



Office of
Local Government

Guarantee of Service

March 2022



OFFICE OF LOCAL GOVERNMENT

The Office of Local Government (OLG) is responsible for local government across NSW.

We have a policy, legislative, investigative and program focus in matters ranging from local government finance, infrastructure, governance, performance, collaboration and community engagement.

OLG strives to work collaboratively with the Local Government sector and is the key adviser to the NSW Government on local government matters.

Our vision

Local and State governments working together to better serve communities.

Our goals

- Provide policy and regulatory frameworks that best meet the needs of government, councils and community.
- Build high performing councils that deliver for their communities.
- Develop and administer targeted programs and services provided to councils and communities.
- Continue to be an effective regulator where councils and officials are held accountable for performance and integrity.
- Value and invest in our people, systems and processes.

Our values

As an organisation we value:

- **Integrity:** we will show leadership and courage, and act professionally with honesty, consistency, and impartiality.
- **Trust:** we will build relationships based on mutual respect, appreciate difference and welcome learning from others.
- **Service:** we will be flexible and innovative, and provide services fairly, with a focus on customer needs.
- **Accountability:** we will be professional, provide transparency and take responsibility for decisions and actions.

This Guarantee of Service is our commitment to delivering good service. If you have any feedback or suggestions for improvement to the Guarantee, please contact OLG via email at olg@olg.nsw.gov.au.

GUARANTEE OF SERVICE STANDARDS

Under our Guarantee of Service we will:

- reply to correspondence within 4 weeks (equivalent to 28 days) of receipt by OLG (complex matters may take longer, but we will let you know by letter, phone or email where this is the case)
- aim to respond to all written complaints within 4 weeks (equivalent to 28 days) of receiving them, or within 6 weeks (equivalent to 42 days) if we need to make further enquiries before we can respond

In the case of complex complaints which may take more time, we will inform you within 4 weeks of receipt of your complaint to provide an update on the complaint management process.

- respond to telephone enquiries within 24 hours (when this it is not possible to resolve your enquiry in 24 hours, we will let you know and get back to you within 2 working days)
- respond to NSW Pet Help Line email enquiries within 5 business days.
- respond to NSW Pet Help Line phone enquiries (where the call back function has been selected or a message is recorded) within 2 business days
- endeavour to always provide accurate and consistent advice
- be polite and courteous.

SPECIAL SERVICE TIMEFRAMES

Under our Guarantee of Service we will aim to process the following specific matters within the listed time frames, once we are in receipt of all the relevant information:

Companion animals	
Process refund requests from the NSW Pet Registry	Within 6 weeks
Clause 17c (Rehoming Organisation) Approvals	90 days
Recognised Breeder Bodies	90 days
Conduct complaints	
Misconduct Referrals including pecuniary interest complaints and allegations	90 days
Section 358 Applications	90 days
Public Private Partnerships	
Determine if a Public Private Partnership arrangement should be referred to a Project Review Committee (<i>interim response issued if more information is required</i>)	30 days
Compulsory acquisitions	
Compulsory acquisitions - processing	90 days
Compulsory acquisitions - rejection	60 days
Leases, licenses, land acquisitions	
Granting leases/licensing for community land	90 days
Capital Expenditure Reviews	
Capital Expenditure Reviews	90 days
Reporting extensions	
Requests to extend time for submission of council reports	30 days
Pecuniary and significant non-pecuniary interest exemption applications	45 days
Elections	
Dispense with By-election	30 days
Delay a By-election	30 days

COMPLAINTS OR COMMENTS ABOUT US

An effective complaint management system is an essential component of quality service provision and sound corporate governance. It is fundamental in ensuring an appropriate level of accountability and is one method used in measuring OLG's performance.

We are committed to providing services of the highest quality. Key to meeting this commitment is using feedback about our services or staff as opportunities to improve the quality of the services we provide.

We welcome feedback in the form of a complaint, a compliment or a suggestion.

The quality of our response to complaints and feedback has an impact on our reputation.

We are committed to ensuring that complaints received are handled in a manner which is fair, courteous and respects the privacy of the person making the complaint. We are also committed to ensuring that reasons are provided for decisions made in relation to any complaint received.

Our [External Service-Related Complaints Policy](#) ensures that we handle complaints in this way.

The policy and procedures provide guidance to people who wish to make a complaint on the key principles and concepts of our complaint management system. If you have a problem with our service, we encourage you to review the policy and procedures before contacting us.

Our [Code of Ethics and Conduct](#) outlines the standards and behaviour expected of staff at OLG.

CONTACT US AND ACCESS OUR SERVICES

The Office of Local Government is located at 5 O'Keeffe Avenue, Nowra.

The most up to date information on how you can best contact us is [available on our website](#).