

1. Purpose

The purpose of this policy is to ensure that appropriate protocols and guidelines are in place to:

- Provide clearly defined communications and contact channels between Elected Members and City staff.
- Ensure duplication and loss of productive time is minimised
- Facilitate Elected Members performing their role effectively.

2. Planning

Priority 4: Kalamunda Leads

Objective 4.1 - To provide leadership through transparent governance.

Strategy 4.1.1 - Provide good governance.

3. Policy Statement

The Council and the City are committed to establishing a respectful, harmonious, and effective working relationship between the Elected Members and staff of the City through open communications between each party.

Whilst the provisions of the *Local Government Act 1995* provide that the Chief Executive Officer is the primary point of contact between Elected Members and the Administration, this may be impractical and inefficient on a day-to-day operational basis.

Therefore, the CEO has delegated communication between Elected Members and the Administration to be channeled through:

- a) The Chief Executive Officer
- b) Directors
- c) Elected Member enquires, through the Councillor Portal.

Exceptions

The only exceptions to the above will be for two circumstances as follows:

1. Manager Customer and Public Relations whereby the Mayor will have direct access on matters relating to media requests.

2. Governance Advisor – If the matter relates to a complaint of general behavior against another Councillor this matter is directed to the Governance Advisor in accordance with Council's adopted Complaints Procedure.

Direct Contact with any other staff member must be approved by the CEO, or Director upon request.

Email Contact

All emails to all officers must have the relevant Director or the CEO copied into that email.

Telephone Contact

In the case of telephone calls all officers will file note the call and send a copy confirming the discussion and copying in their relevant Director or the CEO.

Where the request entails the use of City resources (human or physical), to an extent that the Director believes it may impact on the effective management or day to day activities of the Directorate, the request is to be referred to the Chief Executive Officer for determination.

If Elected Members wish to have a matter dealt with confidentially, they should forward that directly to the Chief Executive Officer by email.

In all instances, if the Chief Executive Officer is unable to resolve the request, the matter will be referred to Council for determination.

The Elected Member's Code of Conduct provides further guidelines for Elected Members,
their role within the City, and how to efficiently interact with Administration

4. Detail

4.1 Elected Member has a confidential request

- a) The Elected Member wishes to have their request addressed confidentially; they should forward the request directly to the CEO by email. The request should state why the request is confidential.
- b) When the matter is confidential the CEO will respond directly to the Elected Member within 5 working days.
- c) If the matter is determined NOT to be confidential, the CEO will advise the Elected Member of that outcome.

- d) If the matter involves issues relating to other Elected Members, the CEO will advise the Elected Member that the Mayor will need to be informed as they are responsible for Elected Members.

4.2 Elected Member lodges a request

- a) The Elected Member lodges their request to the CEO or Director, or through the Councillor Portal.
- b) If a request is received by the CEO or Director, it is then recorded in the Councillor Portal.
- c) The Council Support Officer provides email notifications to that Elected Member and advises the relevant Director, of the request
- d) If the request is easily resolved, the Elected Member and other interested persons will receive a response from the Chief Executive Officer or the relevant Director.
- e) Matters raised by Councillors that are relatively simple and not of concern to others will be responded only to the Councillor. If the Director or CEO considers that the matter raised by the Councillor is relevant to all Councillors in the ward of the Councillor raising the request, the reply will be given to all Councillors in that Ward for their information. Similarly, if the Director or CEO considers that the matter is relevant to all Councillors, the reply will be given to all Councillors. Councillors who do not wish other Councillors to be aware of the request shall follow the process outlined in Clause 3.1 above.
- f) If the request requires more than 5 working days to resolve, the Director will advise the Elected Member and other interested persons of the process to resolve this matter. Updates will be provided at regular intervals by Administration until the matter is resolved.
- g) When the matter is resolved it will be closed on the Councillor Portal by the Council Support Officer.

5. Community Consultation

This Policy is internally focused upon the Council and the Administration and hence is not required to undergo public consultation.

6. Governance

This Policy will be enforced through Council's complaint procedures for behavioral breaches. The Governance Advisor will raise the complaint for the complaints committee to assess.

7. Measures of Success

This Policy will be measure by the number of breaches to the Policy.

8. Definitions

Nil.

Status	Adopted		
Related Local Law	Behavioral Complaints		
Related Council Policies	Behavioral complaints Policy		
Relevant Delegation	CEO		
Related Internal Procedures	Council Support Procedures		
Related Budget Schedule	Nil		
Legislation	Local Government Act 1995 Local Government (Administration) Regulations 1996		
Notes and Conditions			
Authority	CEO		
Adopted	12 October 2021	Next Review Date	12 October 2023