

ELECTED MEMBER REQUESTS COUNCIL POLICY

POLICY STATEMENT

The City will respond to requests made by Elected Members in a timely and professional manner in accordance with the details stipulated within this Policy.

POLICY SCOPE

This policy applies to: Elected Members, City of Bunbury Staff.

POLICY DETAILS

1. Any Elected Member wishing to lodge a service request or obtain any information regarding an operational/strategic issue shall contact the City through the established Elected Member enquiries process outlined within this Policy.
2. Elected Members should email all requests or queries to records@bunbury.wa.gov.au.
3. Receipt of the request will be acknowledged; the email will be registered and the relevant workflow applied depending on whether it is a service request or a request for information/question regarding an operational/strategic matter.
4. A service request is defined as a request that will require Council officers to take some form of action to provide or improve a City asset or service (ie. repair a pothole, prune a tree, clean graffiti etc).
5. Where the matter is a service request, the Executive Assistant from the relevant Directorate will respond to the Elected Member who lodged the service request within 10 working days to advise that either:
 - (a) The service request has been actioned and completed; or
 - (b) The service request has been scheduled for action together with any relevant details; or
 - (c) The service request will not be actioned together with any relevant details.
6. Where the matter is a question or a request for information regarding an operational or strategic matter, the Executive Assistant to the Mayor will provide a response directly to the Elected Member with a cc to all Elected Members within five (5) working days. If the matter is deemed confidential in accordance with clause 8, only the referring Elected Member shall receive the response.
7. Should any matters within the scope of this Policy not be resolved within the nominated timeframes, the Director or Chief Executive Officer (as appropriate) shall provide an update report every ten days (10) (or as otherwise agreed with the Elected Member) on the matter until resolved.

8. In addition to the process outlined above, any Elected Member who wishes to raise a matter on a confidential basis is to send the request direct to the Chief Executive Officer only, with a specific request that the matter be dealt with in confidence and a reason/s outlining why. Where there is conjecture as to the sensitivity or otherwise of such matters raised, the Chief Executive Officer will consult with the Mayor to ascertain whether the request be dealt with as being confidential. The Chief Executive Officer will prepare a response and provide this back to the individual Elected Member in line with the parameters stipulated in clauses 6 and 7.

COMPLIANCE REQUIREMENTS

LEGISLATION

- *Local Government Act 1995 – Regulation 10(1)(a) of the Local Government (Rules of Conduct Regulation 2007)*
- *State Records Commission – Local Government Elected Members Policy*

INDUSTRY

ORGANISATIONAL

- *City of Bunbury Code of Conduct*



City of Bunbury
Code of Conduct 20

- *City of Bunbury Customer Service Charter*



Customer Service
Charter and Custom

Document Control					
Document Responsibilities:					
Owner:	Chief Executive Officer	Owner Business Unit:	Manager Governance		
Reviewer:	Manager Governance	Decision Maker:	Council		
Document Management:					
Adoption Details	Res 639/99 7 December 2018	Review Frequency:	biennial	Next Due:	2022
Review Version	Decision Reference:	Synopsis:			
DOC/442459[v2]	Council Decision 219/20 29/09/2020	Reviewed with changes. Amendments to streamline requests from Elected Members			
DOC/442459[v1]		Converted from Mydocs to CM9			
CP-043789	361/18 11 December 2018	Reviewed			
	Res 99/17 21 March 2017	Reviewed and Updated			
	Res 157/16 17 May 2016	Reviewed and Updated			
	Res 07/16 19 January 2016	Reviewed and Updated			
	Res 338/14 2 September 2014	Reviewed and Updated			
Date Printed	7 October 2020				