following information, as specified in section 270(8), will be included in Council's Annual Report about all applications for review of a decision and will submit a report to Council annually including:
 - a. the number of applications for review made
 - b. the kinds of matters to which the applications relate
 - c. the outcome of applications under this section
 - d. such other matters as may be prescribed by the regulations.
- 4.3 The IRCO will also provide information on how the outcomes have been used to improve Council's customer service, policies, procedures and practices.
- 4.4 Any report under section 270(8) will be published on Council's website and provided as a printed copy (on request) on payment of a fixed fee (refer Fees and Charges Register).

5. REVIEW

This Procedure will be reviewed every 4 (four) years or earlier in the event of changes to legislation or related Policies and Procedures or within 12 months of a new Council term or if deemed necessary by the Risk & Governance Officer.

6. ACCESS TO THE PROCEDURE

The Procedure is available:

- a. for public inspection on the Governance, Policies and By-Laws page of Council's website www.mountbarker.sa.gov.au; and
- b. will be provided as a printed copy (on request) on payment of a fixed fee (if any) as per Council's Fees and Charges Register.

7. FURTHER INFORMATION

For further information on this Procedure, please contact:

Title: Risk & Governance Officer
Extension: 8391 7200
Email: council@mountbarker.sa.gov.au