

**COUNCILLORS ACCEPTABLE REQUEST GUIDELINES AND STAFF INTERACTION POLICY**

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1. INTRODUCTION**1.1 PURPOSE AND PRINCIPLES:**

These guidelines enable the efficient delivery of advice to Councillors by establishing rules for Councillor requests for advice.

- Provide for the way in which a Councillor may ask a Council employee for advice or information to help the Councillor carry out his/her responsibilities under the Local Government Act 2009;
- Set reasonable limits on requests made by Councillors;
- Provide clarity on Councillor's access to council staff and buildings; and
- Assist Councillors in carrying out their responsibilities as elected representatives in an open and transparent manner.

1.2 HUMAN RIGHTS COMMITMENT

Diamantina Shire Council (Council) has considered the human rights protected under the Human Rights Act 2019 (Qld) (the Act) when adopting and/or amending this policy. When applying this policy, Council will act and make decisions in a way that is compatible with human rights and give proper consideration to a human right relevant to the decision in accordance with the Act.

1.3 POLICY OBJECTIVES:

To provide clear guidelines to Councillors and staff when Councillors need to request assistance or advice.

1.4 COMMENCEMENT OF POLICY:

This Policy will commence on adoption.

1.5 SCOPE:

This policy is applicable to all Councillors and Council employees

2. POLICY

2.1 CONTEXT

It is impractical for all Councillor requests for advice to be directed to the Chief Executive Officer. The *Local Government Act 2009* enables the Council to adopt guidelines about how a Councillor may ask a Council employee for advice or information to help the Councillor carry out his or her responsibilities and the reasonable limits on such requests.

In the context of this policy, the term “employee” includes contractors see clause 4.1 Definitions.

2.2 POLICY STATEMENT

This policy establishes how Councillors are expected to interact with Council employees and incorporates the acceptable requests guidelines required by Section 170A (7) of the *Local Government Act 2009* (the Act).

It is necessary that Councillors and Council employees are able to interact so informed decisions that deliver positive outcomes for the community are achieved. It is important that we achieve the right balance to ensure onerous constraints do not impede the flow of information while still ensuring that the principles of good governance are achieved and appropriate controls are in place to protect both employees and Councillors alike.

3. STANDARDS

3.1 KEY PRINCIPLES

All Councillors have the right to seek advice or information from employees to help them carry out their official duties.

Employees must respect elected officials' governance roles and provide them with information and advice in accordance with these guidelines.

3.2 ACCEPTABLE REQUESTS GUIDELINES

Section 170A of the Act prescribes ‘acceptable request guidelines’, adopted by resolution of Council, as the way in which Councillors may ask Council employees for advice or information to help a Councillor carry out their responsibilities under the Act. This policy constitutes and incorporates the ‘acceptable requests guidelines’ as required by the Act and provides the way in which a Councillor may ask a Council employee for advice or to provide information in order to assist the Councillor in carrying out his or her responsibilities under the Act. These Guidelines are about:

- The way in which a Councillor may ask a Council employee for advice to help the Councillor carry out his or her responsibilities under the Act; and
- The way in which a Councillor may ask the Chief Executive Officer for information relating to the local government and
- The reasonable limits on requests that a Councillor may make. These Guidelines do not override an individual Councillor’s statutory obligations under the Act, including with respect to the use of information under s171 and s171A of the Act. Unless otherwise expressed, terms used in these Guidelines will have the same meaning given to those terms under the Act.

3.3 GENERAL REQUIREMENTS FOR REQUESTS

When asking for advice or information, Councillors must:

- act in accordance with the local government principles prescribed in section 4(2) of the Act;

- act in accordance with the Code of Conduct for Councillors in Queensland;
- act in accordance with all of the obligations set out in Chapter 6, Division 5 of the Act;
- not direct or attempt to direct any Council employee to do anything
- not behave towards Council employees in an overbearing or threatening manner;
- not coerce or entice, or attempt to coerce or entice any Council employee to do anything that does not comply with these Guidelines;
- not unduly disrupt a Council employee in the undertaking of that Council employee's routine employment obligations;
- not place or attempt to place any Council employee in a position that would create a conflict of interest for that Council employee, or that would compromise the integrity and honest performance of that Council employee; and
- comply with all laws that apply to the local government, as well as Council policies, procedures and guidelines;
- not breach any confidentiality obligations under legislation whereby information is not to be disclosed by Councillors (for example, the Information Privacy Act 2009, Crime and Corruption Act 2001, Public Interest Disclosure Act 2010, Workers' Compensation and Rehabilitation Act 2003);
- during the caretaker period not request information or advice that involves or relates to major policy decisions of Council or which will result in or be likely to result in any inappropriate political gain or advantage for the Councillor (as per sections 90A – 90D of the Act);
- act in good faith;
- be respectful, reasonable and professional.

Councillors should be aware that any request for advice or information and response provided may be subject to disclosure if an application for access is made under the Right to Information Act 2009.

Councillors may request advice or information with assistance from an allocated Support Officer in accordance with the Councillor Administrative Support Guidelines. However, when doing so, the Support Officer must not be utilised to deliberately circumvent this policy's requirements.

3.4 DISTINCTION BETWEEN 'ADVICE' AND 'INFORMATION'

'Advice' means the provision of knowledge or opinion by a Council employee to assist a Councillor to carry out their duties under the Act. For example, a Councillor may ask a Council employee to advise the Councillor on the status and process to be followed for consideration of an application made by a ratepayer to council.

'Information' means information relating to Council that the local government has access to. It includes records and documents (in printed and electronic form) that Council possesses or can access. For example, a Councillor may ask the Chief Executive Officer for a copy of an application that was submitted by a ratepayer to council.

3.5 COUNCILLORS GIVING DIRECTIONS TO EMPLOYEES

- Only the Mayor may give directions to the Chief Executive Officer in accordance with Council's policies. No other Councillor may give any directions to the Chief Executive Officer.
- Councillors wishing for directions to be given to the Chief Executive Officer should discuss the matter with the Mayor in the first instance. If unsatisfied, seek a resolution of Council to give the direction.
- Neither the Mayor nor any other Councillor may give directions to any other employees, including Senior Executive staff or contractors.
- Where a Councillor attempts to give directions to an employee or contractor, the employee or contractor is not required to act on those directions and must inform the Chief Executive Officer of this direction, either directly or through the employee's or contractor's Manager.

3.6 COUNCILLORS SEEKING ADVICE OR INFORMATION FROM

Councillor requests for advice from Council employees must comply with the following requirements:

- a) Requests for advice must be made in a professional manner and with respect.
- b) When requesting advice, Councillors must not direct or pressure Council employees regarding their work or the recommendations they should make.
- c) When requesting advice, councillors must not behave overbearingly or threateningly towards employees.
- d) Requests for advice must be directed as follows:
 - Councillors may request from a Council Department help or advice given to the public under the same conditions.
 - Councillors will direct all other requests for advice to the Chief Executive Officer or the relevant Director or Manager.
 - Councillors' requests for advice must be in writing, including email, unless the Chief Executive Officer, in consultation with the Councillor, determines otherwise.

3.7 EMPLOYEES RESPONSIBILITIES

- a) Copies of any formal written advice provided to one Councillor should be provided, where practical and relevant, to all Councillors and the Chief Executive Officer.
- b) Employees must keep records of advice given to Councillors as they would do when advising a member of the public.
- c) If a Councillor makes a request to a Council employee other than under these guidelines, the employee must inform the Chief Executive Officer as soon as possible.
- d) If the Mayor or a Councillor directs or attempts to direct a Council employee about the way in which the employee's duties are to be performed, the employee must report this to the Chief Executive Officer.
- e) Council employees should inform the Chief Executive Officer if they believe a Councillor has behaved inappropriately and/or not in accordance with these guidelines.

3.8 REQUESTS FOR ADVICE

A Councillor may ask for advice to assist in carrying out their responsibilities under the Act directly from:

- a) The Chief Executive Officer
- b) Directors
- c) Managers
- d) Nominated Section Managers (as determined by the relevant Director)

Councillor requests for advice from Council employees must comply with the following requirements:

- e) Requests for advice must be made in a professional manner and with respect.
- f) In requesting advice, Councillors must not direct or pressure Council employees in relation to their work or recommendations they should make.
- g) In requesting advice, Councillors must not behave overbearing or threateningly towards employees.
- h) Requests for advice must be directed as follows:
 - Councillors may request from a Council Department help or advice of a nature given to the public, and under the same conditions.
 - Councillors will direct all other requests for advice to the Chief Executive Officer or the relevant Manager nominated by the CEO.
 - Councillors' requests for advice must be made in writing, including email, unless determined otherwise by the Chief Executive Officer in consultation with the Councillor.

3.9 BY LODGING THE REQUEST EITHER:

- a. Via the Council website
- b. via a councillor administrative support officer [Nominated by CEO]
- c. by email
- d. via telephone or
- e. in person.

The CEO/Manager may require that the request be made in writing to ensure that the request meets the intended requirements.

3.10 REQUESTS FOR INFORMATION

A Councillor may ask for information to assist in carrying out their responsibilities under the Act from:

- a. The Chief Executive Officer

BY LODGING THE REQUEST, EITHER:

- a. Via the Council website
- b. via a councillor administrative support officer [Nominated by the CEO]
- c. by email
- d. via telephone or
- e. in person.

The Chief Executive Officer may require that the request be made in writing and may delegate the request to a Manager where appropriate.

3.11 PROCESS FOR REQUESTS

Requests for advice will be managed by assigned administrative support staff and sent to the most appropriate Council Officer for response. Information requests will be sent to the Chief Executive Officer for response.

Requests will be acknowledged within 1 business day, and best efforts should be made to provide the information as soon as practical. In accordance with the provisions of the Act, responses must be provided within 10 business days, except where the request is complex or requires substantial research. Requests of a complex nature must be responded to within 20 business days, with an interim response provided within 10 days.

In the case of a genuine emergency, the Chief Executive Officer or Director / Manager of the relevant area of responsibility should be contacted by telephone to determine the appropriate approach and timelines.

Service requests made by residents or Councillors on residents' behalf are not considered requests for advice or information. Where the Councillor has made a request on the status and/or the process to be followed for actioning a service request, this is considered a request for advice.

3.12 REASONABLE LIMITS ON REQUESTS FOR ADVICE OR INFORMATION

A Councillor may not ask for information:

- a. that is capricious or which will place an unreasonable burden on Council's resources;
- b. that is a record of the conduct tribunal;
- c. if disclosure of the information to the Councillor would be contrary to an order of a court or tribunal;
- d. that would be privileged from production in a legal proceeding on the grounds of legal professional privilege;
- e. that would disclose personal information, including employees' bank accounts details, child support deductions or tax file number;
- f. which relates to a public interest disclosure under the Public Interest Disclosure Act 2010;
- g. that is confidential information under the Crime and Corruption Act 2001;
- h. that is about matters relating to the conduct of any councillor pursuant to Part 3, Chapter 5A of the Act;
- i. that is a record in relation to an employee's recruitment and performance with the exception of the recruitment and performance of the Chief Executive Officer.

3.13 PROVISION OF DOCUMENTS OR INFORMATION IN RESPONSE TO REQUESTS

In line with Council's commitment to the environment and a reduction in paper usage, access to electronic copies of documents only will be provided wherever possible.

Councillors are to be aware of their responsibilities under the Act regarding the sharing or further distribution of this advice or information. The right of Councillors to have access to information is for the purpose of exercising their roles and responsibilities. It does not carry with it the right to disclose any information obtained by a Councillor to another person unless the information is already in the public domain.

While not every document will be considered 'Confidential,' councillors should be aware that the information provided may contain confidential material and must be handled appropriately to ensure that Council maintains its reputation and good standing within the community.

Providing details of discussions held with Council employees regarding Council projects, internal policy considerations, or technical opinions with third parties would be considered a breach of this Policy.

Councillors must not cause the by-passing of the provisions of the Right to Information Act 2009 by providing a public member with information made available to a Councillor as an elected representative that is not already within the public domain.

Councillors must ensure that hardcopy documents provided by Council are securely destroyed when the documents are no longer required.

3.14 PROVISION OF DOCUMENTS OR INFORMATION RELATING TO REPORTS TO A COMMITTEE OR COUNCIL

Where a request for the provision of documents or information relates to a draft or authorised report or any other item on the upcoming agenda of a committee or Council meeting, the response is provided to all members of the relevant committee or Council.

The timing of responses to requests in relation to items on the agenda of a committee or Council should consider the meeting date, and best efforts should be made to provide the requested information prior to the meeting.

3.15 'VIEW ONLY' ACCESS TO DOCUMENTS

Where 'view only' access to documents is the preferred option for requested documents, the Administrative Support team officers will organise a suitable time in a meeting room.

Appropriate reasons to only allow 'view access' to a Councillor are when:

- a. A document is of historical significance and could be damaged if copied or scanned;
- b. If copying or scanning a document would unreasonably divert the resources of the relevant department from its other operations;
- c. If an act or agreement signed by Council states that the document is not to be copied or reproduced.
- d. The Chief Executive Officer considers the document's contents to be confidential, and providing it in hardcopy or electronic format could pose a risk.

3.16 REFUSAL TO PROVIDE ADVICE OR INFORMATION

Should a request for advice or information be raised that is considered to be outside of the scope of a Councillor's official duties or a request for advice or information be received which, upon consideration, will take a significant amount of resources to satisfy or cause an undue impact on employees' 'business as usual' responsibilities, the matter is to be escalated to the Chief Executive Officer.

- The Chief Executive Office is to make a decision as to whether it is considered that the fulfilment of the request is required to allow the Councillor to perform their duties.
- If the nominated Manager confirms that the advice or information requested is not deemed to be required for the Councillor to carry out their official duties, the Councillor can ask for the Chief Executive Officer to review and if still withheld, the Councillor has the opportunity to apply for access to the documents via Council's Right to Information process.
- The Right to Information application form is available on Council's website at www.diamantina.qld.gov.au
- The Councillor will be required to pay the processing fee as if he/she were a member of the public making an application. This fee is not eligible for Council reimbursement.

3.17 REQUEST AREVIEW

If a Councillor is not satisfied with a response to their request for advice or information, the Councillor may request the Chief Executive Officer to have the matter reviewed. That review shall be undertaken by the Chief Executive Officer's nominee under Council's Complaints Management Policy.

Councillors are not permitted to directly contact a Council employee regarding a complaint about a request for advice or information. All enquiries must be directed to the Chief Executive Officer.

4.0 CUSTOMER SERVICE REQUESTS AND SERVICE STANDARDS

Members of the community are encouraged to raise any matter they determine of importance with a Councillor. Community members/customers should be mindful, however, that where the matter is a simple operational request (e.g. reporting a pothole, missed bin service or submitting an application), they may receive more prompt attention by lodging a request via the Customer Service Centre in the first instance.

For these routine matters, direct engagement between the community member/customer and Council will reduce delays and enable the most appropriate support or advice to be provided directly to the customer.

4.1 CUSTOMER REQUESTS

Where the community member/customer is unwilling or unable to contact Council directly, a Councillor may submit the relevant information on their behalf via Councillor Support staff, for actioning by the organisation.

Community members/customers will not receive preferential treatment by lodging service requests via Councillors. Any requests raised through this channel will be processed in accordance with agreed service level standards.

4.2 RAISING A GENERAL OPERATIONAL MATTER WITH COUNCIL

If a Councillor has identified or become personally aware of an ordinary operational matter, (e.g. reporting a pothole, missed bin service or submitting an application) that requires attention, the Councillor may raise this request via any existing channels available to external customers and also via the allocated councillor administrative support. In these instances, the Councillor is considered to be the customer. The same service level standards that apply to external community members/customers will be applicable for these issues.

4.3 CONSTITUENT COMPLAINTS REGARDING OPERATIONAL PERFORMANCE

Feedback from the community/residents regarding operational performance is an important aspect of a councillor's legislated role of monitoring the performance of the local government.

If a community member or resident raises an issue about being unsatisfied with the performance or service provided by the Council, the Councillor should first raise the concern with the Chief Executive Officer or relevant nominated Manager.

Councillors are to be mindful of adopted service response standards when monitoring service requests. Under no circumstances is it acceptable for a Councillor to directly contact a Council employee regarding a complaint about operational performance.

Where the complaint is about a decision or action taken by the council administration, the resident should be directed to make a complaint under Council's Complaints Management Process – Administrative Action and Human Rights Complaints Policy.

4.4 EMERGENCY AND AFTER HOURS SERVICE

Councillors must use the after-hours emergency service process if they become aware of an emergency issue after hours. This will ensure the effective operation of the after-hours service and the duty of care for on-call officers and other staff.

When an issue arises after hours that is not an emergency as prescribed in the after-hours procedure but is of such urgency that to delay contact would harm the Council or damage its reputation, Councillors may contact the Chief Executive Officer or relevant Manager.

5.0 GENERAL COUNCILLOR INTERACTION WITH COUNCIL EMPLOYEES

Local Government has two (2) distinct areas of expertise:

- The operational arm headed by Chief Executive Officer and encompassing the employees of Diamantina Shire Council;
- The strategic arm headed by the Mayor and encompassing all Councillors.

The Mayor and Councillors, as the strategic arm, set the long-term direction of the Council and the means for achieving the required outcomes.

The Chief Executive Officer and staff provide expert support to the Mayor and Councillors in this role.

The Chief Executive Officer is responsible for managing the council's operational requirements, which include providing services to the community and implementing the Council's objectives with the support of all Council employees.

To achieve this, Councillors and staff are equally responsible for acting courteously and respectfully towards each other and in a manner consistent with the relevant codes of conduct.

5.1 INTERACTION WITH COUNCIL OFFICERS/EMPLOYEES

- Only the Mayor may give directions to the Chief Executive Officer in accordance with Council's policies. No other Councillor may give any directions to the Chief Executive Officer.
- Councillors wishing for directions to be given to the Chief Executive Officer should discuss the matter with the Mayor in the first instance and if unsatisfied, seek a resolution of Council to give the direction.
- Neither the Mayor nor any other Councillor may give directions to any other employees, including Senior Executive staff or contractors.

Where a Councillor attempts to give directions to an employee or contractor, the employee or contractor is not required to act on those directions and must inform the Chief Executive Officer of this direction, either directly or through the employee's or contractor's Manager.

Councillors may interact with the Chief Executive Officer, Directors and Managers, (where nominated by CEO) to discuss specific projects or services that they are directly responsible for.

- Where required, appointments will be coordinated by Councillors Administrative Support in accordance with the Administrative Support Guidelines.
- Where the discussion entails the performance of a program of council or relates to a request for Advice or Information, minutes should be taken to ensure that any conflicts of interest that arise

during the discussion are appropriately recorded and dealt with in accordance with legislative provisions.

- Councillors must not make direct contact with any other staff not listed above unless the Chief Executive Officer or nominated Manager has determined that a specific subject matter expert is better placed to provide the information or commentary to the Councillor.
- In these circumstances, the officer will initiate the contact with the Councillor.
- Where direct contact approval is granted by the Chief Executive Officer or nominated Manager, it shall be limited to a specific program or project. The suitability of any ongoing direct contact should be reviewed on a regular basis as determined by the relevant Chief Executive Officer or nominated Manager.
- The protocol for general interaction between councillors and staff during a meeting of council is outlined in Council's Model Meeting Procedures Policy.

5.2 NON WORK RELATED INTERACTIONS BETWEEN COUNCILLORS AND COUNCIL EMPLOYEES

It is recognised that Councillors and Council employees often live in the same community, interact as individuals as members of community/sporting/volunteer organisations, and may form friendships as a consequence of these associations. The requirements of this policy do not in any way impact the ability of community members (including Councillors and Council employees) to interact from a community/social perspective.

However, it must also be recognised that the abovementioned interactions should not be used as a forum to discuss Council-related matters.

If either party raises a council-related matter during a general conversation, it is appropriate to terminate that topic of discussion and advise the Councillor or Council Officer to raise the matter through the appropriate Council channels.

Should this behaviour become repetitive, these matters must be raised through the appropriate channels outlined in this Policy.

5.3 COUNCIL OFFICES, BUILDINGS AND CAMPSITE ACCESS

5.3.1 As elected representatives of Council, Councillors are entitled to have access to:

- Council Chambers;
- Dedicated spaces for meetings, briefings and official functions;
- Nominated Councillor office space, work areas and Councillors' Administrative Support areas;
- All publicly accessible areas in Council buildings.

5.3.2 AS ELECTED REPRESENTATIVES OF COUNCIL, COUNCILLORS ARE NOT TO HAVE ACCESS TO:

- Councillors are not entitled to enter any work areas of Council.
- Meetings with officers are to be coordinated by the Councillor Support staff in accordance with any requirements outlined in the Councillor Acceptable request guidelines.
- Should an occasion arise that a Councillor is required to enter a staff area for a meeting, they shall be accompanied by an attendee of the meeting both to and from the meeting room.

6.0 SUSPECTED BREACHES OF POLICY

Any suspected breach of this Policy is to be communicated immediately, in writing, as follows:

6.1 EMPLOYEE BREACH

Any suspected breach by employees may constitute a breach of the Code of Conduct and is reported to the relevant Appointed Manager or Chief Executive Officer, who will handle the complaint per the adopted Council process.

6.2 COUNCILLOR BREACH

Any suspected breach of this policy by a Councillor may constitute a breach of the Code of Conduct for Councillors in Queensland. The Office of the Independent Assessor is responsible for complaints about a councillor's performance or conduct in Queensland.

7.0 SUMMARY TABLE

The table below summarises the process for handling Councillor Requests as set out in this Policy.

TYPE OF REQUEST	FORM OF REQUEST	PROCESS
Public requests for service (e.g. repairs to footpath, mowing of park)	Utilising existing customer service channels of Council or via administrative support resources.	<ul style="list-style-type: none">• Request will be dealt with under Council's customer service system in the usual manner• Council's usual service level standards will apply• All Councillors representing that Division will receive an acknowledgement email to ensure that multiple requests are not raised for the same issue.
Access to Council documents for a purpose related to your role as a Councillor.	<ul style="list-style-type: none">a. via the Councillor portalb. via a councillor administrative support officerc. by emaild. via telephone ore. in person.	<ul style="list-style-type: none">• Request will be responded to by the relevant Director or manager• Information may be provided electronically or viewed
Access to documents for a private purpose.	Application to be made via Council's Right to Information process.	Application forms are available at www.diamantina.qld.gov.au

Access to a Council work area to participate in a meeting.	Coordinated by Administrative Support Staff.	• The meeting organiser will arrange appropriate access
Advice (e.g. technical advice, current status of development application, request for allocation of capital budgets)	a. via the Councillor portal b. via a councillor administrative support officer c. by email d. via telephone, or in person.	• Meeting minutes will be taken and kept in Council's records management system.
Administrative Support (e.g. stationery, office supplies, stenographic or clerical service)	Coordinated by Administrative Support Staff	• Arranged in accordance with Councillors Administrative Support Guidelines
Discussion of Council services or projects	Coordinated by Administrative Support Staff	• Meeting minutes will be taken and kept in Council's records management system.

8.0 MONITORING AND EVALUATION

The effectiveness of this policy will be clearly demonstrated by the strategic arm of Council, as represented by the Councillors, forming a professional relationship with the operational arm of Council, as represented by the Chief Executive Officer and staff. This relationship will encompass the four ethics principles identified in the Public Sector Ethics Act 1994:

- Integrity and impartiality;
- Promoting the public good;
- Commitment to the system of government; and
- Accountability and transparency.

The true measure of success will be that Diamantina Shire Council is proudly demonstrating, through its actions and interactions with the community, that it is embracing the five local government principles as follows:

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

9.0. REFERENCE AND SUPPORTING INFORMATION

9.1 DIFFERENCE BETWEEN SUPPORT STAFF AND ADVISORS

COUNCILLOR ADMINISTRATIVE SUPPORT STAFF

CAN BE DIRECTED BY MAYOR OR COUNCILLOR TO COMPLETE ADMINISTRATION TASKS ONLY (E.G., FILING, PHONE, EMAIL, RESIDENT ENQUIRIES), IN LINE WITH THE CEO'S GUIDELINES ABOUT ADMINISTRATIVE SUPPORT STAFF.

CAN BE GIVEN DIRECTIONS BY MAYOR OR COUNCILLOR FOR DAY-TO-DAY TASKS IN ACCORDANCE WITH COUNCIL'S GUIDELINES BUT REPORT TO THE CEO OR COUNCIL MANAGER.

CAN GIVE DIRECTIONS TO OTHER ADMINISTRATIVE SUPPORT STAFF, FOR EXAMPLE IF APPOINTED BY THE CEO AS AN OFFICE MANAGER.

EMPLOYED AS A REGULAR COUNCIL EMPLOYEE, APPOINTED BY THE CEO.

COUNCILLOR ADVISORS (LARGER COUNCILS ONLY AS PRESCRIBED BY REGULATION)

CAN BE DIRECTED BY THE MAYOR OR COUNCILLOR TO COMPLETE ANY TASKS EXCEPT POLITICAL CAMPAIGNING (E.G., ADMINISTRATION SUPPORT, LIAISING WITH COMMUNITY AND STAKEHOLDERS, RESEARCH, MEDIA AND SOCIAL MEDIA ACTIVITIES, EVENTS, MANAGING CORRESPONDENCE).

REPORTS TO THE MAYOR OR COUNCILLOR.

CANNOT GIVE DIRECTIONS EXCEPT A DIRECTION OF AN ADMINISTRATIVE NATURE ON BEHALF OF THE COUNCILLOR TO A LOCAL GOVERNMENT EMPLOYEE WHO WORKS IN THE COUNCILLOR'S OFFICE (INCLUDING A WARD OFFICE OR MAYORAL OFFICE). ANY SUCH DIRECTION MUST BE IN LINE WITH THE CEO'S GUIDELINE FOR COUNCILLOR ADMINISTRATIVE SUPPORT STAFF.

EMPLOYED BY COUNCIL, NOMINATED BY MAYOR OR COUNCILLOR, AND ROLE ENDS IF COUNCILLOR'S ROLE ENDS (END OF TERM OR SUSPENSION AS A COUNCILLOR).

MAYORS AND COUNCILLORS ARE ACCOUNTABLE UNDER THE CODE OF CONDUCT FOR COUNCILLORS IN QUEENSLAND FOR ENSURING ADVISORS ARE AWARE OF THE REQUIREMENTS OF THE CODE OF CONDUCT FOR COUNCILLOR ADVISORS.

9.2 DEFINITIONS:

To assist in interpretation, the following definitions shall apply:

WORD / TERM	DEFINITION
Council	Means Diamantina Shire Council.
Employee	In this Policy, employees include all contractors as well as staff directly employed by Council, including senior executives.
Guidelines	A term used in legislation that broadly translates to a policy or procedure of Council.

Administrative Support Staff	Support staff allocated to Councillors as defined in the Councillor Administrative Support Guidelines.
Senior Executive Employee	Chief Executive Officer, Directors and Managers.

9.3 RELATED POLICIES, LEGISLATION AND DOCUMENTS:

LINKS TO SUPPORTING DOCUMENTATION
Local Government Act 2009
Code of Conduct
Councillor Administrative Support Guidelines
Supporting Information for the Code of Conduct for Councillors Advisers in Queensland

9.4 VERSION CONTROL:

PREVIOUS VERSION NUMBER	ADOPTED/APPROVED DATE
Version 1 (Original)	May 9 2016; Minute No. 2016.05.09-OM-15
2	November 20 2017; Minute No. 2017.11.20-OM-15
3	Minute No. 2019.11.18-OM-13
4	Minute No. 2024.05.31-OM-22

