



Name	GOV13 Managing Requests to Council Members
Policy Type	Council
Responsible Officer	Chief Executive Officer
Approval Date	19/10/2021
Review Date	18/10/2025

1. Purpose

This policy provides guidance for Council Members to request information they require and to obtain advice from the organisation to assist them to undertake their role as an Elected Member.

The policy covers all requests for assistance, information and advice that a Council Member may require to make decisions, undertake their duties as an Elected Member and understand the processes of council.

2. Scope

Council Members are entitled to seek assistance, information and advice from the council administration to assist them to undertake their role where it directly relates to the discharge of their duties as a Council Member. To ensure the efficient operations of Council, an orderly process for seeking that assistance, information and advice is proposed.

This policy applies to all Council Members and applicable Council officers.

3. Definitions

Nil.

4. Policy Statement

4.1. Council Member Responsibility

4.1.1 Council Members are welcome to direct requests for assistance, information or advice to the executive officers identified in the table below.

Chief Executive Officer	General Manager Infrastructure & Operations	General Manager Business Excellence
Governance Advocacy Communications & Engagement Inter Government Relations Community Services Libraries Recreation Reserves Regulatory Services	Mobile Workforce Thorak Cemetery Waste Management Planning & Development Roads & Infrastructure Community Facilities Asset Management	ICT Governance Risk Management & Audit Human Resources Workplace Health & Safety Finance Customer Service

- 4.1.2 Requests may be directed to other staff members as per the Chief Executive Officers (CEO) direction.
- 4.1.3 Requests can be made by contacting the appropriate executive by telephone, mail or email.
- 4.1.4 To ensure officers can properly respond to requests, Council Members are asked to outline the nature of the decision to be made for which the Council Member requires assistance, information or advice.
- 4.1.5 Council Members should encourage members of the public to contact Council in the first instance either via the snap, send, solve process or by telephone, mail or email.
- 4.1.6 A Council Member should notify the CEO if they believe an employee has not appropriately responded to a request made under this policy.
- 4.1.7 Any contact outside of this policy may constitute a breach of the Code of Conduct.
- 4.1.8 When attending the Council office in person to meet with an executive officer, Council Members may access the CEO's office via the external passageway.

4.2. Officer Responsibility

- 4.2.1 To assist Council Members in being fully informed in respect to decision making and their role as an Elected Member, Council officers will respond to requests for information or advice or assistance in a timely manner. Officers will:
 - provide professional assistance and accurate information;
 - provide sound and impartial advice to the Council Member;
 - document and record the request in line with Council procedures developed for processing; and
 - provide the CEO with a copy of the action taken in relation to the request including providing a copy of any information or advice.
- 4.2.2 The CEO may provide the copy of the request and the response to all Council Members.
- 4.2.3 No employee shall comment on any other matter outside of their scope unless authorised by the CEO and they are fully briefed on the matter.

4.3. Information which can be sought by a Council Member

Type of Request		Organisational Response
Information	Requests for Information about Council projects/business such as, <ul style="list-style-type: none"> • Project status • CRM status 	The responsible Officer will acknowledge the request and respond in a timely manner
Advice	Requests for advice such as, <ul style="list-style-type: none"> • Legislative interpretation • Legal 	The responsible Officer will acknowledge the request and respond in a timely manner

4.4. Information which cannot be sought by a Council Member

4.4.1 A Council Member cannot seek information:

- that is a record of the Local Government Disciplinary Committee;
- if disclosure of the information by the Council would be contrary to legislation, an order of the court or tribunal;
- that relate to information about a community member or employee that is subject to the privacy legislation; or
- that would be privileged from production in a legal proceeding on the ground of legal professional privilege.

4.5. Council Member Access to Publicly Available Information

4.5.1 A Council Member need not make a request for information under this guideline policy if they are able to obtain the information from publicly available sources.

4.6. Use of Information

4.6.1 A Council Member who obtains access to Council information or advice must continue to conduct themselves in accordance with the Local Government Act and Code of Conduct.

5. Associated Documents

EM01 Elected Members Policy

EM02 Code of Conduct Elected Members Policy

GOV03 Privacy Policy

6. References and Legislation

Northern Territory Local Government Act and Regulations

7. Review History

Date Reviewed	Description of changes
06/04/2020	New Policy
19/10/2021	Policy changed from an Administration policy to a Council policy