



## Office of Local Government

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Our Reference: A369062  
Your Reference:  
Contact: Communications  
Phone: 02 4428 4100

Mr Jim Mangleson  
PO Box 6  
MULLUMBIMBY NSW 2482

Dear Mr Mangleson

Thank you for your email of 4 March 2014 to the Minister for Local Government, the Hon Don Page MP, about potential breaches by Byron Shire Council of environmental and planning legislation in relation to the development of the Roundhouse subdivision at Ocean Shores. The Minister asked the Office of Local Government (the Office) to reply on his behalf.

The Office encourages all complainants to try to resolve any issues they have directly with the council concerned in the first instance. This approach is consistent with the objectives of the *Local Government Act 1993*, which allows councils a significant degree of autonomy in their day-to-day activities. This autonomy is balanced by the need for councils to be more accountable and responsible to their communities for the decisions they make. I note you have raised your concerns with the Council's General Manager and your elected councillors, which is the appropriate action to have taken.

Nevertheless, on receipt of your email, enquiries were made with Byron Shire Council to ascertain the status of the matter.

The information provided by the Council indicates that the Council has advised you of its position on a number of occasions, most recently by email from the General Manager, Mr Ken Gainger, on 12 March 2014.

Should you remain dissatisfied with the level of customer service provided by the Council, it is open to you to raise your concerns directly with the Council's General Manager. Ultimately, it is the General Manager's responsibility to ensure complaints about operational issues, such as those outlined in your email, are examined to ensure that the Council provides a level of service that meets community needs.

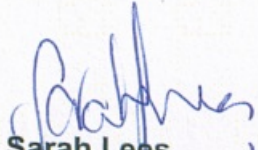
You may be aware that the NSW Environment Protection Authority (EPA) is the primary environmental regulator for NSW. You may therefore wish to raise your concerns about the Council's possible breaches of environmental management with the EPA by telephone on 131 555, email to [info@environment.nsw.gov.au](mailto:info@environment.nsw.gov.au) or by post to EPA Head Office, PO Box A290, Sydney South NSW 1232.



Finally, in regard to your concern that you have not yet received a response from Michael Pearce about flooding issues raised with him on 2 August 2013, I can advise that this person is not a member of the Minister's staff, nor does the Office have a record of receiving correspondence from you on this issue.

I hope this information is of assistance.

Yours sincerely

  
Sarah Lees 1/9/2014  
A/Manager, Operations