



**WEDDIN SHIRE COUNCIL**

**DOCUMENT 15.8.1**

**POLICY**

**INTERACTION BETWEEN  
COUNCILLORS AND STAFF**

**TITLE**                      **Policy Interaction Between Councillors and Staff**

**NUMBER**                  **15.8.1**

## **INTRODUCTION**

Good governance is dependent on a good relationship between elected members and the organisation, and an understanding of the roles and responsibilities of both groups.

Councillors and staff should strive for a work-life balance between their work commitments and their personal, community and cultural responsibilities and obligations.

This policy provides the framework for appropriate interactions between Councillors and staff and should be read in conjunction with Council’s Code of Conduct.

## **SCOPE**

This policy applies to Councillors and Council employees, including casual employees engaged by Council.

## **POLICY OBJECTIVES**

The objectives of this policy are to:

- Ensure Councillors receive advice to assist them in the performance of their official functions in an orderly, courteous and regulated manner.
- Ensure Councillors have adequate access to information to exercise their official functions.
- Ensure Councillors have clarity on which staff they can communicate with and the process for contacting staff.
- Ensure staff understand their obligations in providing information to Councillors.
- Ensure transparent decision making and governance processes.

## **RELATED POLICIES**

Council’s Code of Conduct  
Records Management Policy  
Customer Service Charter  
Statement of Values  
Statement of Business Ethics

## **LEGISLATION**

Local Government Act 1993  
Local Government (General) Regulation 2005  
Government Information (Public Access) Act 2009

## **DEFINITIONS**

Councillor	Any person elected or appoint to civic office, including the Mayor.
Executive Officers	General Manager and Directors.
Public Officer	Director Corporate Services

## **PRINCIPLES**

Part 7 of the Code of Conduct identifies the relationship obligations of Councillors and staff and determines inappropriate interactions.

Interactions that are not conducted in accordance with this policy may be considered inappropriate.

Councillors and staff are encouraged to advise the General Manager where an interaction is considered inappropriate whereby continuing inappropriate interaction will be considered a possible breach of Council's Code of Conduct and managed accordingly.

### **1. Appropriate Staff Contacts**

The General Manager authorises the following staff interaction:

- Contact between Councillors and Executive Officers for matters specific to the Executive Officer's area of individual responsibility.
- Contact with Council's Customer Service Staff for standard service requests.
- Contact with other specific staff is appropriate as part of a Councillor's role on a Council Committee, at Council events or meetings, and similar situations.
- In some instances, the General Manager or Executive Officers will direct individual staff to contact Councillors to provide specific information or clarification relating to a specific matter.

Apart from these instances, all communication with Councillors is to be made via the General Manager or relevant Executive Officer.

### **2. Personal Interaction Between Councillors and Staff**

Whilst this policy, and Council's Code of Conduct governs the interactions between Councillors and staff, it does not prevent Councillors and staff from communicating generally. From time to time, Councillors and staff may be present at social and community events. In such situations, both parties must refrain from discussing matters relating to Council business.

### **3. Method of Councillor Contact**

#### **3.1 Emails**

Councillors are requested to use email as the primary method of contacting the General Manager or Executive Officers where appropriate. Emails will be responded to in a timely manner.

##### **Email contact:-**

General Manager – [glenn@weddin.nsw.gov.au](mailto:glenn@weddin.nsw.gov.au)

Director Corporate Services – [lachlan@weddin.nsw.gov.au](mailto:lachlan@weddin.nsw.gov.au)

Director Environmental Services – [brendan@weddin.nsw.gov.au](mailto:brendan@weddin.nsw.gov.au)

Director Engineering – [jaymes@weddin.nsw.gov.au](mailto:jaymes@weddin.nsw.gov.au)

Council Office – [mail@weddin.nsw.gov.au](mailto:mail@weddin.nsw.gov.au)

Councillors and staff should use the reply to all function with discretion. Consider whether “all” really need to be aware of your reply to conduct business.

#### **3.2 Phone Calls/SMS Messaging:-**

It is acknowledged that Councillors will require personal contact with the General Manager when **urgent** matters arise and when an immediate response is required. In these instances Councillors are requested to contact the General Manager as follows:

*During office hours between 8.30 am to 5.00 pm (Monday to Friday).*

*Outside office hours between 7.30 am to 8.30 am and 5.00 pm to 6.30 pm (Monday to Friday).*

*Other times* – Councillors should only contact the General Manager at any other time in cases of **genuine emergency**.

It is noted that some Council events are conducted outside of work hours and phone calls or messages regarding these specific events may be necessary.

#### **3.3 Face to Face Meetings**

It is acknowledged that Councillors will require face to face meetings with the General Manager and Executive Officers. These meetings are to be held in working hours.

#### **3.4 Customer Service and After Hours Requests:-**

Councillors can contact the Customer Service Office on Ph 02 6343 1212 during office hours (Monday to Friday) for standard works requests. Council also has an emergency contact list to respond to urgent matters. Outside of office hours, Councillors may leave a message and phone calls will be returned by the General Manager or Executive Officers in a timely manner.

### **4. Staff Contacting Councillors**

It is acknowledged that staff will be required, on occasion, to contact Councillors. In these circumstances, staff will adhere to these protocols:-

**(a) Email**

Authorised staff are to use email as the primary method of contacting Councillors. Emails should be addressed to the Councillor's corporate email address or a preferred or personal email address nominated by the Councillor and must be copied to the General Manager.

**(b) Calls to Councillors**

Calls to Councillors will be made in response to a request or where an email is considered inappropriate. Authorised staff will not call Councillors outside of office hours unless it is urgent or in response to a request to call or a message left.

It is noted, that some events are conducted outside of work hours and phone calls or messages regarding these specific events may be appropriate.

**(c) Face to Face Meetings**

It is acknowledged that the General Manager and Executive Officers will require face to face meetings with Councillors. These meetings are to be held in working hours.

**5. Phone Calls – Residents**

Residents seeking assistance should be directed to Council's Customer Service Centre Ph 6343 1212 between Monday to Friday 8.30 am to 5.00 pm.

It is not appropriate for Councillors to provide residents with a staff member's direct contact details. Similarly, staff will not provide residents with Councillors contact details, other than the details which Councillors have designated for public use.

**6. Accessing Information**

The General Manager and the Public Officer are responsible for ensuring that Councillors and administrators can gain access to information necessary for the performance of their official functions. The General Manager and Public Officer are also responsible for ensuring that members of the public can access publicly available Council information under the Government Information (Public Access) Act 2009. Further information relating to information access is available in Council's Code of Conduct.

Councillors are required to treat all information provided by staff appropriately and to adhere to any confidentiality requirements. If a Councillor is unsure of whether a document or advice is confidential, they should seek advice from the General Manager or Public Officer.

Where possible, staff will clearly identify information which is confidential to assist Councillors in the appropriate handling of such information.

**7. Personal Enquiries**

Councillors and staff must follow the same process as all other members of the public if they require information, action or advice in relation to a personal or private matter.

**REVIEW AND AMENDMENT**

- This policy shall be reviewed by September 2021 and thereafter at four (4) yearly intervals, to ensure it meets all statutory requirements and the needs of Council.
- This policy may be amended or cancelled by Council at any time without prior notice or obligation.

**ADOPTION**

- This policy commences as from the date of adoption by Council, and replaces any other previous policy.

**HISTORY**

<b>Version</b>	<b>Details</b>
15.8.1	Adopted 19 December 2019