

Councillor and Staff Interaction Policy

Policy administration

Dates	Policy approved 24 July 2023 This policy is effective upon its approval Policy is due for review July 2026
Approved by	Executive on 11 July 2023 Council on 24 July 2023 CCL057-23
Policy Type	<input type="checkbox"/> Executive Policy <input checked="" type="checkbox"/> Council Policy
Policy Owner	Manager, Office of the General Manager
Related Documents	Georges River Council's Code of Conduct Georges River Council's Code of Meeting Practice Georges River Council's Terms of Reference for Committees Georges River Council's Enforcement Policy.
References & Legislation	<i>Local Government Act 1993</i> <i>Local Government (General) Regulation 2021</i> <i>Public Interest Disclosures Act 1994</i> <i>Independent Commission Against Corruption Act 1988</i>
Document Identifier	Policy #: Pol-030.08 Doc #: D23/185457
Breaches of Policy	Breaches of any policy will be dealt with and responded to in accordance with adopted codes and/or relevant legislation.
Record Keeping	All documents and information obtained in relation to the implementation of this policy will be kept in accordance with the NSW State Records Act 1998, Georges River Council's Corporate Records Policy and adopted internal procedures.

1. Purpose

- 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 Georges River Council'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. Scope

- 2.1 This Policy applies to all councillors and council staff including contract and casual employees engaged by Council.
- 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 General Manager.
- 2.5 The Code of Conduct provides that council officials must not conduct themselves in a manner that is contrary to the Council's policies. A breach of this Policy will be a breach of the Code of Conduct.

3. Definition of Terms

Term	Meaning
Authorised staff	Staff nominated by the General Manager who can interact with or provide advice to Councillors.

4. Policy Statement

- 4.1 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 interactions 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.
- 4.2 While this Policy, and the Code of Conduct, governs the interactions between Councillors and staff, it does not prevent Councillors and staff from communicating generally. From time to time, Councillors and staff may be present at social and community events. In such situations, both parties should refrain from discussing matters relating to Council business.

5. Principles, roles and responsibilities

- 5.1 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.
- 5.2 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 General Manager, who in turn, is accountable to the Council's governing body.
- 5.3 Section 232 of the *Local Government Act 1993* (the Act) states that the role of a councillor is as follows:
 - 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
 - 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
 - g) to make all reasonable efforts to acquire and maintain the skills necessary to perform the role of a councillor.
- 5.4 The administration's role is to advise the governing body, implement Council's decisions and to oversee service delivery.
- 5.5 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.
- 5.6 Council commits to the following principles to guide interactions between councillors and staff:

<u>Principle</u>	<u>Achieved by</u>
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 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

5.7 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:

- 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 General Manager by way of a council or committee resolution, or by the Mayor exercising their functions under section 226 of the Act
- 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.

5.8 The General Manager 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 General Manager, who is in turn accountable to the Council's governing body
- b) they should not provide advice to councillors unless it has been approved by the General Manager or a staff member with a delegation to approve advice to councillors
- 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.
- f) In circumstances where staff are unsure whether or not they should provide information to, or respond to a request from a Councillor, they should refer the matter to their Director or the General Manager, or request that the Councillor make the request through the General Manager.

6. Access to staff by Members of Parliament

- 6.1 Only members of the Executive Team are authorised to advise and interact with State and Federal Members of Parliament, as outlined in Schedule 1 of this Policy.

7. Access to staff other than the General Manager by Councillors

- 7.1 Councillors should be aware that under Section 7.2 of the Georges River Council Code of Conduct, Councillors must not attempt to direct Council staff in the performance of their duties or request that staff undertake work on their behalf.
- 7.2 Councillors may directly contact members of staff that are listed in Schedule 1 of this Policy. The General Manager may amend this list at any time and will advise councillors promptly of any changes.
- 7.3 Should a Council officer be acting in any of the nominated positions included in this schedule, the person so acting will be a nominated officer unless otherwise determined by the General Manager.
- 7.4 Councillors can contact staff listed in Schedule 1 about matters that relate to the staff member's area of responsibility and within the limits of their delegated responsibilities.

- 7.5 Councillors should as far as practicable, only contact staff during normal business hours.
- 7.6 If councillors would like to contact a member of staff not listed in Schedule 1, they must receive permission from the General Manager.
- 7.7 If a councillor is unsure which authorised staff member can help with their enquiry, they can contact the General Manager or the Manager Office of the General Manager who will provide advice about which authorised staff member to contact.
- 7.8 The General Manager or a member of the Council's Executive Team may direct any staff member to contact councillors to provide specific information or clarification relating to a specific matter.
- 7.9 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 should be immediately reported to the General Manager or Mayor in the first instance, or alternatively to the Office of Local Government, NSW Ombudsman, or the NSW Independent Commission Against Corruption.

8. Councillor and council staff interaction in meetings

- 8.1 To ensure the effective running of Council Meetings, Standing Committees, Advisory Committees and other meetings and events of Council, Councillors and Council staff should abide by the Georges River Council Code of Conduct and Code of Meeting Practice.
- 8.2 Within the context of Council Meetings and in accordance with Section 249 (1)(b) of the *Local Government (General) Regulation 2021*, a Councillor may, through the General Manager, put a question to a council staff member. Further, "a Councillor or Council employee to whom a question is put is entitled to be given reasonable notice of the question and, in particular, sufficient notice to enable reference to be made to other persons or to documents" (Section 249 (2) of the *Local Government (General) Regulation 2021*).
- 8.3 At Standing Committee and Advisory Committee meetings, Councillors may approach designated support staff, as referenced in the relevant Terms of Reference, for advice in relation to activities of that Committee.

9. Councillor Hub

- 9.1 The online Councillor HUB provides Councillors with 24/7 access to relevant Georges River Council resources. Councillors are encouraged to utilise this HUB as the first point of reference in fulfilling their civic duties.
- 9.2 Resources available on the Councillor HUB include:

- Policies and Codes
- Councillor's HelpDesk
- Calendar of Events
- Councillor Information Bulletin
- Business Papers

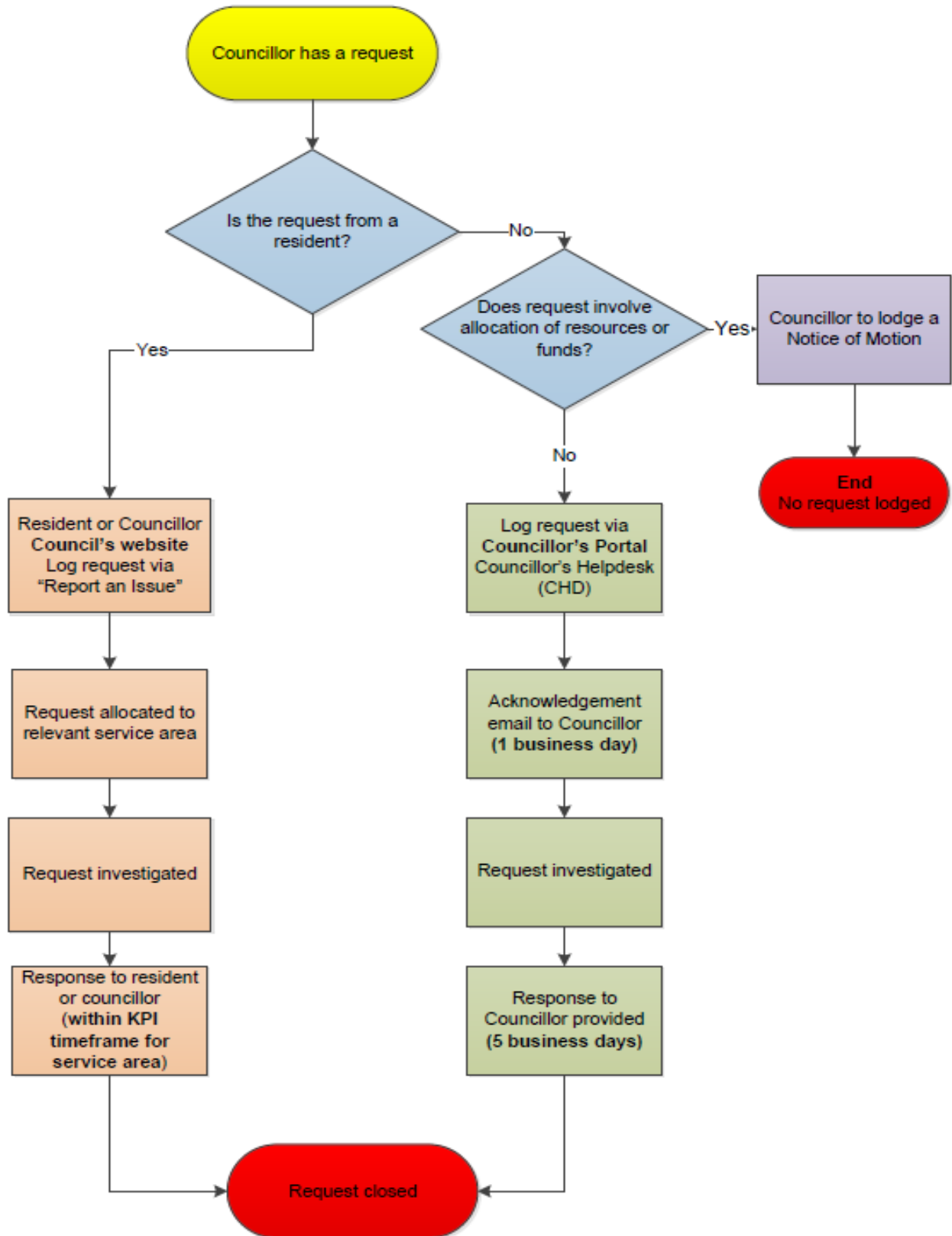
10. Councillor Helpdesk

- 10.1 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.
- 10.2 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.
- 10.3 The General Manager may identify Council support staff (the Councillor Support Officer) under this Policy for the management of requests from councillors.
- 10.4 Councillors should use the councillor requests system on the Councillor Hub 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
- 10.5 Service requests on behalf of residents should be submitted as a service request from Council's website by clicking on the 'Report an Issue' quick link on www.georgesriver.nsw.gov.au. Such requests might include queries and complaints received from residents.

To ensure the timely and accurate completion of requests, Councillors are asked to make all other Councillor requests through the Councillor HelpDesk ('CHD'). The CHD is accessible through the Councillor HUB. Such requests might include requests for information and/or actions, or requests for updates on Council's operations. Requests made via other channels such as telephone, email or SMS will be forwarded to the CHD. If CHD requests are made directly to Council staff, the staff are directed to refer Councillors to the CHD to submit their request or transfer the Councillor to the Executive Services team to assist the Councillor with submission of the CHD request.

- 10.6 Councillors are to use only their official Council email or channels provided.

10.7 These channels are outlined in the flowchart below.



- 10.8 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 General Manager 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.
- 10.9 Staff must make every reasonable effort to assist councillors with their requests and do so in a respectful manner.
- 10.10 The General Manager or the staff member authorised to manage a councillor request will provide a response within five (5) days. Where a response cannot be provided within that timeframe, the councillor will be advised, and the information will be provided as soon as practicable.
- 10.11 Councillors are required to treat all information provided by staff appropriately and to observe any confidentiality requirements.
- 10.12 Staff will inform councillors of any confidentiality requirements for information they provide so councillors can handle the information appropriately.
- 10.13 Where a councillor is unsure of confidentiality requirements, they should contact the General Manager, or the staff member authorised to manage their request.
- 10.14 Where a councillor's request requires the allocation of resources or expenditure of funds outside the normal operational budget, in the opinion of the General Manager, then the Councillor will be requested to submit a Notice of Motion. The General Manager will provide an estimate of the costings involved in such as request.
- 10.15 If a Councillor would like staff to contact and update a resident directly, they should indicate this in their request. When sending a service request to the CHD, Councillors should include sufficient information to enable staff to respond, for example, the name and contact details of a resident, if staff are required to contact them. An anonymous request from anyone, whether it be from a Councillor or a resident, will not be dealt with by Council officers unless such requests are approved by the General Manager.
- 10.16 Responses to councillors following CHD requests are for the information of Councillors only and should not be forwarded to other parties.
- 10.17 The General Manager 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) if responding to the request would, in the General Manager's opinion, result in an unreasonable diversion of staff time and resources, or
 - c) the councillor has previously declared a conflict of interest in the matter and removed themselves from decision-making on it, or
 - d) the General Manager is prevented by law from disclosing the information, or
 - e) If the information requested by a Councillor has been previously provided by Council officers to any Councillor, or similar information has appeared in a Council business paper in the previous six months, the General Manager may choose to provide the Councillor with a copy of such previously provided information.
- 10.18 Where the General Manager refuses to provide information requested by a councillor, they must act reasonably. The General Manager must advise a councillor in writing of their reasons for refusing access to the information requested.
- 10.19 Where a councillor's request for information is refused by the General Manager on the grounds referred to under clause 10.17 (a) or (b), 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 General Manager refuses a councillor's request for information under clause 10.17 (c) or (d).
- 10.20 Nothing in clauses 10.17, 10.18, and 10.19 prevents a councillor from requesting the information in accordance with the *Government Information (Public Access) Act 2009*.
- 10.21 Where a councillor persistently makes requests for information which, in the General Manager's opinion, result in a significant and unreasonable diversion of staff time and resources the council may, on the advice of the General Manager, resolve to limit the number of requests the councillor may make. In such circumstances, the General Manager may also choose to inform the Councillor that the time required to respond to the Councillor will be extended or the questions have been limited to a certain number at the discretion of the General Manager.
- 10.22 Councillor requests are state records and must be managed in accordance with the *State Records Act 1998*.
- 10.23 A report will be provided to Council on a quarterly basis regarding the performance and efficiency of the councillor requests system against established key performance indicators.

11. Service Standards

Action	Standard
Councillor HelpDesk request - acknowledgement	1 business day
Councillor HelpDesk request - response	5 business days
Councillor requests made through channels other than the Councillor HelpDesk	No service standard applies
Phone calls to Directors and authorised staff – during business hours	Calls returned on the same day
Phone calls to Directors and authorised staff – outside business hours	Where possible calls are returned on the same day. Alternatively, messages left will be replied to on the next business day

12. Councillor Information Bulletin

- 12.1 A Councillor Information Bulletin will be published regularly for the information of all Councillors. The Councillor Information Bulletin will include (but will not be limited to):
- Civic Events calendar
 - Determined Development Applications
 - Project updates
 - Quarterly reporting on HelpDesk statistics
- 12.2 The Councillor Information Bulletin is a confidential publication for the information of Councillors only and must not be disseminated to other parties.

14. Councillor access to Council Civic Centre offices

- 13.1 Councillor access to the Georges River Council Civic Centre offices includes:
- Councillor office
 - Councillor's Suite
 - Council Chambers
 - Office of the Executive Assistant to the Mayor (during office hours)
 - Mayor's office (with the consent of the Mayor)
 - Public areas
- 13.2 Councillors must not enter staff-only areas of Council buildings without the approval of the General Manager.

14. Appropriate interactions

14.1 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

15. Inappropriate Interactions

15.1 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
 - ii) constitutes harassment and/or bullying within the meaning 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
- c) 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 clause 10.16, 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
- 15.2 Where a councillor engages in conduct that, in the opinion of the General Manager, puts the health, safety or welfare of staff at risk, the General Manager may restrict the councillor's access to staff.
- 15.3 Any concerns relating to the conduct of staff under this Policy should be raised with the General Manager.

16. Complaints

- 16.1 Complaints about a breach of this policy should be made to the General Manager (if the complaint is about a councillor or member of council staff), or the Mayor (if the complaint is about the General Manager).
- 16.2 Clause 16.1 does not operate to prevent matters being reported to OLG, the NSW Ombudsman, the NSW Independent Commission Against Corruption or any other external agency.

Schedule 1 - Nominated staff authorised to interact with Councillors

- Clause 7.2 of this Policy provides that councillors may directly contact members of staff that are listed below. The General Manager may amend this list at any time.
- Councillors can contact staff listed below about matters that relate to the staff member's area of responsibility.
- Councillors should as far as practicable, only contact staff during normal business hours.
- If councillors would like to contact a member of staff not listed below, they must receive permission from the General Manager or their delegate.
- If a councillor is unsure which authorised staff member can help with their enquiry, they can contact the General Manager or the Manager Office of the General Manager who will provide advice about which authorised staff member to contact.
- In some instances, the General Manager or a member of the Council's Executive Team may direct a council staff member to contact councillors to provide specific information or clarification relating to a specific matter.

Office Of The General Manager

- General Manager
- General Counsel
- Chief Audit Executive
- Manager, Office of the General Manager
- Executive Services Officer
- Research and Projects Officer
- Senior Solicitor
- Executive Assistant to the General Manager
- Executive Assistant to General Counsel
- Executive Assistant to the Mayor and the Manager Office of the General Manager

City Futures

- Executive Manager City Futures
- Coordinator Communications and Engagement

Assets And Infrastructure

- Director Assets and Infrastructure
- Manager City Operational Services
- Manager Premium Facilities
- Manager Strategic Placemaking
- Manager City Technical Services

- Executive Assistant to the Director Assets and Infrastructure
- Personal Assistant to the Executive Manager City Operational Services
- Personal Assistant to the Manager Strategic Placemaking
- Personal Assistant to the Manager City Technical Services

Community And Culture

- Director Community and Culture
- Manager City Life
- Manager Community and Early Learning Services
- Manager Cultural Engagement and Library Services
- Executive Assistant to the Director Community and Culture
- Business Improvement Officer
- Coordinator Events

Environment And Planning

- Director Environment and Planning
- Manager Strategic Planning
- Manager Development and Building
- Manager Environment, Health and Regulatory Services
- Executive Assistant to the Director Environment and Planning
- Personal Assistant to Manager Development and Building
- Personal Assistant to Manager Environment, Health and Regulatory Services

Business And Corporate Services

- Director Business and Corporate Services
- Chief Financial Officer
- Chief Information Officer
- Head of Strategic Property
- Head of Corporate Governance and Risk
- Executive Assistant to the Director Business and Corporate Services

Nominated staff authorised to interact with Councillors in relation to Public Interest Disclosures (PIDS)

Only those staff authorised by the General Manager, as listed below, may be contacted for a Public Interest Disclosure in accordance with Section 4A of the *Public Interest Disclosures Act 1994*:

- General Manager
- General Counsel
- Director Business and Corporate Services
- Head of Corporate Governance and Risk
- Chief Audit Executive
- Manager City Operational Services
- Coordinator Fleet and Operational Procurement
- Team Leader Content and Discovery

Nominated staff authorised to interact with councillors in relation to Code Of Conduct reviews

Only those staff authorised by the General Manager, as listed below, may be contacted in relation to a Code of Conduct matter in accordance with Section 440 of the NSW *Local Government Act 1993*:

- General Manager
- General Counsel
- Chief Audit Executive (CoC Complaint Coordinator)
- Head of Corporate Governance and Risk (CoC Complaint Coordinator)

Nominated staff authorised to interact with state and federal members of parliament

Only members of the Executive Team are authorised by the General Manager to advise and interact with State and Federal Members of Parliament. The Executive Team includes:

- General Manager
- General Counsel
- Director Assets and Infrastructure
- Director Community and Culture
- Director Environment and Planning
- Director Business and Corporate Services
- Manager, Office of the General Manager
- Executive Assistant to the General Manager
- Executive Assistant to the Mayor and the Manager Office of the General Manager

Responsibilities

Position	Responsibility
General Manager	Review the Policy as required
Manager, Office of the General Manager	Overall responsibility for Policy delivery and oversight of policy approval

Version Control and Change History

Version	Amendment Details	Policy Owner	Period Active
1.0	Complete new Georges River Council Councillor and Staff Interaction Policy (Council Resolution CCL196-17)	Manager Office of the General Manager	04/09/2017 – 09/07/2018
1.1	Minor administrative amendments following Council Resolution on Organisation Structure and inclusion of three positions	Manager Office of the General Manager	09/07/2018 – 12/05/2020
2.0	Minor amendments to reflect organisational changes and correct position titles as endorsed by the Executive Team	Manager, Office of the General Manager	12/05/2020 – 06/04/2021
3.0	Minor amendments to reflect organisational changes and correct position titles as endorsed by the Executive Team	Manager, Office of the General Manager	06/04/2021 – 1/9/2021
3.1	Editorial amendment made to the title of the Local Government (General) Regulation 2021 referenced in the policy which commenced on 1 September 2021.	Manager, Office of the General Manager	1/09/2021 – 26/10/2021
4.0	Minor amendments to reflect organisational changes and correct position titles as	Manager, Office of the General Manager	26/10/2021 – 8/2/2022

	endorsed by the Executive Team		
5.0	Minor amendments to reflect organisational changes as endorsed by the Executive Team	Manager, Office of the General Manager	8/2/2022 – 5/4/2022
6.0	Minor amendments to reflect organisational changes and correct position titles as endorsed by the Executive Team	Manager, Office of the General Manager	5/4/2022 – 6/12/2022
7.0	Minor amendments to reflect organisational changes and correct position titles as endorsed by the Executive Team	Manager, Office of the General Manager	6/12/2022 – 23/7/23
8.0	Amendments resolved at the 24 July 2023 Council Meeting to reflect the Model Councillor and Staff Interaction Policy	Manager, Office of the General Manager	24/7/23 -