



Croydon Shire Council

Councillor Administrative Support Guidelines

Document Control

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CEO Approval:

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04-12/2020	19 November 2020	New guidelines, legislative requirement

1. Purpose

The purpose of this document is to establish guidelines for Councillors and employees about the provision of administrative support provided to Councillors to assist them to carry out their responsibilities under the *Local Government Act 2009* (the Act).

2. Scope

The guideline applies to all Councillors and employees of Croydon Shire Council.

3. Background

Section 170AA of the Act provides for the Chief Executive Officer (CEO) to make guidelines about the provision of administrative support by local government employees to a Councillor.

Changes to the Act in effect from 12 October 2020 provide that a Councillor may give a direction to a local government employee who provides administrative support to the Councillor in accordance with guidelines made by the CEO.

In accordance with section 170 of the Act, the Mayor may give a direction to the CEO. No Councillor, including the Mayor, may give a direction to any other local government employee, except in accordance with this guideline made under section 170AA about the provision of administrative support to Councillors.

A direction purportedly given by a Councillor to a local government employee is of no effect if the direction does not comply with the guidelines.

4. Legislation

Local Government Act 2009, sections 170 to 170AA.

5. Policy

It is acknowledged that Councillors may require administrative support from time to time to efficiently carry out their responsibilities. Councillors may ask a local government employee to provide assistance, information and advice to assist them to carry out their role where it directly relates to their duties as a Councillor.

All administrative support staff are appointed by the CEO and are employees of Council. Councillors are not entitled to make recommendation on which employees provide them support.

Administrative support employees have other duties outside of providing Councillor administrative support and this work may at times take priority. Staff will be guided by the CEO when prioritising their support to Councillors. Administrative support will be provided from Council's Administration Office.

The CEO and Business Manager are the first point of contact for all administrative support requirements from Councillors. Council's Records Administration Officer is also able to provide administrative support to Councillors in the absence of the CEO and Business Manager.

5.1 Administrative support tasks

The following reasonable administrative support will be provided to all Councillors during business hours only:

- Filing, photocopying, printing and ordering stationery;
- Scheduling appointments, meetings and invitations;
- Accommodation and travel bookings, meeting rooms and Council vehicles;
- Registering public records in Council's Records Management System;
- Logging customer requests and complaints from the community;
- Locating information such as legislation, or information from Council's website or other sources;

In addition to the support provided for all Councillors, the following reasonable administrative support will be provided to the Mayor during business hours only:

- Managing correspondence flows and drafting or typing replies to simple correspondence;
- Preparation of speech notes for official Council business;
- Assisting with communication to the community via Croydon's Bush Telegraph newsletter.

5.2 Councillor responsibilities

Councillors are required at all times to comply with the Code of Conduct for Councillors in Queensland and in accordance with the local government principles. Councillors must treat administrative staff with courtesy, honesty and fairness.

Councillors should direct any concerns about the performance of administrative support staff to the CEO and not direct criticism to employees themselves. It is not the role of a Councillor to manage the performance of administrative support employee.

Councillors must not ask administrative support employees to carry out tasks not directly related to Council business, or provide assistance with political or campaign tasks. Councillors must not request administrative support staff to attend any internal or external meetings or events with a Councillor to provide administrative support or as a Councillor's representative.

Should Councillors require urgent administrative support outside of business hours or for tasks in addition to those listed above, they must contact the CEO.

5.3 Employee responsibilities

Administrative support employees should undertake administrative supports tasks only and are required at all times to comply with the Employee Code of Conduct and in accordance with the local government principles. Employees must treat Councillors with courtesy, honesty and fairness.

Administrative support employees should comply with Councillor directions which are provided in accordance with this guideline in a timely and professional manner.

Administrative support employees are not required to action requests or directions that are not in accordance with this guideline and should inform the CEO if they believe a Councillor has behaved in a manner contrary to this guideline. If employees are unsure if a direction from a Councillor is compliant they should contact the CEO for advice.

6. Related Documents

- Code of Conduct for Councillors in Queensland
- Employee Code of Conduct
- Councillor Acceptable Request Guideline Policy