

## 7.3 Interactions between Councillors and Staff Policy

REPORT BY THE GOVERNANCE COORDINATOR  
TO 02 FEBRUARY 2022 ORDINARY MEETING  
GOV400098, GOV400047

### RECOMMENDATION

#### That Council:

1. **receive the report by the Governance Coordinator on the Interactions between Councillors and Staff Policy; and**
2. **adopt the updated Interactions between Councillors & Staff Policy.**

### Executive summary

The Office of Local Government are currently consulting on a Model Councillor & Staff Interactions Policy. When the model policy is released a report recommending the adoption of the model will be presented to Council. In the interim it is proposed that the existing Policy is re-confirmed by Council.

### Disclosure of Interest

Nil

### Detailed report

The Policy requires the General Manager to inform the Councillors of the staff who are authorised to be contacted for information by Councillors. The authorised staff are specialised in the functions and services of the Council and are available to address Councillor questions and to provide access to information requested by Councillors.

The policy also prescribes Councillors' access to offices and details interactions that are not appropriate between Councillors and staff.

### Community Plan implications

<b>Theme</b>	<b>Good Governance</b>
Goal	Strong civic leadership
Strategy	Provide accountable and transparent decision making for the community

### Strategic implications

#### Council Strategies

Not Applicable

#### Council Policies

Code of Conduct

Procedures for the Administration of the Code of Conduct

**Legislation**

Local Government Act

Financial implications

Not Applicable

Associated Risks

The policy informs Councillors and Staff of the proper interactions in forming professional working relationships. This will minimise the risks arising from dysfunctional relationships that will cause Councils performance to suffer.

TIM JOHNSTON  
GOVERNANCE COORDINATOR

SIMON JONES  
DIRECTOR COMMUNITY

19 January 2022

*Attachments:* 1. Interactions between Councillors and Staff Policy 2022.  
2. Draft OLG Model Councillor and Staff Interactions Policy.

APPROVED FOR SUBMISSION:

JULIE ROBERTSON  
ACTING GENERAL MANAGER



## POLICY

### Interactions between Councillors and Staff

*A prosperous  
and progressive  
community.*

ADOPTED	REFERENCE	1.1
COUNCIL MEETING MIN NO	REVIEW DATE	
DATE:	FILE NUMBER	A0100021 / GOV400047

## 1. Policy Objectives

1.1 The objectives of this Policy are to:

- Provide a policy on the interaction of Councillors and staff as per sections 6.2(c), 7.3 and 7.4 of the Code of Conduct.
- Ensure Councillors have access to all documents reasonably necessary for them to exercise their role as a member of the governing body of Council
- Ensure that councillors receive accurate and timely advice from nominated staff to help them in the performance of their civic responsibilities
- Provide a protocol for the provision of regular updates to all Councillors of strategic meetings attended by the Mayor and or the General Manager that influence councils strategic objectives (*Community Plan / Operating Plan / Resourcing Plan*)
- Provide direction on Councillors' rights of access to Council buildings

## 2. Background

- a. The Local Government Act 1993 provides for distinctly different roles for Councillors (*Section 232*) and staff (*Section 335*) to play in Council. Whilst there needs to be interaction between Councillors and staff members, particularly in relation to the provision of information to Councillors to enable them to perform their civic duties, Parts 6 and 7 of the Code of Conduct detail specific requirements to ensure that such interactions occur in an appropriate and transparent manner.
- b. Provisions that specify how Councillors access information and interact with staff should actively support Councillors in their role. At the same time Councillors must actively avoid creating any perceptions of wrongdoing when exercising their rights as elected representatives, particularly the appearance of trying to influence staff improperly.

## 3. Applicability

- a. This Policy applies to all Council officials.
- b. This Policy applies to interaction between Councillors and staff in-person, by telephone, internet, email, writing or any other form of communication.

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## 4. Guidelines

### 4.1 Authorised Contact Officers

Staff members provide important services to Councillors to support them in the performance of their civic duties. Contact between Councillors and staff will be managed to ensure that Councillors are able to access the most appropriate staff.

4.1.1 Councillors are only authorised to contact staff directly as identified on the *List of Authorised Contact Officers for Councillors* which is held and maintained by the General Manager.

4.1.2 Should a Councillor contact a staff member who is not the appropriate person, the staff member is expected to refer the Councillor to the appropriate staff member or to the *List of Authorised Contact Officers for Councillors*.

4.1.3 If a Councillor is not sure who the appropriate Contact Officer is, they should contact any of the Directors or the General Manager's Office who will attend to the matter or advise the name of the appropriate Contact Officer.

4.1.4 Councillors may receive constituent representations on routine matters where a staff member not on the *List of Authorised Contact Officer for Councillors* is the Contact Officer for a particular matter eg. a letter written to a constituent may have the staff member's name as the contact. In these circumstances, Councillors should contact the appropriate Officer on the *List of Authorised Contact Officer for Councillors* to enable the Officer to attend to the enquiry.

### 4.2 Councillor Access to Council Records

4.2.1 Councillors must be provided with full and timely information sufficient to enable them to carry out their civic office functions, in accordance with the provisions of the Local Government Act 1993 and the Code of Conduct.

4.2.2 Councillors are entitled to access all Council files, records or other information identified as Open Access under the *Government Information (Public Access) Act 2009* (GIPA) as identified in Council's Access to Information Guidelines or that information relating to a matter currently before the Council.

4.2.3 If Councillors have a private (as opposed to civic) interest in a document, they are afforded the same rights as members of the public and are required to make application under the *Government Information (Public Access) Act 2009* (GIPA Act).

4.2.4 Councillors requesting access to files and records shall make a request to the General Manager or nominated staff on the List of Authorised Contact Officer for Councillors.

4.2.5 For technical or sensitive matters Councillors should put their requests for information or advice in writing. The request should be drafted carefully and should detail the information, or the nature of the information, being sought.

4.2.5.i The Mayor and General Manager will liaise to determine if it is believed that significant resources will be required to respond to a request for information and if so the General Manager should advise the Councillor and provide details of the estimates of time and/or costs that are likely to be incurred in providing the information. An indication should also be given of

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what other matters will not be able to be attended to as a result of compiling the requested information. In such circumstances, the General Manager may require a Councillor to submit a Notice of Motion under Council's Code of Meeting Practice.

4.2.6 The information provided to a particular Councillor in the performance of their civic duties shall also be made available to other Councillors, upon request or where considered appropriate by the Council Officer.

4.2.7 Requests for information by Councillors will be responded to expediently. Any recommendation to refuse access should be referred to the General Manager.

4.2.8 A Councillor who has been refused access to a Council document is entitled to lodge a request under the GIPA Act and has rights of review applicable under that Act.

4.2.9 This policy does not preclude a Councillor from making a request for access to information through a Notice of Motion at a Council Meeting.

4.2.10 Councillors who have a personal interest, as distinct from a civic interest, in a document of the Council have the same rights as a member of the public. No Councillor will be provided preferential treatment in the provision of any service when that Councillor is acting outside their elected role and in the capacity of a private citizen.

#### 4.3 Councillor and Staff Interaction at Meetings

4.3.1 Questions to staff from Councillors at Council meetings will be in accordance with the provisions of Council's Code of Meeting Practice.

4.3.2 Councillors may give a direction to the General Manager by way of a Council resolution.

#### 4.4 Councillor and Staff Interaction Outside of Meetings

4.4.1 The office of the General Manager will develop and manage protocols for the regular reporting to all Councillors on the strategic meetings attended by the Mayor and or the General Manager

4.4.2 Enquiries to staff on matters generally not available to the public should be directed to the General Manager or to those on the List of Authorised Contact Officer for Councillors. Similar procedures shall apply where a Councillor has lodged an application, for example a development application, with the Council.

4.4.3 Councillors shall not approach staff, other than those nominated on the List of Authorised Contact Officer for Councillors, for advice.

4.4.4 Notwithstanding these specific provisions, it is recognised and expected that the Mayor has a day-to-day need to discuss a range of matters with Council staff. In these circumstances the Mayor will enquire as to the availability of staff concerned to enable appropriate discussion or enquiry.

#### 4.5 Councillor Access to Council Offices

4.5.1 As elected members of Council, Councillors are entitled to have access to the Council Chamber, the Committee Room and public areas of the Council's buildings. All other areas are deemed staff-only areas. Booking are required for the use of meeting rooms. Bookings can be made with the General Manager's Office.

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4.5.3 Councillors have after-hours access to the Council Chambers and Committee Room whenever a Council or Committee meeting is scheduled.

#### 4.6 Inappropriate Councillor/Staff Interaction

4.6.1 All Councillors and staff are to interact in accordance with the provisions of the Code of Conduct.

4.6.2 Clause 6.7 of the Council's Code of Conduct prohibits a number of types of interactions between staff and Councillors.

It states that Councillors and staff must not engage in the following inappropriate interactions:

- a. Councillors and administrators approaching staff and staff organisations to discuss individual or operational staff matters other than broader workforce policy issues.
- b. Council staff approaching Councillors and Administrators to discuss individual or operational staff matters other than broader workforce policy issues.
- c. Council staff refusing to give information that is available to other Councillors to a particular Councillor.
- d. Councillors and Administrators who have lodged a development application with council, discussing the matter with council staff in staff only areas of the Council.
- e. Councillors and Administrators being overbearing or threatening to Council staff.
- f. Councillors and Administrators making personal attacks on Council staff in public forum.
- g. Councillors and Administrators directing or pressuring Council staff in the performance of their work, or recommendations they should make.
- h. Council staff providing ad hoc advice to Councillors and administrators without recording or documenting the interaction as they would if the advice was provided to a member of the community.
- i. Council staff meeting with applicants or objectors alone AND outside office hours to discuss applications and proposals.
- j. Councillors attending on-site meetings with lawyers and/or consultants engaged by Council associated with current or proposed legal proceedings unless permitted to do so by Council's General Manager or, in the case of the Mayor or administrator, exercising their power under Section 226 of the Act.

#### 4.7 Breaches of this Policy

4.7.1 A breach of this Policy will be taken to be a breach of the Code of Conduct and complaints alleging a breach of this Policy must be made in accordance with Part 4 of the Procedures for the Administration of the Model Code of Conduct.

# MODEL COUNCILLOR AND STAFF INTERACTION POLICY

Consultation Draft

2021



## **MODEL COUNCILLOR AND STAFF INTERACTION POLICY**

2020

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Consultation draft

## Preface

### Positive working relationships between councillors and staff: a council's key asset

Positive, professional working relationships between councillors and staff are a key element of any council's success. If relationships between councillors and staff are functioning effectively, the council is more likely to perform effectively. If relationships are dysfunctional, then the council's performance will suffer.

A good relationship between councillors and staff is based, in large part, on both having a mutual understanding and respect for each other's roles and responsibilities. These are defined in the *Local Government Act 1993* (the LGA) and the *Model Code of Conduct for Local Councils in NSW* (the Model Code of Conduct).

In broad terms, a councillor's role is a strategic one. As members of the governing body, councillors are responsible not only for representing the community, but also for setting the strategic direction of the council and keeping its performance under review. A comprehensive outline of the role of a councillor is provided in Part 4 of this Policy.

The role of council staff, under the leadership of the general manager, is to carry out the day-to-day operations of the council and to implement the decisions, plans, programs and policies adopted by the governing body.

### Access to information: the key to the relationship

Councillors need access to information about the council's strategic position and performance to perform their civic functions effectively. The general manager and staff are responsible for providing councillors with this information to facilitate the decision-making process.

Given councillors' role in setting the council's strategic direction and keeping its performance under review, councillors are entitled to request information about a range of issues.

However, in requesting information, councillors should not be seeking to interrogate the minutiae of the council's operations or to direct or influence staff in the performance of their duties. Councillors should also recognise that a council's resources are finite, and they need to be mindful of the impact of their requests.

Above all, interactions between councillors and staff should be positive, respectful and professional.

### The development and intent of this policy

This Model Councillor and Staff Interaction Policy has been developed by the Office of Local Government (OLG) in consultation with councils. It is applicable to councils, county councils and joint organisations.

It provides an exemplar approach, incorporating examples of best practice from a diverse range of NSW councils. At its core, the policy has two main goals:

- to establish a framework by which councillors can access the information they need to perform their civic functions, and
- to promote positive and respectful interactions between councillors and staff.

The Model Councillor and Staff Interaction Policy is structured as follows:

<b>Part 1</b>	Introduction
<b>Part 2</b>	Sets out the scope of the policy
<b>Part 3</b>	Describes the policy's objectives
<b>Part 4</b>	Sets out the respective roles and responsibilities of councillors and staff and the principles that should guide their interactions
<b>Part 5</b>	Sets out the administrative framework for a councillor requests system
<b>Part 6</b>	Identifies which staff councillors can contact directly
<b>Part 7</b>	Addresses councillors' entitlement to access council buildings

**Part 8** Describes appropriate and inappropriate interactions between councillors and staff

**Schedule 1** Contains a template for a list of staff councillors can contact directly under Part 6 of the policy

### Adoption

While not mandatory, the Model Councillor and Staff Interaction Policy reflects best practice and all councils, county councils and joint organisations are encouraged to adopt it. In doing so, they are free to adapt the policy to suit their local circumstances and operating environments or to supplement it with their own provisions.

Provisions which can be adjusted are marked in red.

**Note:** In adopting the policy, joint organisations should adapt it to substitute the terms “board” for “council”, “chairperson” for “mayor”, “voting representative” for “councillor” and “executive officer” for “general manager”.

**Note:** In adopting the policy, county councils should adapt it to substitute the term “chairperson” for “mayor” and “member” for “councillor”.

### Enforcement

Clause 3.1(b) of the Model Code of Conduct provides that council officials must not conduct themselves in a manner that is contrary to a council’s policies. If adopted by a council, a breach of the policy may also constitute a breach of council’s code of conduct.

Concerns or complaints about the administration of a council’s councillor request system should be raised with the general manager in the first instance.

### Acknowledgements

OLG wishes to thank Local Government NSW and the councils involved for their invaluable assistance in developing the Model Councillor and Staff Interaction Policy.

# Model Councillor and Staff Interaction Policy

## Part 1 – Introduction

- 1.1 *The Councillor and Staff Interaction Policy* (the Policy) provides a framework for councillors when exercising their civic functions by specifically addressing their ability to interact with, and receive advice from, authorised staff.
- 1.2 The Policy complements and should be read in conjunction with (Insert name of Council's) *Code of Conduct* (the Code of Conduct).
- 1.3 The aim of the Policy is to facilitate a positive working relationship between councillors, as the community's elected representatives, and staff, who are employed to administer the operations of the Council. The Policy provides direction on interactions between councillors and staff to assist both parties in carrying out their day-to-day duties professionally, ethically and respectfully.
- 1.4 It is important to have an effective working relationship that recognises the important but differing contribution both parties bring to their complementary roles.

## Part 2 – Application

- 2.1 This Policy applies to all councillors and council staff.
- 2.2 This Policy applies to all interactions between councillors and staff, whether face-to-face, online (including social media and virtual meeting platforms), by phone, text message or in writing.
- 2.3 This Policy applies whenever interactions between councillors and staff occur, including inside or outside of work hours, and at both council and non-council venues and events.
- 2.4 This Policy does not confer any delegated authority upon any person. All delegations to staff are made by the General Manager.
- 2.5 Clause 3.1(b) of the Code of Conduct provides council officials must not conduct themselves in a manner that is contrary to a council's policies. A breach of this Policy will be a breach of the Code.

## Part 3 – Policy objectives

3.1 The objectives of the Policy are to:

- a) establish positive, effective and professional working relationships between councillors and staff defined by mutual respect and courtesy
- b) enable councillors and staff to work together appropriately and effectively to support each other in their respective roles
- c) ensure that councillors receive advice in an orderly, courteous and appropriate manner to assist them in the performance of their civic duties
- d) ensure councillors have adequate access to information to exercise their statutory roles
- e) provide direction on, and guide councillor interaction with, staff for both obtaining information and in general situations
- f) maintain transparent decision making and good governance arrangements
- g) ensure the reputation of Council is enhanced by councillors and staff interacting consistently, professionally and positively in their day-to-day duties
- h) provide a clear and consistent framework through which breaches of the Policy will be managed in accordance with the Code of Conduct.

## Part 4 – Principles, roles and responsibilities

4.1 Several factors contribute to a good relationship between councillors and staff. These include goodwill, understanding of roles, communication, protocols, and a good understanding of legislative requirements.

4.2 The Council's governing body and its administration (being staff within the organisation) must have a clear and sophisticated understanding of their different roles, and the fact that these operate within a hierarchy. The administration is accountable to the General Manager, who in turn, is accountable to the Council's governing body.

4.3 Section 232 of the *Local Government Act 1993* (the LGA) states that the role of a councillor is as follows:

- a) to be an active and contributing member of the governing body
- b) to make considered and well-informed decisions as a member of the governing body
- c) to participate in the development of the integrated planning and reporting framework
- d) to represent the collective interests of residents, ratepayers and the local community
- e) to facilitate communication between the local community and the governing body
- f) to uphold and represent accurately the policies and decisions of the governing body
- g) to make all reasonable efforts to acquire and maintain the skills

necessary to perform the role of a councillor.

4.4 The administration’s role is to advise the governing body, implement Council’s decisions and to oversee service delivery.

4.5 It is beneficial if the administration recognises the complex political environments in which elected members operate and acknowledge that they work within a system that is based on democratic governance. Councillors similarly need to understand that it is a highly complex task to prepare information and provide quality advice on the very wide range of issues that Council operations cover.

4.6 Council commits to the following principles to guide interactions between councillors and staff:

<b>Principle</b>	<b>Achieved by</b>
<b>Equitable and consistent</b>	Ensuring appropriate, consistent and equitable access to information for all councillors within established service levels
<b>Considerate and respectful</b>	Councillors and staff working supportively together in the interests of the whole community, based on mutual respect and consideration of their respective positions
<b>Ethical, open and transparent</b>	Ensuring that interactions between councillors and staff are ethical, open, transparent, honest and display the highest standards of professional conduct
<b>Fit for purpose</b>	Ensuring that the provision of equipment and information to councillors is

done in a way that is suitable, practical and of an appropriate size, scale and cost for a client group of (Council to insert the number of councillors) people.

**Accountable and measurable** Providing support to councillors in the performance of their role in a way that can be measured, reviewed and improved based on qualitative and quantitative data

4.7 Councillors are members of the Council’s governing body, which is responsible for directing and controlling the affairs of the Council in accordance with the LGA. Councillors need to accept that:

- a) responses to requests for information from councillors may take time and consultation to prepare and be approved prior to responding
- b) staff are not accountable to them individually
- c) they must not direct staff except by giving appropriate direction to the General Manager by way of a council or committee resolution, or by the mayor exercising their functions under section 226 of the LGA
- d) they must not, in any public or private forum, direct or influence, or attempt to direct or influence, a member of staff in the exercise of their functions
- e) they must not contact a member of staff on council-related business unless in accordance with this Policy

- f) they must not use their position to attempt to received favourable treatment for themselves or others.

4.8 The General Manager is responsible for the efficient and effective day-to-day operation of the Council and for ensuring that the lawful decisions of the Council are implemented without undue delay. Council staff need to understand:

- a) they are not accountable to individual councillors and do not take direction from them. They are accountable to the General Manager, who in turn is accountable to the Council's governing body
- b) they should not provide advice to councillors unless it has been approved by the General Manager
- c) they must carry out reasonable and lawful directions given by any person having the authority to give such directions in an efficient and effective manner
- d) they must ensure that participation in political activities outside the service of the Council does not interfere with the performance of their official duties
- e) they must provide full and timely information to councillors sufficient to enable them to exercise their civic functions in accordance with this Policy.

## Part 5 – The councillor requests system

5.1 Councillors have a right to request information provided it is relevant to councillor's exercise of their civic functions. This right does not extend to matters about which a councillor is merely curious.

5.2 Councillors do not have a right to request information about matters that they are prevented from participating in decision-making on because of a conflict of interest, unless the information is otherwise publicly available.

5.3 The General Manager may identify Council support staff (the Councillor support officer) under this Policy for the management of requests from councillors.

5.4 Councillors can use the councillor requests system to:

- a) request information or ask questions that relate to the strategic position, performance or operation of the Council
- b) bring concerns that have been raised by members of the public to the attention of staff
- c) request ICT or other support from the Council administration.

5.5 Councillors must, to the best of their knowledge, be specific about what information they are requesting, and make their requests respectfully. Where a councillor's request lacks specificity, the General Manager or staff member authorised to manage the matter is entitled to ask the councillor to clarify their request and the reason(s) why they are seeking the information.

- 5.6 Staff must make every reasonable effort to assist councillors with their requests and do so in a respectful manner.
- 5.7 The General Manager or the staff member authorised to manage a councillor request will provide a response within (Council to insert timeframes for responding to councillor requests). Where a response cannot be provided within that timeframe, the councillor will be advised, and the information will be provided as soon as practicable.
- 5.8 Councillors are required to treat all information provided by staff appropriately and to observe any confidentiality requirements.
- 5.9 Staff will inform councillors of any confidentiality requirements for information they provide so councillors can handle the information appropriately.
- 5.10 Where a councillor is unsure of confidentiality requirements, they should contact the General Manager, or the staff member authorised to manage their request.
- 5.11 The General Manager may refuse access to information requested by a councillor if:
- a) the information is not necessary for the performance of the councillor's civic functions, or
  - b) the councillor has previously declared a conflict of interest in the matter and removed themselves from decision-making on it, or
  - c) the General Manager is prevented by law from disclosing the information, or
  - d) if responding to the request would, in the General Manager's opinion, result in an unreasonable diversion of staff time and resources.
- 5.12 Where the General Manager refuses to provide information requested by a councillor, they must act reasonably. The General Manager must advise a councillor in writing of their reasons for refusing access to the information requested.
- 5.13 Where a councillor's request for information is refused by the General Manager on the grounds referred to under paragraph c) of clause 5.11, the councillor may instead request the information through a resolution of the council by way of a notice of motion.
- 5.14 Where a councillor persistently makes requests for information which, in the General Manager's opinion, result in a significant and unreasonable diversion of staff time and resources the council may, on the advice of the General Manager, resolve to limit the number of requests the councillor may make.
- 5.15 A report will be provided to councillors regularly (at least quarterly) regarding the performance and efficiency of the councillor requests system against established key performance indicators.



## Part 6 – Access to Council staff

- 6.1 Councillors may directly contact members of staff that are listed at Schedule 1 of this Policy. The General Manager may amend this list at any time and will advise councillors promptly of any changes.
- 6.2 Councillors can contact staff listed at Schedule 1 about matters that relate to the staff member's area of responsibility.
- 6.3 Councillors should as far as practicable, only contact staff during normal business hours.
- 6.4 If councillors would like to contact a member of staff not listed on Schedule 1, they must receive permission from the General Manager.
- 6.5 If a councillor is unsure which authorised staff member can help with their enquiry, they can contact the General Manager or the Councillor Support Officer who will provide advice about which authorised staff member to contact.
- 6.6 In some instances, the General Manager or a member of the Council's executive leadership team will direct a council staff member to contact councillors to provide specific information or clarification relating to a specific matter.
- 6.7 A councillor or member of staff must not take advantage of their official position to improperly influence other councillors or members of staff in the performance of their civic or professional duties for the purposes of securing a private benefit for themselves or for another person.

## Part 7 – Councillor access to council buildings

- 7.1 Councillors are entitled to have access to the council chamber, committee room, mayor's office (subject to availability), councillors' rooms, and public areas of Council's buildings during normal business hours for meetings. Councillors needing access to these facilities at other times must obtain approval from the General Manager.
- 7.2 Councillors must not enter staff-only areas of Council buildings without the approval of the General Manager.

## Part 8 – Appropriate and inappropriate interactions

8.1 Examples of appropriate interactions between councillors and staff include, but are not limited to, the following:

- a) councillors and council staff are courteous and display a positive and professional attitude towards one another
- b) council staff ensure that information necessary for councillors to exercise their civic functions is made equally available to all councillors, in accordance with this Policy and any other relevant Council policies
- c) council staff record the advice they give to councillors in the same way they would if it was provided to members of the public
- d) council staff, including Council's executive team members, document councillor requests via the councillor requests system
- e) council meetings and councillor briefings are used to establish positive working relationships and help councillors to gain an understanding of the complex issues related to their civic duties
- f) councillors and council staff feel supported when seeking and providing clarification about council related business
- g) councillors forward requests through the councillor requests system and staff respond in accordance with the timeframes stipulated in this Policy

8.2 Examples of inappropriate interactions between councillors and staff include, but are not limited to, the following:

- a) councillors and council staff conducting themselves in a manner which:
  - i) is contrary to their duties under the *Work Health and Safety Act 2011* and their responsibilities under any policies or procedures adopted by the Council to ensure workplace health and safety
  - ii) constitutes harassment and/or bullying within the meaning of clauses 3.7 and 3.9 of the Code of Conduct, or is unlawfully discriminatory
- b) councillors approaching staff and staff organisations to discuss individual or operational staff matters (other than matters relating to broader workforce policy such as, but not limited to, organisational restructures or outsourcing decisions), grievances, workplace investigations and disciplinary matters
- c) staff approaching councillors to discuss individual or operational staff matters (other than matters relating to broader workforce policy such as, but not limited to, organisational restructures or outsourcing decisions), grievances, workplace investigations and disciplinary matters
- d) subject to paragraph b) of clause 5.11, staff refusing to give information that is available to other councillors to a particular councillor
- e) councillors who have lodged an application with the council, discussing the matter with staff in staff-only areas of the council
- f) councillors being overbearing or threatening to staff

- g) staff being overbearing or threatening to councillors
  - h) councillors making personal attacks on staff or engaging in conduct towards staff that would be contrary to the general conduct provisions in Part 3 of the Code of Conduct in public forums including social media
  - i) councillors directing or pressuring staff in the performance of their work, or recommendations they should make
  - j) staff providing ad hoc advice to councillors without recording or documenting the interaction as they would if the advice was provided to a member of the community
- 8.3 Where a councillor engages in conduct that, in the opinion of the General Manager, puts the health, safety or welfare of staff at risk, the General Manager may restrict the councillor's access to staff.
- 8.4 Any concerns relating to the conduct of staff under this Policy should be raised with the General Manager.

## Schedule 1 – Authorised staff contacts for councillors (template table)

1. Clause 6.1 of this Policy provides that councillors may directly contact members of staff that are listed below. The General Manager may amend this list at any time.
2. Councillors can contact staff listed below about matters that relate to the staff member’s area of responsibility.
3. Councillors should as far as practicable, only contact staff during normal business hours.
4. If councillors would like to contact a member of staff not listed below, they must receive permission from the General Manager.
5. If a councillor is unsure which authorised staff member can help with their enquiry, they can contact the General Manager or the Councillor Support Officer who will provide advice about which authorised staff member to contact.
6. In some instances, the General Manager or a member of the Council’s executive leadership team will direct a council staff member to contact councillors to provide specific information or clarification relating to a specific matter.

<b>Authorised staff members name</b>	<b>Position</b>
<i>[Insert staff member’s name]</i>	<i>[Insert position title]</i>



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