eurobodalla shire council

STORMWATER COMPLAINTS – PROCESS FLOWCHART

Complaint registered in Council's CSR system

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Is the complainant experiencing flooding &/or immediate property damage? → **Yes** → Complainant should call the SES on 132 500

↓ **No**

Is the source from development (e.g. driveways, roofs, gutters) or is it natural overland flow? → **Natural overland flow** → No further action by Council

↓ **Development**

Is the cause due to non-compliance with a condition of a development consent? → **Yes** → Action under the Environmental Planning & Assessment Act 1979 in accordance with Council's Compliance Policy → **Complies** →

↓ **No**

Is the stormwater causing water pollution (e.g. sediment/erosion) → **Yes** → Action under the Protection of the Environment Operations Act 1997 in accordance with Council's Compliance Policy → **Complies** →

↓ **No**

Is the stormwater causing damage or likely to cause damage to property? → **Yes** → Action under the Local Government Act 1993 in accordance with Council's Compliance Policy → **Complies** →

↓ **No**

General advice letter &/or fact sheet to owner(s) and complainant →