

Internal Review of Council Decisions

Proce Number: GOV-01

Responsible Department(s): Community Capacity

Other Relevant Policies: Complaint Handling Policy Request
for Service Policy
Unreasonable Complainant Conduct Policy

Other Relevant Procedure(s): Procedure contained within

Procedures superseded by this procedure Internal Review of Council Decisions Policy, 25 February 2025, Item 12.10, Resolution 77/25

Approved by: Council

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Next Review: At the end of the Council term (November 2026) or as required by legislation or changed circumstances

Version Control

Version:	Effect Date:	Description of Changes:	Approver:
1.0	10/12/2019	Policy Review	Council, 26 November 2019
2.0	09/08/2022	Periodic policy review, incorporating changes arising from 2021 legislative reform and other matters.	Council, 26 July 2022
3.0	25/02/2025	1 Replacement of "Mayor" with "Deputy Mayor" in clause 7.1, as per the requirements of resolution 430/24. 2. Insertion of a cover page	Council - Res 77/25
4.0	25/11/2025	1. Replacement of "Deputy Mayor" with "Mayor" in clause 7.1, as per the revocation of Part 3(h)	Council - Res 402/25

Internal Review of Council Decisions

*of Resolution 430/25 as provided for by
Resolution 402/25.*

2. New template

Internal Review of Council Decisions

1. INTRODUCTION

- 1.1 The purpose of this policy and procedure document is to provide guidelines for how Council will deal with formal requests for internal reviews of Council decisions (including decisions by its employees and other people acting on behalf of Council).
- 1.2 The Adelaide Hills Council recognises the importance of transparency in Council decision-making and the need to provide a fair, objective and consistent process for the review of Council decisions.
- 1.3 In preparing this policy and procedure document Council has had regard to the guideline procedure developed by the South Australian Ombudsman as a result of that Office's audit of Local Government Internal Review of Council Decision Procedures in November 2016.
- 1.4 Nothing in this policy prevents a person from making a complaint to the Ombudsman at any time under the Ombudsman Act 1972.

2. OBJECTIVES

- 2.1 The objectives of this policy are:
 - To demonstrate the accountability and responsibility of the Adelaide Hills Council to its ratepayers
 - To treat all parties involved fairly and equitably
 - To monitor and record all processes related to the review of Council decisions.

3. DEFINITIONS

- 3.1 For the purposes of this policy and procedure the following definitions apply:

Act means *the Local Government Act 1999*.

Applicant is a person who lodges a request for the review of a decision.

CEO refers to the Chief Executive Officer of the Adelaide Hills Council, including anyone for the time so being acting in that role.

Decision of Council or Council decision or decision (when used in the context of the purpose of the policy) is a decision of the Council or a Council Committee, a decision of an employee of Council or decisions of another person acting on behalf of Council.

A **frivolous** request for a review of a decision includes, but is not limited to, requests that have no serious purpose or value.

Internal Review of Council Decisions

Merits review is a process by which a person or body, other than the original decision maker, reconsiders the facts, law and policy aspects of the original decision and determines the correct or preferable decision.

Process review is a review of the correctness of the procedures followed in making a decision.

Scheme for the resolution of disputes means a scheme established pursuant to Section 271 of the Act.

Sufficient interest means an interest in the subject matter, over and above that of the general public. For a person to have sufficient interest, they must have been, or will be, personally affected by the decision under review or be a person (including an organisation) who can demonstrate some special interest in the subject matter.

A **vexatious** request for a review of a decision includes, but is not limited to, requests made without sufficient grounds or that are submitted only to cause disruption, delay, distress or annoyance.

4. SCOPE

4.1 This Policy and Procedure will apply to all applications or requests for review of a Council decision, except for where an alternative statutory process for a review or appeal exists in other legislation.

4.2 Examples of other legislation containing statutory review or appeal processes include (but are not limited to):

- External review and appeal processes under the *Development Act 1993*
- External or internal reviews of decisions made under the *Freedom of Information Act 1991*
- A decision to issue an expiation notice under the *Expiation of Offences Act 1996*
- Reviews of orders made under Section 254 of the *Local Government Act 1999*
- Reviews of prohibition, destruction or control orders made under the *Dog and Cat Management Act 1995*
- Appeals against litter or nuisance abatement notices under the *Local Nuisance and Litter Control Act 2016*

4.3 Applicants seeking a review of a council decision should check if a specific statutory appeal or review process applies to their matter before proceeding with an application.

5. LEGISLATIVE CONTEXT

Internal Review of Council Decisions

- 5.1 There is a legal requirement for Council to establish procedures for the review of Council decisions. The following provisions of the *Local Government Act 1999* apply to this policy:
- 5.2 Section 270(1) states that a council must establish procedures for the review of decisions of:
- The council;
 - Employees of the council;
 - Other persons acting on behalf of the council.
- 5.3 Section 270(2) states that the procedures must address at least the following matters:
- The manner in which an application for a review may be made
 - The assignment of a suitable person to reconsider a decision under a review
 - The matters that must be referred to the council itself for consideration or further consideration
 - Notification of the progress and outcome of an application for a review
 - The timeframes within which notifications will be made and procedures on a review will be completed
 - In the case of applications relating to the impact that any declaration of rates or service charges may have had on ratepayers, to ensure that these applications can be dealt with promptly and, if appropriate, addressed through the provision of relief or concessions under the Act.
- 5.4 Section 270(8) states that a council must, on an annual basis, initiate and consider a report that relates to:
- The number of applications for review made under this section
 - The kinds of matters to which the applications relate
 - The outcome of applications under this section
 - Such other matters as may be prescribed by the regulations.
- 5.5 The *Local Government (General) Regulations 2013* prescribe that the report required under Section 270(8) of the Act must be published in the Council's Annual Report.
- 5.6 Section 271 of the Act provides an option for a council to make provision for disputes between a person and the council to be dealt under a scheme involving mediation, conciliation or neutral evaluation, with the costs of any work done under such a scheme to be shared between the council and the other party.

6. POLICY STATEMENT

- 6.1 Adelaide Hills Council (including Committees, employees of Council and a person acting on behalf of Council) makes decisions every day which impact on members of the community. It is important that these decisions are fair and reasonable. Equally, there should be an avenue for people to ask for reasonable reviews of Council's decisions.

Internal Review of Council Decisions

- 6.2 An internal review of a Council decision is available under section 270(1) of the Act and this policy. Internal reviews provide a mechanism that enables the Council to reconsider the decision making process and all the evidence relied on to make a decision, including new evidence if relevant. The Council will provide a fair, consistent and structured review process for any party dissatisfied with a Council decision. This policy does not and is not intended to exclude other rights and remedies available at law.
- 6.3 An internal review of a Council decision will examine the correctness of the procedures followed in making the decision and, in accordance with this Policy, may also examine the merits of the decision itself.
- 6.4 Internal reviews are an opportunity for the Council to review its own decision. While external help may be obtained to assist in a review, it is **not** an independent or external review process. External reviews of Council decisions are in the remit of the SA Ombudsman.
- 6.5 Council also has processes in place for dealing with customer complaints and requests for service. As a general rule, Council will encourage use of these processes in the first instance as they may offer more immediate resolution of a grievance. Council will attempt to resolve complaints about the actions of the council, employees of the council, or other persons acting on behalf of the Council under its *Complaint Handling Policy*.
- 6.6 Reasonable requests for the provision of a service by the Council or for the improvement of a service provided by the council are dealt with under the *Request for Services Policy*.
- 6.7 The formal internal review of a Council decision process is generally a last resort in the complaint handling process, and may also be used in situations which are not able to be resolved by other means. While Council encourages the use of other resolution mechanisms, it is an applicant's right to use the formal internal review process in the first instance if that is their preference.
- 6.8 Pursuant to section 270(7) of the Act, a formal request for review does not prevent a complaint being made to the Ombudsman at any time. However, as a general rule, the Ombudsman prefers that matters be addressed by Council in the first instance.
- 6.9 Although requests for review of Council decisions under this Policy are generally initiated by other parties, the Council (including the CEO) may determine to handle a complaint or other grievance using the provisions of this policy where they feel that it provides a better avenue for resolution of the matter. Subsequent to doing so, the Council will consider that an internal review under this policy has already been carried out if the same matter is raised again by either the same or another party.
- 6.10 The Council has not established a scheme for the resolution of disputes under Section 271 of the Act.

7. PROCEDURE

7.1 Making an application

The review of a Council decision commences at the point where a formal request for a review of a Council decision is received. Council staff can help an applicant determine whether to make a request under this Policy or other statutory review processes applicable to the matter at hand, but it remains a matter for the applicant to determine.

- A formal request for a review of a decision must:
 - Be in writing, ideally using the *Internal Review of Council Decisions Application* available on Council's website
 - Be accompanied by the prescribed application fee (see below)
 - Be addressed to the CEO (or in the case where the matter is about a decision made by the CEO, the matter will be referred to the Mayor for consideration by the elected Council and this Policy be read accordingly)
 - Provide full details of the decision for which the applicant is seeking a review (including how the decision impacts on their rights and/or interests) and set out clearly and succinctly the reasons for applying for the review
 - Be lodged within six (6) months of the original decision being made (with discretion provided to the CEO to allow a longer time limit to apply in particular cases. This will be assessed on a case-by-case basis).
- There is a fee of \$20.00 (prescribed under legislation) payable on application for a review of a Council decision. In practice, once an application is received, the applicant will be invoiced for the payment of the fee and consideration of the application will not proceed until the fee is paid.
- No one should be excluded from lodging an application for review because of any difficulties they may have in representing themselves. Council staff will offer assistance where appropriate and provide it on request, including assistance in documenting the reasons for applying for the review in writing. Where necessary, access should be provided to interpreters, aids or advocates to assist applicants.

7.2 Acknowledging an application

- The CEO will formally acknowledge all requests for a review of a Council decision within five (5) working days of receiving the request. This acknowledgement will confirm the application fee and advise the applicant of the expected timeframe within which a determination will be made in respect of their request for review. Page

- The CEO will consider all requests for a review and may refuse to assess such an application pursuant to section 270(4) of the Act if:
 - The request is made by an employee of the Council and relates to an issue
 - concerning the employee's employment
 - It appears that the request is frivolous or vexatious
 - The applicant does not have a sufficient interest in the matter – this will be determined on a case-by-case basis.

7.3 Undertaking the review

- Applicants 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
 - Reviews will be completed as quickly as possible, while ensuring that they are dealt with at a level of authority that reflects their level of complexity
 - Decisions are based on sound evidence
 - Applicants receive information about the outcome of the review
 - Applicants will be afforded procedural fairness.
- The CEO will assess all applicable requests for a review of a Council decision (except those which will be referred to the elected Council) and determine what action, if any, should be taken (including whether an external investigation is necessary).
- The CEO may elect to appoint another officer or external advisor for assessment and/or preparation of a report to assist in the review process. The person appointed to assist with the review must be independent of the original decision being reviewed (i.e. have no prior involvement in the matter) so far as can be practicably achieved. An external advisor may be recommended where the decision under review is complex, raises legal questions or in circumstances where the resources required to undertake the review are not readily available within the organisation.

Internal Review of Council Decisions

- The CEO will refer a review of a Council decision to Council where the decision being reviewed was made by the elected Council or a Committee. A review of decisions made by the CEO will also be referred to the elected Council in accordance with this Policy.
- The CEO may also decide to refer a review of a Council decision to the elected Council where:
 - The decision being reviewed relates to civic or ceremonial matters
 - The decision being reviewed is in the opinion of the CEO likely to be of interest to the wider community
 - The CEO otherwise considers, in their discretion that the matter warrants consideration by Council.
- Where a review of a Council decision is referred to the Council, the CEO will prepare a report to Council which will include all of the relevant information about the decision being reviewed.
- Where a request for review has been referred to Council the applicant will be advised of the date that the report will be presented to Council and will be given the opportunity to provide a written or verbal submission in relation to the report for Council's consideration.
- In most cases, Council will use its best endeavours to ensure that requests for review will be considered and determined within 20 business days. However, in more complex cases, or if the decision is to be reviewed by Council, Committee or an external provider a review may take longer. In the event that a review exceeds 20 days, the applicant will be provided with periodic updates on the progress of the review until the review is finalised.
- Except for in extremely limited circumstances, a merits review will be conducted. In those instances where a merits review will not be conducted, a process review will be undertaken and the applicant will be advised of this at the time the review is commenced.

7.4 Natural Justice

- Those that may be affected by a decision will be accorded natural justice, which includes the principles of procedural fairness. As part of the review process all parties with a known interest in the matter will have the opportunity to make a written submission expressing their point of view and responding to issues raised, including the provision of any relevant information. This may take the form of

Internal Review of Council Decisions

being invited to make an initial submission to the person assisting with the review and/or being invited to comment on provisional findings of the review before a final decision is made.

- In undertaking a review, the CEO or Council will review the decision in question to ensure that the original decision maker complied with the following procedural requirements and made the best possible decision in the circumstances having regard to the following:
 - The decision maker had the power to make the decision
 - The decision maker considered all matters which were relevant to the making of the decision at the time and did not take into account matters which were not relevant, as well as any additional relevant information or material provided by the applicant.
 - The decision maker did not exercise a discretion or power in bad faith, for an improper purpose, or while subject to duress or the influence of another person
 - The decision maker had no conflict of interest, bias or perceived bias
 - The decision maker ensured that findings of fact were based on evidence
 - The decision was reasonable
 - The decision maker considered any relevant legislation, policies or procedures
- The details of any request for review will be kept confidential in so far as it is necessary, practicable and appropriate for conducting an effective review process.
- The applicant will be informed in writing of the outcome of the review (even including where a determination is made that the decision under review be upheld).
- Adequate reasons will be recorded for all internal review determinations.

7.5 Applications under this policy relating to Rates

- This procedure applies to applications that relate to the impact that any declaration of rates or service charges may have had on ratepayers.
- Council or the CEO will give priority to such applications and consider the impact

of rates and services on ratepayers and the provisions available to ratepayers for rate relief or concessions as set out in the Act (e.g. remission or postponement of payment, issuing of fines and interest, particular land use categorisation).

- Specific review mechanisms exist in the Local Government Act 1999 to try the validity of a rate or service charge. This Policy does not apply to such a decision.

7.6 Remedies

- Where the review of a decision under this Policy results in the applicant's contention(s) being upheld, an appropriate remedy will be determined that is reasonable in all the circumstances.
- The remedy chosen will be proportionate and appropriate to the outcome of the review and may include (but is not limited to):
 - Varying or revoking the original decision
 - Returning the situation to its original status (such as not pursuing the construction of something, not implementing the original decision, etc)
 - The provision of an explanation
 - Offering to enter into formal mediation
 - The offering of an apology or admission of fault
 - A change to Council policy, procedure or practice
 - The correction of Council records, noting this does not necessarily mean deleting records.
- Where appropriate, the any findings of an internal review will be considered in making improvements to Council's existing policies, practices and procedures.

7.7 Other procedural matters

- Where the Council or the CEO determines that a matter such as a complaint or other grievance should be dealt with as an internal review of decision under this policy, the other party will be advised accordingly. Once a review of this kind is completed, it will be treated as if the other party had requested the review and, as such, any subsequent request for an internal review of decision by the same or other party on the same matter will be treated as if a review has already been conducted.

8. **DELEGATION**

6.1 The Chief Executive Officer has the delegation to:

- Approve, amend and review any procedures that shall be consistent with this

Internal Review of Council Decisions

- Policy; and
- Make any legislative, formatting, nomenclature or other minor changes to the Policy during the period of its currency.

9. AVAILABILITY OF THE POLICY

- 7.1 This Policy will be available via the Council's website www.ahc.sa.gov.au.