

Interaction Between Councillors and Staff Policy

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1. Introduction

1.1 This Policy applies to all City of Parramatta Council (Council) Councillors and Staff.

Commented [RS1]: Formerly 2.1

1.2 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, any phone messaging system, or in writing.

Commented [RS2]: Formerly 2.2

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1.3 This Policy applies whenever interactions between Councillors and Sstaff occur, including inside or outside of work hours, and at both Council and non-Council venues and events.

Commented [RS3]: Formerly 2.3

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 the City of Parramatta'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.

2. Purpose

2.1 The Policy sets out a framework for Councillors when exercising their civic functions by specifically addressing their ability to interact with, and receive advice from, aAuthorised Sstaff.

Commented [RS4]: Formerly 1.1

2.2 This Policy intends to facilitate a positive working relationship between Councillors and Sstaff by providing directives on the interactions between Councillors and Sstaff to assist both parties in carrying out their day-to-day duties professionally, ethically and respectfully.

Commented [RS5]: Formerly 1.3

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2. Application

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- 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.

3. Policy Objectives

- 3.1.4.1 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.
- 3.2.4.2 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. All Council Staff are The administration is accountable to the Chief Executive Officer, who in turn, is accountable to the Council's governing body.
- 3.3 Section 232 of the Local Government Act 1993 (LGA Act) states that the role of a Councillor is:
 - 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;

Commented [RS6]: Formerly 4.1

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- 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; and
- g) to make all reasonable efforts to acquire and maintain the skills necessary to perform the role of a Councillor.

Commented [MM8]: Formerly 4.3

3.4 The Administration's role is to advise the Governing Body, implement Council's decisions, and to oversee service delivery.

Commented [MM9]: Formerly 4.4

4.53.5 Staff should be aware of 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.

Commented [RS10]: Formerly 4.5

3.46 Council commits to the principles set out in the following table to guide interactions between Councillors and Staff:

Commented [RS11]: Formerly 4.6

Principle	Achieved By
Equitable and consistent	Ensuring appropriate, consistent and equitable access to information for all Councillors within established service levels
Considerate and respectful	Councillors and Staff working supportively together in the interests of the whole community, based on mutual respect and consideration of their respective positions
Ethical, open and transparent	Ensuring that interactions between Councillors and Staff are ethical, open, transparent, honest

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	and display the highest standards of professional conduct
Fit for purpose	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 fifteen (15) 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

3.75 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 LG Act. 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) sStaff are not accountable to them individually;
- c) they must not direct Sstaff except by giving appropriate direction to the Chief Executive Officer by way of a Council or Committee resolution, or by the Lord Mayor exercising their functions under section 226 of the LG Act;
- d) they must not, in any public or private forum, direct or influence, or attempt to direct or influence, a member of Sstaff in the exercise of their functions;
- e) they must not contact a member of sStaff on Council-related business unless in accordance with this Policy; and
- f) they must not use their position to attempt to receive favourable treatment for themselves or others.

Commented [RS12]: Formerly 4.7

3.86 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 sStaff understand:

- a) they are not accountable to individual Councillors and do not take direction from them. They are accountable to the Chief Executive Officer;

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- b) they should not provide advice to Councillors unless they have been approved to do so;
- b) 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;
- c) they must ensure that participation in political activities outside the service of the Council does not interfere with the performance of their official duties; and
- d) they must provide full and timely information to Councillors sufficient to enable them to exercise their civic functions in accordance with this Policy.

3.97 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. Such conduct will be managed in accordance with Council's Code of Conduct and should therefore be reported to the Chief Executive Officer or Lord Mayor in the first instance, or alternatively, to the Office of Local Government, NSW Ombudsman, or the NSW Independent Commission Against Corruption.

Councillor Request System

Commented [RS14]: Formerly clauses 5.1-5.14

3.108 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.

3.119 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.

3.129 The Chief Executive Officer may identify Council support Staff (the Councillor Support Officer) under this Policy for the management of requests from Councillors.

3.131 Councillors can use the Councillor requests system to:

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- 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;
- d) raise Notices of Motions or Questions on Notice for consideration at Council Meetings; or
- e) lodge an expense claim.

3.142 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.

3.153 Staff must make every reasonable effort to assist Councillors with their requests and do so in a respectful manner.

3.164 The Chief Executive Officer or the Staff member authorised to manage a Councillor request will provide a response in accordance with the time frames and processes set out in the Guidelines for Responding to Councillor Information Requests (included as an Appendix to this Policy). Where a response cannot be provided within that timeframe, the Councillor will be advised, and the information will be provided as soon as practicable.

3.175 Information provided by Staff to Councillors should be regarded as confidential. Councillors are required to treat all information provided by Staff appropriately and to observe any confidentiality requirements. Where a Councillor wishes to release information provided by Staff they should contact the Chief Executive Officer, or the Staff authorised to manage their request, before releasing any information.

3.186 Staff will inform Councillors of any confidentiality requirements for information they provide so Councillors can handle the information appropriately.

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~~3.197~~ Where a Councillor is unsure of confidentiality requirements, they should contact the Chief Executive Officer, or the ~~S~~staff member authorised to manage their request.

~~3.2018~~ The Chief Executive Officer may refuse access to information requested by a Councillor if:

- ~~the information is not necessary for the performance of the Councillor's civic functions; or~~
- ~~the Councillor has previously declared a conflict of interest in the matter and removed themselves from decision-making on it; or~~
- ~~the Chief Executive Officer is prevented by law from disclosing the information; or~~
- ~~if responding to the request would, in the Chief Executive Officer's opinion, result in an unreasonable diversion of ~~s~~staff time and resources.~~

~~3.2119~~ 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.

~~3.220~~ Where a Councillor's request for information is refused by the Chief Executive Officer on the grounds referred to under clause ~~3.185.11~~(a) or (d), the Councillor may instead request the information through a resolution of the Council by way of a Notice of Motion. This clause does not apply where the Chief Executive Officer refuses a Councillor's request for information under clause ~~3.185.11~~(b) or (c).

~~3.231~~ Nothing in clauses ~~3.185.11~~, ~~3.195.12~~ and ~~3.205.13~~ prevents a Councillor from requesting the information in accordance with the *Government Information (Public Access) Act 2009 (NSW)*.

~~3.242~~ Where a Councillor persistently makes requests for information which, in the Chief Executive Officer's opinion, result in a significant and unreasonable diversion of ~~S~~staff time and resources the Council may, on the advice of the

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Chief Executive Officer, resolve to limit the number of requests the Councillor may make.

3.253 Councillor requests are state records and must be managed in accordance with the State Records Act 1998 (NSW).

Commented [RS15]: New clause from Model Policy

Access to Council Staff

3.264 Councillors may directly contact A authorised S staff 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.

3.275 Councillors can contact S staff listed at Schedule 1 about matters that relate to the S staff member's area of responsibility.

3.286 Councillors should as far as practicable, only contact S staff during normal business hours.

3.297 If Councillors would like to contact staff not listed at Schedule 1, permission should be sought from the Chief Executive Officer or relevant Executive Director.

3.3028 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.

Appropriate and Inappropriate Interactions

3.3129 Councillors and S staff must ensure they always engage in appropriate interactions.

3.320 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 S staff.

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3.331 Appropriate interactions between Councillors and Staff include, but are not limited to, the following:

- a) where Councillors and Council Staff are courteous and display a positive and professional attitude towards one another;
- b) where 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) where Council Staff record the advice they give to Councillors in accordance with the requirements under the *State Records Act 1998* and Council's Records Management Policy;
- d) where Council Staff, including Council's Executive Team members, document Councillor requests via the Councillor Requests System;
- e) where 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) where Councillors and Council Staff feel supported when seeking and providing clarification about Council related business; or
- g) where Councillors forward requests through the Councillor Requests System and Staff respond in accordance with the timeframes stipulated in this Policy.

3.342 Inappropriate interactions between Councillors and Staff are identified in Council's Code of Conduct.

Councillor Access to Council Buildings

3.353 For the purposes of conducting their civic functions, Councillors are entitled to have access to the Council Chamber, committee room, Lord Mayor's office (subject to availability), Councillors' rooms, and public areas of Council's buildings. From time to time, Councillors may also require access to other meeting rooms within staff-only areas for the purposes of conducting their civic functions.

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4. Delegation

4.1 There are no Administrative and/or Legislative Delegations applicable to this Policy.

Commented [RS16]: Formerly 2.4

5. Procedure

5.1 This Policy should must be read in conjunction with Council's Guidelines for Responding to Councillor Information Requests, which provide detailed administrative guidance.

5.2 This Policy is subject to the provisions within Council's Code of Conduct and must be read in conjunction with Council's the Code of Conduct, which outlines the relationships between Council Officials, and access to information and Council resources. In accordance with clause 3.1(b) of the Code of Conduct, a breach of this Policy will result in a breach of the Code.

Commented [RS17]: Formerly clauses 1.2 & 2.5

5.3 Complaints about a breach of this policy should be made to the Chief Executive Officer (if the complaint is about a Councillor or member of Council's Staff), or the Lord Mayor (if the complaint is about the Chief Executive Officer).

5.4 Clause 5.3 does not operate to prevent matters being reported to the Office of Local Government, the NSW Ombudsman, the NSW Independent Commission Against Corruption or any other external agency.

5.5 A report will be provided to Councillors regularly (at least monthly) regarding to the performance and efficiency of the Councillor Requests System against established key performance indicators.

Commented [RS18]: Formerly 5.15

6. Definitions

Administration	Comprises of all Staff and is accountable to the Chief Executive Officer, who in turn, is accountable to the Council's governing body.
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Authorised Staff	Staff nominated by the Chief Executive Officer and listed in Schedule 1 of this Policy, who can interact with or provide advice to Councillors.
Councillor	Any person elected or appointed to civic office, including the mayor and includes members and chairpersons of county councils and voting representatives of the boards of joint organisations and chairpersons of joint organisations
Councillor Request System	System for receiving and managing Councillor requests
Chief Executive Officer	The General Manager appointed under s334 of the Local Government Act 1993.
Governing Body	The elected representatives, called "councillors", comprise the governing body of the City of Parramatta Council.
OLG	Office of Local Government
Staff	A person who is directly employed by Council on a full time, part time, temporary or casual basis.

REFERENCES	Anti-Discrimination Act 1977 Local Government Act 1993 Local Government (General) Regulation 2021 Local Government (State) Award Environmental Planning and Assessment Act 1979 Government Information (Public Access) Act 2009 Independent Commission and Corruption (ICAC) Act 1998 Office of Local Government Model Councillor and Staff Interaction Policy
ASSOCIATED POLICIES	Access to Information Policy Code of Conduct Procedures for the Administration of the Model Code of Conduct Records Management Policy Work Health and Safety Policy

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ATTACHMENTS	Guidelines for Responding to Councillor Information Requests
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~~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.~~

Commented [RS19]: This does not add value to the policy. Each of these “objectives” are expressed through the policy prescription, and therefore this section simply is a summary section. Remove.

~~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.~~

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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:

Principle	Achieved By
Equitable and consistent	Ensuring appropriate, consistent and equitable access to information for all Councillors within established service levels
Considerate and respectful	Councillors and staff working supportively together in the interests of the whole community, based on mutual respect and consideration of their respective positions
Ethical, open and transparent	Ensuring that interactions between Councillors and staff are ethical, open, transparent, honest and display the highest standards of professional conduct
Fit for purpose	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 fifteen (15) 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:

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- 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 Lord 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 they have been approved to do so
- 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.

5. The Councillor Request System

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- 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 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
 - d)—raise Notices of Motions or Questions on Notice for consideration at Council Meetings
 - e)—lodge an expense claim.
- 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 in accordance with the time frames and processes set out in the Guidelines for Responding to Councillor Information Requests (included as an Appendix to this Policy). Where a response cannot be

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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 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.

5.12 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.

5.13 Where a Councillor's request for information is refused by the Chief Executive Officer on the grounds referred to under paragraph c) of clause 5.11, 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 Chief Executive Officer's opinion, result in a significant and unreasonable

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diversion of staff time and resources the Council may, on the advice of the Chief Executive Officer, resolve to limit the number of requests the Councillor may make.

5.15 A report will be provided to Councillors regularly (at least monthly) regarding the performance and efficiency of the Councillor requests system against established key performance indicators.

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 If Councillors would like to contact a member of staff not listed on Schedule 1, permission should be sought from the Chief Executive Officer or relevant Executive Director.

6.4 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.

6.5 In some instances, the Chief Executive Officer or a member of the Council's Executive Team will direct a Council staff member to contact Councillors to provide specific information or clarification relating to a specific matter.

Commented [RS20]: Not required as operational

6.6 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.

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7. — Councillor Access to Council Buildings

7.1— Councillors are entitled to have access to the Council Chamber, committee room, Lord Mayor’s office (subject to availability), Councillors’ rooms, and public areas of Council’s buildings. From time to time, Councillors may also require access to other meeting rooms within staff-only areas for the purposes of conducting their civic functions.

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

Commented [RS21]: Not required as duplication of Code of Conduct

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- 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
- e) — 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 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.

9. Complaints

Commented [MM22]: Now clause 5.3 under Procedure section

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~~Complaints about a breach of this Policy should be managed in accordance with Council's Code of Conduct.~~

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109. ~~Related Resources~~

Commented [MM23]: Moved to References table

10.1 ~~Legislation~~

- ~~• NSW Local Government Act 1993~~
- ~~• Local Government (General) Regulation 202105(NSW)~~
- ~~• Environmental Planning and Assessment Act 1979 (NSW)~~
- ~~• Government Information (Public Access) Act 2009 (NSW)~~
- ~~• Independent Commission and Corruption (ICAC) Act 1998 (NSW)~~
- ~~• NSW Anti-Discrimination Act 1977~~
- ~~• Local Government (State) Award~~

10.2 ~~Associated Documents~~

- ~~• City of Parramatta Council Code of Conduct and Procedures for the Administration of the Model Code of Conduct~~
- ~~• City of Parramatta Council Access to Information Policy~~
- ~~• Draft Office of Local Government Model Councillor and Staff Interaction Policy~~
- ~~• Guidelines for Responding to Councillor Information Requests~~

10.3 ~~Definitions~~

Commented [MM24]: Moved to References table

Authorised staff ~~Staff nominated by the Chief Executive Officer and listed in Schedule 1 of this Policy, who can interact with or provide advice to Councillors.~~

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Chief Executive
Officer
OLG

The General Manager appointed under s334 of the Local Government Act 1993,
Office of Local Government

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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.
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.
7. The Chief Executive Officer may amend the roles listed in Schedule 1 from time to time in response to changes in the organisation structure, or in response to operational needs.

Commented [RS25]: Points 1-2, 4-7 removed due to duplication in the policy i.e.

- 1 – see clause 6.1
- 2 – see clause 6.2
- 4 – see clause 6.4
- 5 – see clause 6.5
- 6 – see clause 6.6
- 7 – see clause 6.1

Commented [RS26]: Moved into the policy as 6.3

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Office of the CEO

Chief Executive Officer
 Chief of Staff - Executive Office
 Executive ~~Manager~~Officer

City Assets & Operations

Executive Director, City Assets & Operations
 Group Manager, Regulatory Services
 Group Manager, ~~City Operations~~Park & Open Spaces
 Group Manager, ~~City Assets &~~Environment & Sustainability
~~Group Manager, Roads Infrastructure~~
~~Group Manager, Waste & Cleansing~~
~~Group Manager, Capital Projects Delivery~~

City Engagement & Experience

Research & Engagement Manager
 Corporate Affairs Manager
 Digital & Creative Manager
 Marketing & Brand Manager
 Events & Festivals Manager
 Customer Service Centre Manager

City Planning & Design

Executive Director, ~~City~~Planning & Design
 Group Manager, Development & Traffic Services
 Group Manager, City Design
 Group Manager, ~~City Infrastructure~~Planning and Design
~~Group Manager, Major Projects and Precincts~~

Internal Ombudsman Shared Service Staff

City Strategy

~~Director~~Group Manager, City Strategy

~~Corporate Services~~Finance and Information Services

~~Executive Director, Corporate Services~~Chief Finance and Information Officer
~~Chief Financial Officer~~
 Group Manager, Legal Services

~~Chief People & Culture Officer~~

~~Head of IT~~Chief Technology Officer
~~Risk & Audit Manager~~
 Governance Manager

Community Services

Executive Director, Community Services
~~Group Manager, Cultural Strategy~~
 Group Manager, Social & Community Services
 Riverside Theatre Director
 Group Manager, ~~City Assets 5/7~~Parramatta Square and Community Hubs
~~Director Parramatta Artist Studios & Cultural Services~~
~~Library Services Manager~~

Property & Place

Executive Director, Property & Place
 Group Manager, Place Services
 Group Manager, Property Development
 Group Manager, Project Delivery

Group Manager, Property ~~Assets, Services, and Security~~Assets & Services

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Amendment: <u>54</u>	Date of Next Review: 202 <u>6</u> <u>4</u>	Review period: Every 4 years



[Group Manager, Strategic Land Use Planning](#) Place Managers
[Traffic & Transport Manager](#)

[People, Culture and Workplace](#)
[Executive Director People, Culture and Workplace](#)
[Risk & Audit Manager](#)

***Support Staff** (may provide information to and receive information from Councillors, under advice from their Executive Director / Group Manager
 Lord Mayor / Councillor Support Staff Governance Support Staff
 Executive Assistants ICT Help Desk Support Staff

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