

1. Purpose

Pursuant to section 170AA of the *Local Government Act 2009*, the Chief Executive Officer may make guidelines about the provision of administrative support by local government employees to a Councillor.

These Guidelines:

- A. Are to promote accountability and integrity;
- B. Set the appropriate standards for interactions between Councillors and Councillor Administrative Support Staff; and
- C. Are to meet the community's expectations about the use of Councillor Administrative Support Staff.

2. Scope

These Guidelines apply to all Councillors including the Mayor and Council employees.

3. Responsibility

The Chief Executive Officer may make Guidelines about the provision of administrative support by local government employees to a Councillor.

4. Definitions

Chief Executive Officer shall mean the person appointed to the position of Chief Executive Officer under the Act and anyone acting in that position.

Councillors shall mean all elected members of Council including the Mayor.

Councillor Administrative Support Staff shall mean the Executive Officer, Executive Support Officers and Governance Officer within the Office of the Mayor and Chief Executive Officer whom are charged with the responsibility of delivering specific administrative type duties to assist the Mayor and Councillors to meet the responsibilities of their roles.

Council shall mean the Hinchinbrook Shire Council.

The Act shall mean the *Queensland Local Government Act 2009*.

5. Guidelines

5.1 Interactions between Councillors and Councillor Administrative Support Staff

Support available to Councillors

- Councillors can expect support during business hours from Councillor Administrative Support Staff. After hours assistance may be authorised at the discretion and approval of the Chief Executive Officer;
- Councillors can make contact with Councillor Administrative Support Staff by either telephone, email or in person to request assistance in accordance with this Guideline. Any reasonable request made by a Councillor in accordance with this Guideline cannot be considered as a direction to staff;
- Councillor Administrative Support Staff will prioritise their other duties to accommodate support to Councillors and will make all efforts to provide support within the desired timeframe as set out in the Customer Service Charter; and

- Councillor Administrative Support Staff will refer requests for advice or support they cannot answer, fulfill or believe are non-compliant with these Guidelines to their Manager or Chief Executive Officer for direction.

Role of Administrative Support Staff

Administrative Support Staff are local government employees assigned to assist the Mayor and Councillors meet the responsibilities of their roles and deliver important services and infrastructure for local communities.

The following specific tasks are those that are regarded as administrative that the Mayor and Councillors can request support staff to complete:

- Managing relay of telephone calls and messages;
- Managing email inbox, appointments calendar and timely reminders;
- Arranging meetings with Department representatives, residents and other parties;
- Filing and recording all necessary documentation pertaining to the Councillors role in Council's electronic content management system;
- Scanning, photocopying, printing and ordering stationery;
- Managing room or pool vehicle bookings, for example booking meeting rooms or Council vehicles;
- Logging Customer Requests for Management (CRM's) from Councillors on their behalf or on behalf of resident, for example requests for street or park maintenance and providing updates and responses accordingly;
- Locating information for Councillors such as legislation, or information from Council's website, staff or other sources;
- Managing monthly Councillor Activity Reports;
- Managing Register of Interests for Councillors;
- Arrangement of registration, travel and accommodation for Councillor conference/training/workshop attendance;
- Monitoring and managing Councillor expenses and facilities under the Councillor Expenses Reimbursement Policy; and
- Councillor remuneration.

Having regard to the additional responsibilities and duties imposed upon the Mayor by virtue of the *Local Government Act 2009*, the following further administrative assistance is to be provided to the Mayor:

- Managing correspondence flows and follow ups;
- Drafting or typing replies to correspondence, preparing speeches and letters of support;
- Assisting with communication to community through emails, e-newsletters, informational advice flyers about construction works, or other similar mediums, if the communication is objective, factual, informational, "business as usual" and an efficient use of funds; and
- Managing Citizenship Ceremonies and associated paperwork for Mayor and citizen.

Compliance

Councillors are, at all times, required to comply with the Councillor Code of Conduct and treat administrative staff with courtesy, honesty and fairness.

Councillors should direct any concerns about the performance of Councillor Administrative Support Staff to the Chief Executive Officer and not direct any criticism to the employee themselves. It is not the role of a Councillor to manage the performance of Councillor Administrative Support Staff.

A Councillor's failure to follow these Guidelines contravenes the behaviour standards set out under the Councillor Code of Conduct and will be considered inappropriate conduct.

Review

The Chief Executive Officer will periodically review these Guidelines to ensure they remain effective and meet the changing needs of Council and Councillors.

6. Legal Parameters

- Section 170AA *Local Government Act 2009*;
- Local Government Principles

To ensure the system of local government in Queensland is accountable, effective, efficient and sustainable, all Mayors, Councillors and Council employees are required to carry out their responsibilities in accordance with the Local Government Principles.


The Principles highlight the essentials to local government performance that Queenslanders expect and deserve.

To achieve excellence in governance, the Local Government Principles are:

- Transparent and effective processes and decision making in the public interest;
- Ethical and legal behaviour of Councillors and local government employees;
- Sustainable development and management of assets and infrastructure, and delivery of effective services;
- Good governance; and
- Democratic representation, social inclusion and meaningful community engagement.

7. Associated Documents

- Investigation Policy;
- Councillor Code of Conduct Policy; and
- Councillor Contact with Employees Advice Guidelines.

DOCUMENT HISTORY AND STATUS						
Action	Name			Position	Signed	Date
Approved by Council	James Stewart			A/CEO		24/11/2020
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