

Governance 1: Elected Member Communication and Contact with Staff

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 that duplication and loss of productive time is minimised.
- Facilitate Elected Members performing their role effectively.

2. 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 is impractical and inefficient on a day to day operational basis.

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

- (a) The Chief Executive Officer;
- (b) Directors;
- (c) General Counsel; or
- (d) Elected Member enquiries, through the Councillor Portal.

Contact with any other staff member must be approved by the CEO upon request.

Where the request entails the use of City resources (human or physical), to an extent that the Director or General Counsel 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.

3. Procedure – Council Support

3.1 Elected Member has a confidential request¹

- (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 he is responsible for Elected Members.

3.2 Elected Member lodges a request²

- (a) The Elected Member lodges their request to the CEO, Director, General Counsel, or through the Councillor Portal.
- (b) If a request is received by the CEO, Director or General Counsel, 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, or General Counsel, 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) If the request requires more than 5 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.
- (f) When the matter is resolved it will be closed on the Councillor Portal by the Council Support Officer.

¹ Promapp Reference: Governance 1-1

² Promapp Reference: Governance 1-2

Status	Council Requirement		
Related Local Law	N/A		
Related Council Policies	Code of Conduct		
Relevant Delegation	N/A		
Related Internal Procedures	N/A		
Related Budget Schedule	N/A		
Legislation	<i>Local Government Act 1995</i> – Regulation 10(1)(a) of the Local Government (Rules of Conduct Regulation 2007) State Records Office – Local Government Elected Members Records		
Notes and Conditions	N/A		
Authority	Council		
Adopted	27 August 2019	Next Review Date	27 August 2021