



Gabrielle Upton
Minister for Local Government

MEDIA RELEASE

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COUNCIL MISCONDUCT TOPS COMPLAINT LIST

For the second year in a row, council misconduct allegations have topped the annual list of complaints by residents and ratepayers.

Minister for Local Government Gabrielle Upton says this outcome underlies the need for the new codes of conduct released earlier this year.

Ms Upton said 823 complaints were received by the Office of Local Government about NSW councils in 2017/18, compared to 811 lodged the previous year.

“The community rightfully expects their local council to be meeting their expectations and these complaint statistics highlight where councils are potentially letting down their residents,” Ms Upton said.

“The Office of Local Government assesses each complaint, uses the information to help improve the performance of councils, and where necessary takes other appropriate regulatory action.”

Kempsey Shire Council was the most complained about council in 2017-18 with 35 complaints, followed by Central Coast Council (33 complaints), Blue Mountains City Council (31), Northern Beaches Council (31), and City of Sydney Council (25).

“The NSW Government has introduced a range of measures to strengthen the performance, sustainability and integrity of local councils,” Ms Upton said.

“We will continue to work hard to strengthen the ability of local councils to deliver for their local community and ensure high standards of behaviour in the State’s local government sector.”

Council complaint data for 2017-18 can be accessed on the Office of Local Government’s website at <https://bit.ly/1MD7RcX>.

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