

Communication Policy

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Related documents:	Behavioural Standards for Council Members Community Requests, Complaints & Feedback Policy Information Technology Policy Information Management Policy
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1. Purpose

- 1.1. The purpose of this policy is to provide clarity on the appropriate communication process for Council business between Council Members and employees, and ensure Council Members, in the performance of their duties, are assisted by employees in a consistent, courteous and appropriate manner.
- 1.2. Council is committed to creating strong working relationships between Council Members and employees, in particular EMT.

2. Scope

- 2.1. This policy applies to all Council Members. Council business communications not conducted in accordance with this policy are considered inappropriate and will likely constitute a breach of the Act and **Behavioural Standards for Council Members**.¹
- 2.2. This policy also applies to employees who may communicate with Council Members.

3. Definitions

- 3.1. **Act** means the *Local Government Act 1999*;
- 3.2. **CEO** means the Chief Executive Officer of Council;
- 3.3. **communication** means the transmission or exchange of information, knowledge or ideas, whether such interaction is by speech, writing, mechanical or electronic media;
- 3.4. **Council** means Adelaide Plains Council;
- 3.5. **Council business** means official business conducted on behalf of, and/or approved by Council. Council business also includes where a Council Member is required to undertake tasks to satisfy legislative requirements or achieve business continuity for the Council;
- 3.6. **Council Member** means a member of Council elected in accordance with the Act;
- 3.7. **employee** means any person carrying out duties or performing tasks for and on behalf of Council, whether they are paid or unpaid, including staff, contractors, consultants, trainees, volunteers, students and any other person who has access to Council's systems and services in a full-time, part-time or casual capacity;
- 3.8. **EMT** means Council's Executive Management Team.

4. Our Core Values

- 4.1. Our approach to communication is underpinned by Council's core values:

 Honesty and Integrity	 Innovative and Open-minded	 Leadership and Diplomacy	 Professionalism	 Respect	 Teamwork
Building trust and loyalty with the community and within Council.	Being proactive in continually improving our services.	By acting strategically and effectively managing our relationships.	Through commitment, quality and timeliness of work delivered.	For others, acting with humility and empathy.	Through unity, cooperation and support.

¹ Section 62 (4c), (4d) of the Act.

5. Appropriate communication with employees

5.1. The CEO is the default contact for Council Members. However, the CEO authorises Council Members to communicate with the listed contacts in the following circumstances:²

5.1.1. EMT for matters specific to the relevant Department;

5.1.2. Executive Office for requests and enquiries addressed to the CEO; and

5.1.3. Governance for matters of a governance nature;

5.1.4. In any instance where the CEO or EMT member have directly authorised an individual employee to contact Council Members to provide specific information or clarification relating to a matter.³

5.2. Except for authorised communication, or communication identified within the listed exemptions, all Council Member communication is to be through the CEO.

6. Exceptions to authorised communication with employees

6.1. Council Members may communicate with employees, other than those authorised communications, in the following circumstances:

6.1.1. Council (and Special) Meetings;

6.1.2. Council Committee (or Panel) Meetings;

6.1.3. Regional networks and partnerships (as endorsed by Council/CEO);

6.1.4. Employee/Council Member Forums;

6.1.5. Employee/Council Member Workshops;

6.1.6. Any event organised by Council for the purpose of undertaking Council business;⁴

6.1.7. Where a Council Member is a ratepayer (and will be treated in the same manner as a ratepayer);⁵

6.2. In instances where a Council Member and employee may be present at social or community events, both parties must avoid discussing matters relating to Council business.

7. Other policies related to communication

7.1. Information relating to requests for service, complaints and feedback, refer to ***Community Requests, Complaints & Feedback Policy***.

7.2. Information relating to information technology, refer to ***Information Technology Policy***.

7.3. Information related to management of and access to information, refer to ***Information Management Policy***.

² Section 62(4c), (4d) of the Act.

³ e.g., *Communication with Customer Service Officers to collect documents in-person or be transferred to appropriate employees via telephone.*

⁴ e.g., *Australia Day, Remembrance Day, Anzac Day.*

⁵ e.g., *Development applications or library customers.*

8. References

Local Government Act 1999

9. Records management

All documents relating to this Policy will be registered in Council's Record Management System and remain confidential where identified.

10. Document review

This Policy will be reviewed in accordance with Council's *Policy Review Schedule* to ensure legislative compliance and its continued relevance to Council's needs, activities and programs.

11. Further information

Public Access:	Members of the public may inspect this policy (or any other related documents) free of charge at: Council's website: www.apc.sa.gov.au ; or Council's Principal Office: 2a Wasleys Rd, Mallala SA 5502. <i>A copy of this policy may be obtained on payment of a fee.⁶</i>
Queries:	Any queries in relation to this policy must be in writing to info@apc.sa.gov.au , marked: <i>Attention: Manager Governance</i>

⁶ As outlined in Council's *Fees & Charges Schedule*.