

ENFORCEMENT POLICY

Policy Number:	3.2.5
Approved by:	Chief Executive Officer
Date Approved:	December 2025
Date of Next Review:	December 2026
Applicable to:	Whole Organisation
Responsible Officer:	Manager Governance
Related Policies:	Infringement Review Policy Authorisations and Appointments Policy Delegations Policy
Related Documents:	Offence Management Guidelines
Statutory Reference:	<i>Local Government Act 1989</i> <i>Local Government Act 2020</i>

OVERVIEW

This policy outlines the principles that guide Council staff in delivering enforcement actions. These principles are designed to support the consistent application of compliance responses, ranging from education through to prosecution.

This approach:

- Reduces the potential for personal attitudes to influence decisions and promotes fairness and transparency; and
- Provides clarity and consistency in compliance and enforcement actions, particularly in matters of public safety and amenity, while maintaining impartiality.

This policy applies to authorised officers working in areas such as local laws, environmental health, building, and planning. It is not intended to duplicate or conflict with existing statutory requirements or legislation.


PRINCIPLES

Council staff exercising compliance and enforcement functions under delegated authority will observe the following principles:

Consistency	Ensuring similar issues are addressed in a fair and impartial manner.
Customer Service	Aligned with our customer service commitment to work with businesses and individuals to achieve compliance by being approachable and courteous. Communication should always be polite, respectful, clear, and efficient.
Transparency	Ensuring that Council's intentions and actions are easily understood, coherent and demonstrate impartiality, balance and integrity

Accountability	Staff are willing to explain their decision and make available avenues of complaint or appeal.
Proportionality	Responses should be proportionate to the seriousness of the breach and the level of cooperation shown.
Targeted	Ensuring that resources are focused primarily on responding to community expectations and those whose unlawful activities give rise to the most serious risk.
Cooperation	That the attitude and level of cooperation of the customer causing the compliance issue will also be taken into account as to the approach and the level of enforcement.

This policy is approved by the Chief Executive Officer on 18 December 2025.



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DAVID MORCOM
 Chief Executive Officer

REVISION HISTORY

VERSION	DATE	SUMMARY OF CHANGES
1.0	December 2025	New policy. Information was previously contained in a guideline.