

Communicating with Council

Council recognises complaints, compliments, and service requests as a way of improving our services to the community. The recreation team is committed to developing a consistent and transparent process that will enable clubs and associations to raise a complaint or issue *once* and get an answer or some action in an agreed timeframe.

Council's website provides up to date information on how to contact Council regarding raising an issue, making a complaint, and providing feedback – positive or negative.

Follow this link to the page:

<https://www.esc.nsw.gov.au/council/have-your-say/contact-us>

Contacting Council

You have options to call, email or use an online form to contact Council. You can also raise your issue at our customer service centre. Each option will ensure a customer request is raised and is sent to the appropriate Council officer. For sports clubs this will usually be someone in the parks team or the recreation team but could also be someone from the property, governance, or waste teams.

Office hours: Monday to Friday, 8:30am to 4:30pm

- **T:** 02 4474 1000
- **F:** 02 4474 1234
- **E:** council@esc.nsw.gov.au
- Customer service centre
Vulcan Street Moruya, PO Box 99, Moruya 2537
- DX 4873, Moruya 2537

Online form

You can also tell us what you think or, report an issue by using our online feedback form.

- You can use this form to make a submission when draft plans, policies, projects, and proposals are on public exhibition. Submissions can be a few sentences or a longer explanation, just be sure to state what you are making a submission about.

After hours emergencies

- **T:** 1800 755 760
- **Emergency:** 000
- **NSW RFS:** Eurobodalla Fire Control Centre – 02 4474 2855
- **NSW SES:** for assistance during floods and storms – 13 25 00
- [More emergency information and contacts](#)

The after-hours service is for emergencies only – something that has the potential to harm or cause a disruption to the public. The service can however put you in contact with the on-call officer from the parks teams if it is an issue that Council's parks team can help you resolve.

The recreation team is not currently resourced to work on call or after hours, so unfortunately using the after-hours line will not get you in touch with the recreation team.

The recreation team recommends you use the council@esc.nsw.gov email or the feedback form to bring to our attention any **new** issue your club has in relation to a sports ground or facility building that requires attention from Council. Using the email address or feedback form will ensure your issue gets logged as a customer service request and sent to the correct Council team for action.

We have internal procedures that ensures each customer service request gets followed up in an agreed timeframe and that there will be action if the request remains unresolved.

For issues that are known to us please continue to contact your recreation team member.

Who does what in the Recreation team?

Booking Office

For all new and current booking enquiries including seasonal hire. The booking office is the customer service team for clubs; assisting with bookings, keys and codes.

Recreation Development Coordinator

Council's club and recreation provider liaison officer, responsible for user experience. They are responsible for sport and active recreation development within our Shire, working with clubs and providers to create a vibrant sporting and recreation community. This position is your council contact for your club.

Facility Coordinator

This position looks after all of Council's buildings, which includes all our hireable spaces (except the Bay Pavilions). It is also responsible for project managing sporting infrastructure improvements and renewals – for example new sports field lighting poles.

Senior Recreation Planner

Council's recreation and open space planner. This position works with the community to development plans of management for our sports fields and open spaces, including considering development/improvement proposals from the community.

The work of the recreation team is informed by the Council's Recreation and Open Space Strategy 2018, the Delivery Program 2017-22, and the Operational Plan 2021-22.

Who does what more broadly in Council?

Different areas of Council look after the planning, building, maintaining, managing, and supporting of sporting and recreation user groups and associated infrastructure. It helps to understand who does what so you know where your issue will be directed to.

Infrastructure

The infrastructure directorate – where the parks team sit - is responsible for sports fields and public toilet maintenance. This includes mowing, field dressing, maintaining and fixing lights, goal posts and any other existing sportsground infrastructure (except the buildings). They also manage the public toilet cleaning contract.

Community Arts and Recreation

The Community Arts and Recreation directorate is responsible for planning, building and renewing our recreational infrastructure, developing, and supporting user experience, managing bookings (casual and seasonal hire) and collecting fees. This team also maintains the buildings (facilities) within our sporting and recreation spaces, supports Council's Facility Management Committees.

Planning and Sustainability

The Planning and Sustainability directorate manage the use of Crown Lands within our Shire. As such they are responsible for any lease agreements and licenses that exist over our facilities, grounds, and open spaces. They also manage our waste management contract.