

## COUNCILLOR AND STAFF INTERACTION

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# POLICY

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# 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 Dubbo Regional 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 Chief Executive Officer.
- 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 Chief Executive Officer, 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><u>Principle</u></b>	<b><u>Achieved by</u></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 nine people.
<b>Accountable and measurable</b>	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 Chief Executive Officer 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 receive favourable treatment for themselves or others.
- 4.8 The Chief Executive Officer 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 Chief Executive Officer, 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 Chief Executive Officer.
  - 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 Councillors' 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 Chief Executive Officer 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 Chief Executive Officer 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 Chief Executive Officer or the staff member authorised to manage a Councillor request will provide a response within five working days. 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 Chief Executive Officer, or the staff member authorised to manage their request.
- 5.11 Staff will send the written response to the Councillor. To ensure fair and equal provision of information, responses should be copied to all Councillors.
- 5.12 The Chief Executive Officer 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 Chief Executive Officer is prevented by law from disclosing the information; or
  - d) If responding to the request would, in the Chief Executive Officer's opinion, result in an unreasonable diversion of staff time and resources.
- 5.13 Where the Chief Executive Officer refuses to provide information requested by a Councillor, they must act reasonably. The Chief Executive Officer must advise a Councillor in writing of their reasons for refusing access to the information requested.
- 5.14 Where a Councillor's request for information is refused by the Chief Executive Officer on the grounds referred to under paragraph c) of clause 5.12, the Councillor may instead request the information through a resolution of the Council by way of a notice of motion.
- 5.15 Council recognises as part of the Minister for Local Government's Performance Improvement Order (PIO) served on 29 June 2021, the Minister required Council to develop a Councillor request system to manage email requests from Councillors that incorporates rules about the use of the system with a focus on ensuring communications are respectful, the number of requests are

reasonable and include provisions permitting the Chief Executive Officer to impose limitations where disrespectful or excessive use of the system occurs.

5.16 Where there are issues regarding respect, the volume, duplication and reasonableness of request for information by individual Councillors, the Chief Executive Officer shall have responsibility for determining if the information can be supplied after assessing the impact the request will have on staff resources and other Council work. If the requests are deemed by the Chief Executive Officer to breach the requirements of the PIO, the principles of reasonableness or impact significantly on staff resources then the Chief Executive Officer may exercise the delegation granted 26 July 2021 to impose limitations on a Councillor where disrespectful or excessive use of the councillor request system occurs.

5.17 Prior to the imposition of such limitation the Chief Executive Officer will advise the Councillor of the intention to impose the limitation and seek a response from the Councillor.

5.18 A report will be provided to Councillors quarterly regarding the performance and efficiency of the Councillor requests system against established key performance indicators.

5.19 Types of requests are defined in the Councillor Requests Procedure (ED21/145057).

## **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 Chief Executive Officer 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 Chief Executive Officer.

6.5 If a Councillor is unsure which authorised staff member can help with their enquiry, they can contact the Chief Executive Officer or the Councillor Support Officer (as identified in Schedule 1) who will provide advice about which authorised staff member to contact.

6.6 In some instances, the Chief Executive Officer 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 Chief Executive Officer.
- 7.2 Councillors must not enter staff-only areas of Council buildings without the approval of the Chief Executive Officer.

## **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 5.12, 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 Chief Executive Officer, puts the health, safety or welfare of staff at risk, the Chief Executive Officer 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 Chief Executive Officer.

## Schedule 1 – Authorised Staff Contacts for Councillors

1. Clause 6.1 of this Policy provides that Councillors may directly contact members of staff that are listed below. The Chief Executive Officer 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.
  - a) An individual Councillor may only be able to send emails outside of normal business hours if they are in full or part-time employment. Staff responses and provision of information, unless during extraordinary circumstances, will be provided during normal business hours.
4. If Councillors would like to contact a member of staff not listed below, they must receive permission from the Chief Executive Officer.
5. If a Councillor is unsure which authorised staff member can help with their enquiry, they can contact the Chief Executive Officer or the Councillor Support Officer who will provide advice about which authorised staff member to contact.
6. In some instances, the Chief Executive Officer 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>
Murray Wood	Chief Executive Officer
Natasha Comber	Director Culture and Economy
Steven Colliver	Director Infrastructure
John Watts	Director Liveability
Dean Frost	Director Organisational Performance
Stephen Wallace	Director Development and Environment
Abbey Rouse	Executive Manager Governance and Internal Control
Susan Wade	Governance Team Leader
Sonia Fernando	Administration Officer - Mayor (Councillor Support Officer)
Lisa Grisinger	Administration Officer - CEO (Councillor Support Officer)