

Responsible Directorate	Office of the CEO
Responsible Section	Governance
Responsible Officer	Governance Co Ordinator

1. OBJECTIVES:

This policy will outline the process and expectations for the provision of information and requests for services from Council Members while performing their roles as outlined sections 2.8, 2.9 and 2.10 and in accordance with council members entitlement to access any information that is relevant to the performance of their function pursuant to section 5.92 of the *Local Government Act 1995 (WA)*.

2. SCOPE:

This policy applies to all Council Members and Officers of the City.

3. POLICY STATEMENT:

To ensure that all Council Members are equally informed regarding requests for information, issues, or concerns, the policy sets the direction regarding appropriate methods of communication between Council Members and the City's Administration.

Whilst Council is only able to direct the Chief Executive Officer, certain requests for information and action are mostly administrative in nature and are provided to support Council Members in the performance of their roles.

Requests from Council Members will be split into the following four categories:

- Ratepayer requests
- Requests for information
- Request for action
- Confidential requests

Ratepayer requests

- 3.1 As council representatives, requests for services or for action to be taken will regularly be received by Council Members from ratepayers.
- 3.2 Council Members are to refer any ratepayer requests to the City's 'Report IT' process to submit a works request.

Request for Information and Action from Council Members

- 3.3 Council Members will make every endeavour to obtain information that is already publicly available or available on the Councillor Portal before making a request.
- 3.4 Council Members are to make their requests for information in writing by email to the Elected Members Request email address.
- 3.5 The Chief Executive Officer shall determine the administrative process

for responding to Elected Member requests usually by email and employee will copy the response into the EMR database.

Responding to requests

- 3.6 All requests will be logged by the CEO's EA and allocated to a Director or Manager for a response.
- 3.7 To assist with maintaining a shared understanding, all Council Members will have access to the Elected Members Request inbox to prevent duplication of requests.

Limitations on requests for information

- 3.10. In line with Section 2.10 of the *Local Government Act 1995 (WA)*, the role of Council members is to represent and facilitate communication with the community as a whole.
- 3.11. Council Members shall not request information relating to operational matters in accordance with this policy. Council Members shall only contact employees by email. Council Members will not arrange individual meetings with employees or request information from employees outside of the process in this policy, Where a meeting is organised to brief Council members on an issue, all Council members must be invited.

Right to refuse requests for information

- 3.12. The Chief Executive Officer may reject a request for information if the request:
 - a) is not considered relevant to the performance of Council Members' functions under s5.92 the Act
 - b) is considered to be frivolous or vexatious
 - c) is considered by the Chief Executive Officer to require significant resources to respond and that it will impose an unfair and excessive burden on the administration.
- 3.13. If a Council Member's request for information is rejected in accordance with clause 3.12, the Chief Executive Officer shall provide written reasons for the rejection within two working days. These reasons are to be communicated to all Council Members to provide transparency and maintain a shared understanding.

Register of Council Member requests for information

- 3.14. A register of Council Member requests for information shall be maintained by the Chief Executive Officer recording the details of all requests for information made by a Council Member, including:
 - a) the date of the request
 - b) the name of the requesting Council Member
 - c) a description of the information requested
 - d) the date of the response to the request

- e) any communicated extension to the timeframe response
- f) the name of the officer responsible for responding to the request
- g) whether the response was within the timeframe outlined in clause 3.8/3.9.

Confidential Requests

- 3.15 Any confidential requests are to be sent directly to the Chief Executive Officer and not copied to the Elected Member request email address.
- 3.16 Council Members must indicate that their request is being made in confidence.
- 3.17 The Chief Executive Officer will be responsible for providing a response to the Council Member.
- 3.18 Responses to confidential requests will only be sent to the requesting Council Member.

Notices of Motion

- 3.19 Whilst the *City of Nedlands Standing Orders Local Law* requires seven (7) business days' notice for lodgement of a notice of motion, improved research and discussions around feasibility can be had where earlier notice is provided.
- 3.20 Council Members will, where possible, endeavour to advise of a potential notice of motion at the monthly Agenda Forum.
- 3.21 Should the motion require extensive research or is considered complex, the Chief Executive Officer will liaise with the Council Member to discuss timeframes.

4. DEFINITIONS:

Definitions are taken as those detailed in the *Local Government Act 1995* and associated legislation.

Document Control box			
Document Responsibilities:			
Owner:	Chief Executive Officer	Owner Business Unit:	Office of the Chief Executive Officer
Inception Date:	23 July 2024	Decision Maker:	Council
Review Date:	23 July 2025	Repeal and Replace:	N/A
Compliance Requirements:			
Legislation:	<i>Local Government Act 1995 Code of Conduct for Council Members, Committee Members and Candidates</i>		
Delegation:	Nil.		
Council Plan 2023 - 2033	Pillar – Performance Outcome – Effective leadership and governance		