COUNCILLOR SUPPORT AND EXPENSES ENTITLEMENT POLICY

Policy Reference No.  POL/159
File No. HCC13/377
Strategic Objective  5.3 Provide responsible and transparent governance, services and infrastructure which responds to and supports community needs

Adopted by Council  June 1998
Re-Adopted  04 July 2016
Date for Review  04 July 2021
Responsible Officer  Manager Governance
Department  Governance
1 POLICY STATEMENT

1.1 In accordance with the Local Government Act 1989 (the Act), Council will provide a range of resources, facilities and support to assist Councillors in the performance of their duties as a Councillor and will reimburse reasonable bona fide out-of-pocket expenses incurred by Councillors while performing their duties as a Councillor.

1.2 The basic test to be applied to determine whether or not an expense is bona fide and reasonable is whether the expenditure is necessary because it is incidental to, or consequent upon, the performance of duties of a Councillor.

1.3 Where this criteria is met to the satisfaction of the Chief Executive Officer the expense will either be paid for by the Council or will be reimbursed to the Councillor who has incurred the out-of-pocket expense while performing their duties as a Councillor.

1.4 The scope and process for reimbursement of members of Council committees for necessary out-of-pocket expenses incurred while performing duties as a committee member is specified in the Terms of Reference of the relevant Council committee.

1.5 In accordance with section 75B of the Act, Council will maintain a policy in relation to the reimbursement of expenses for Councillors and members of Council committees and make a copy available for inspection at the Hume Municipal Offices and on Council’s website.

2 PURPOSE

2.1 This policy establishes the entitlement of a Councillor to:

   2.1.1 the provision by Council of a range of resources, facilities and support to assist Councillors in the performance of their duties as a Councillor;

   2.1.2 the payment by Council of reasonable bona fide expenses to enable Councillors to perform their duties as a Councillor; and

   2.1.3 the reimbursement by Council of reasonable bona fide out-of-pocket expenses incurred by Councillors while performing their duties as a Councillor.

2.2 This policy gives a broad overview of how Council can provide assistance to its Councillors in carrying out their role and functions. It does not prescribe for every possible situation that may arise.

2.3 This policy also sets out the processes for ensuring that the costs of resourcing and supporting Councillors, and the value of any expenses reimbursed, are reported to the community in a timely manner which promotes transparency and accountability.

3 POLICY IMPLEMENTATION

3.1 LIMITATIONS

   3.1.1 Councillors are not to use any Council equipment or other entitlements for any political purposes including electioneering at any State, Federal or any Local Government election.

   3.1.2 Councillors will be responsible for any consequences arising from the inappropriate use of any Council issued equipment or other entitlements.

   3.1.3 This policy presumes that Councillors are residents of the municipal district, and any additional costs or expenses attributable to a
Councillor’s residence being outside the municipality are considered inappropriate for reimbursement unless approved by Council resolution before the expense is incurred.

3.1.4 This Policy should be read in conjunction with relevant legislation, including but not limited to the Local Government Act 1989, and with the Councillors Code of Conduct, as adopted and/or amended from time to time.

3.2 DUTIES AS A COUNCILLOR

Section 75(2) of the Local Government Act 1989 defines ‘duties as a Councillor’ as duties performed by a Councillor that are necessary or appropriate for the purposes of achieving the objectives of a Council having regard to any relevant Act, regulations, Ministerial Guidelines or Council policies.

Such duties would generally include, but are not limited to, the following activities:

3.2.1 Attendance at meetings of the Council or its committees;

3.2.2 Attendance at briefing sessions, meetings, workshops and civic events or functions convened or scheduled by Council, the Mayor or a senior member of Council staff;

3.2.3 Attendance at conferences, workshops or training programs approved under Council’s Councillor Training and Conference Policy;

3.2.4 Attendance at meetings of community groups, organisations or service authorities to which a Councillor has been appointed as Council representative;

3.2.5 Attendance at a meeting, function or event as representative of the Council or Mayor;

3.2.6 Attendance at site inspections in relation to a Council approval process or Council project;

3.2.7 Responding to communications from constituents concerning Council business.

3.3 RESOURCES, FACILITIES AND SUPPORT

In accordance with section 75C of the Local Government Act 1989 and the Victorian Government policy statement on support for Councillors, a range of resources, facilities and support will be provided to assist Councillors in performing their duties as a Councillor.

3.3.1 Home Office and mobile communications

3.3.1.1 Councillors will be provided with the following equipment:

- Mobile telephone – smart phone with mobile data access
- A Laptop and a Tablet computer with internet connection.
- Multi-functional printer, scanner and photocopier
- Phone hand set and answering machine.

3.3.1.2 All equipment remains the property of the Council and must be returned immediately when a person ceases to be a Councillor.
3.3.1.3 If, at the conclusion of the four-year term of office, or when a person ceases to be a Councillor at any time during the four year term of a Council, the equipment is not required for Council use, a Councillor may purchase all or any part of the equipment at the value determined by the Chief Executive Officer taking into account the age and condition of the equipment, depreciation and market value.

3.3.1.4 Council will, if requested provide one telephone land line into the Councillor’s residence for a telephone and answering machine. Broadband connections provided on mobile phones, computer tablet computers and laptop computers will provide sufficient capacity for Council business.

3.3.1.5 Council will pay for all the connection fees, service rental charges and all Council business call/data costs charges incurred for duties as a Councillor.

3.3.1.6 It is acknowledged that there will be some incidental private use of mobile communications equipment but generally the cost of any private use, including any use exceeding the download capacity provided, of these services and facilities must be reimbursed to Council.

3.3.1.7 Use of the mobile telephone, tablet computer or laptop computer by a Councillor while travelling overseas must be approved in writing by the Chief Executive Officer.

3.3.1.8 Details of charges for telephone and internet broadband services will be provided to Councillors for review monthly. Councillors are expected to promptly reimburse the cost of non-Council use of telephone land lines, mobile phone charges and internet services.

3.3.2 Use of Council Supplied Electronic Equipment

3.3.2.1 Hume City Council permits the use of the Council’s electronic communication network through local and remote access by Councillors who have valid accounts which uniquely identify the user of the account.

3.3.2.2 Councillors are granted access to Council’s electronic communication network on the condition that these facilities are used for legitimate activities associated with being a Councillor or for limited personal use. Councillors accept the conditions of use when logging on to Council’s electronic communication network.

3.3.2.3 Use of Council’s electronic communication system must fall within the boundaries of normal appropriate practice. (The term ‘use’ includes storage, transmission, downloading or display of material).

3.3.2.4 Actions which are not within the boundaries of normal appropriate practice include, but are not limited to:

- Use that contravenes any state or federal law, including but not limited to equal opportunity, occupational health and safety and sexual harassment legislation;
• Use of the system for a purpose which constitutes an infringement of copyright. The copyright material of third parties (for example, software, database files, documentation, cartoons, articles, drawings, graphic files, text and down-loaded information) must not be used without specific authorisation to do so or in accordance with the Council’s copyright licence;

• Communication activities which defames an individual, organisation, association, company or business;

• Communications that are obscene, offensive or involve the use of illegal material;

• Use that contravenes a Council policy, procedure, statute or regulation;

• Use that directly or indirectly interferes with or conflicts with lawful Council business;

• Communication activities which are intended to bring the Council or its officers into disrepute;

• Any attempt to circumvent the user authentication or security of any host, network or account;

• Use of electronic communications for sending 'junk mail', for profit messages, or chain letters;

• Use to run a private business whether for profit or not-for-profit; and

• Use to publish a journal or magazine (or any other publication) which is not authorised by the Council or associated with the Council.

3.3.2.5 Electronic communications can create legally binding commitments. Councillors, as electronic communication system users are not permitted to authorise transactions or agreements except as provided in Council procedures.

3.3.2.6 Electronic devices and equipment are provided for Councillor’s use. Access or use by someone other than the Councillor to whom the device is issued is not permitted.

3.3.2.7 Personal views transmitted or published using Council’s systems must be clearly identified as personal views, and not those of the Council.

3.3.3 Monitoring Electronic Communication

3.3.3.1 Electronic communications may also be subject to discovery in litigation and criminal investigations. For example, all information produced on computer, including emails, may be accessible under the Freedom of Information Act 1982. It should be noted that email messages can sometimes be retrieved from backup systems even after users have deleted those emails.

3.3.3.2 From time to time the Chief Executive Officer, or his delegate, may examine the records of electronic communications for operational, maintenance, compliance,
auditing, security or legitimate investigative purposes. For example, random monitoring may occur of web sites visited, or Council may properly investigate a complaint arising from the use of email and may also investigate unlawful use or breach of this policy.

3.3.4 Use of Social Networking Sites

3.3.4.1 The rapid growth and use of social networking media (such as Facebook, Twitter and YouTube) offers opportunities for people to collaborate in online forums and communities that share common interests and share or consume content. Councillors, as social media users, need to understand that information provided by them or their representatives can be seen by the public.

3.3.4.2 When engaging in social media networking, Councillors need to be clear about who they are representing, taking responsibility for ensuring that any references to Council are authorised, factually correct and accurate, do not breach confidentiality requirements, and show respect for the individuals and communities with which they interact. Comments and information should not breach this Code of Conduct for Councillors.

3.3.4.3 Councillors should not endorse any political affinity or allegiance using a Council email address or Council social media applications e.g. Facebook, LinkedIn or Twitter etc.

3.3.4.4 Councillors should refer to the Privacy and Data Protection Act 2014, which regulates the collection, use and disclosure of personal information by Councils. Permission must be granted from anyone who appears in any photographs, video or other footage that relates to Hume City Council before they are shared via any form of social media (including Council social events).

3.3.4.5 Any inappropriate comments made via social media or other electronic communications (irrespective of those comments being made on a personal social media networking site or via other personal electronic communication equipment) will be assessed to determine if they breach the Code of Conduct for Councillors.

3.3.5 General Conditions of Use of Electronic Communications

3.3.5.1 The Information Technology Department is responsible for the email system and uses antivirus software, scanning software and other security resources to protect Council’s email system and infrastructure.

3.3.5.2 Councillors should not open an email attachment if it is at all suspicious or from an unknown source. If a virus is detected, Councillors should contact the Manager Information Technology.

3.3.5.3 Councillors are encouraged to connect Microsoft Windows based devices to Council’s physical network on a regular basis (every 2 months). This will assist with all security patches released by Microsoft.
3.3.6 Councillor Office and Meeting Rooms

3.3.6.1 Each Councillor will be provided with a security access card authorising 24 hour access to the Executive Suite at the Hume Municipal Offices (Broadmeadows) and a parking sticker authorising use of the adjacent car park.

3.3.6.2 The Executive Suite includes an office/lounge area and a meeting room available for use by Councillors.

3.3.6.3 Other meeting rooms owned and controlled by Hume City Council can be used (subject to availability) by Councillors for meetings associated with their role as Councillor but this does not include meetings of community groups. The Councillor must remain in attendance at the meeting.

3.3.7 Stationery and Administrative support

3.3.7.1 Administrative support will be made available by the Chief Executive Officer for Councillors to assist them with their duties as a Councillor. Support may include photocopying, ward-related correspondence and requests for service.

3.3.7.2 All Councillors will be issued with business cards and compendiums.

3.3.7.3 Upon request Councillors will be provided with standard stationery held or obtained generally for the organisation’s requirements. The stationery may include writing implements, diaries, writing pad/books, copy paper, envelopes, computer consumables and the like.

3.3.7.4 The Chief Executive Officer will determine appropriate types and quantities of stationery.

3.3.8 Use of Council’s Letterhead

3.3.8.1 Council’s official letterhead is used only for official Council correspondence signed by either the Mayor or an authorised member of Council staff.

3.3.8.2 The exception being, Councillors may sign correspondence to constituents and community organisations on Council letterhead in relation to ward or portfolio matters or as a Council representative to an external body or organisation. This correspondence must be prepared by an authorised member of Council staff and arranged through the Executive Officer in accordance with the Councillor Signatures on Council Letterhead procedural statement (Attachment 3).

3.3.8.3 Councillors are to provide their own letterhead for electoral or ward representation purposes. Councillors should make it clear that they are communicating in their personal capacity, not as representative of Council.

3.3.8.4 The Council mail service is to be used only for official Council correspondence. Postage facilities will not be available to Councillors.
3.3.9 Name Badge and Corporate Apparel

3.3.9.1 Each Councillor will be provided with a Hume City Council name badge for use on Council business.

3.3.9.2 Councillors will be provided with approved corporate apparel upon request.

3.3.10 Facilities for the Mayor

3.3.10.1 Office accommodation and associated equipment will be provided for use by the Mayor at the Hume Municipal Offices.

3.3.10.2 Secretarial and administrative support will be made available by the Chief Executive Officer to assist the Mayor, and where appropriate, the Mayor’s partner in performing their official duties.

3.3.10.3 A fully maintained Council vehicle will be provided to the Mayor for Council and reasonable private use during the term of office.

3.3.11 Insurance and WorkCover

3.3.11.1 Councillors are covered under the following Council insurance policies while discharging their duties as a Councillor:

- Public liability
- Professional indemnity
- Councillor and Officers liability
- Personal Accident (accompanying partners are also covered)

3.3.11.2 Each Councillor has a responsibility to disclose details of any circumstances which may result in a claim for breach of professional duty. Similarly if a Councillor becomes aware of a matter that exposes the Council to risk of a potential claim or that exposes the public to potential injury or harm, the matter is to be reported immediately to the Chief Executive Officer.

3.3.11.3 Council equipment provided to Councillors to assist in performing their role is effectively self-insured by Council. Councillors are expected to exercise due care in protecting the equipment from damage or theft.

3.3.11.4 A Councillor injured while carrying out his/her duties as a Councillor may be entitled to claim workers compensation under the Accident Compensation Act 1985.

3.3.12 Professional Development

3.3.12.1 Councillors are encouraged to attend conferences, seminars, workshops and training programs to enhance their personal skills and knowledge to better perform their role as a Councillor.
3.3.12.2 Guidelines for attendance at training, conferences and seminars are outlined in Council's Councillor Training and Conference Policy.

3.4 REIMBURSEMENT OF EXPENSES

In accordance with section 75 of the Local Government Act 1989, Council will reimburse Councillors for reasonable bona fide out-of-pocket expenses incurred while performing their duties as a Councillor.

3.4.1 Family Care

3.4.1.1 Family care expenses will be reimbursed for the care of a dependant when the primary care giver is engaged in official duties as a Councillor.

3.4.1.2 Family care includes childcare, specific home care and any other support provided for a dependant.

3.4.1.3 Family care expenses will be reimbursed when paid to:

- a recognised care provider; or
- to a person who does not:
  - have a familial or like relationship with the Councillor; or
  - reside either permanently or temporarily with the Councillor; or
  - have a relationship with the Councillor or his or her partner such that it would be inappropriate for Council to reimburse monies paid to the care provider.

3.4.1.4 A maximum of $5,000 may be claimed in any year.

3.4.2 Conferences and Seminars

3.4.2.1 Councillors sponsored by the Council to attend conferences and seminars shall have all reasonable expenses for travel, accommodation, registration fees, meals and other out-of-pocket expenses relating to the conference or seminar reimbursed or paid for by Council.

3.4.2.2 The Chief Executive Officer will determine any request for reimbursement of reasonable expenses should a Councillor wish to make their own arrangements for travel or accommodation.

3.4.2.3 Councillor attendance at conferences and seminars will be in accordance with the Councillor Training and Conference Policy.

3.4.3 Travel Expenses – green travel

3.4.3.1 Council encourages a range of travel options conducive to the environment. Public transport can be a convenient and efficient form of travel for many Council business events, particularly in the central business district of Melbourne.

3.4.3.2 Public transport expenses incurred by Councillors in the course of official duties as Councillor will be reimbursed.
3.4.4 Travel Expenses – private motor vehicles

3.4.4.1 Travel expenses will be reimbursed where the travel is related to duties as a Councillor.

3.4.4.2 Travel expense claims should be completed on the approved form and forwarded to the Executive Officer.

3.4.4.3 Rates for reimbursement of motor vehicle expenses are the current rates as determined by the Victorian Public Service Board.

3.4.5 Travel Expenses - Cab Charges

3.4.5.1 The Council will provide each Councillor with a Cabcharge Card for use in the following circumstances:

   a) while interstate on official Council business as an approved representative of the Council;
   b) to and from Melbourne Airport to travel interstate as an approved representative of the Council;
   c) to and from social functions when attending as an official representative of Hume City Council;
   d) While performing other duties as a Councillor approved by the Chief Executive Officer.

3.4.5.2 The following specific conditions of use shall apply:

   a) A Cabcharge card shall only be used in the conduct of Council Business when the Councillor (Cardholder) is acting in an official capacity on behalf of the Council;
   b) A Cabcharge card shall only be used for attending social functions when the Councillor (Cardholder) does so as an official representative of the Council;
   c) When a Cabcharge card is used every endeavour shall be made to maximise the benefit through sharing the trip with other Councillors and/or Officers involved in the business event or function;
   d) Use of a Cabcharge card for attending social functions shall only be used as a last resort when other means of transport are not available or circumstances are deemed to warrant the use of Cabcharge.

3.4.5.3 Councillors are expected to take particular care of the Cabcharge card issued to them:

   a) Cardholders must sign their card immediately upon receiving it;
   b) Cabcharge cards must always be carried by the Cardholder or kept in a safe place;
COUNCILLOR SUPPORT AND EXPENSES ENTITLEMENT POLICY

c) If a Cabcharge Card is lost or stolen, the Cardholder must notify the Executive Officer immediately;

d) The Cardholder may be liable for any use of their Cabcharge Card prior to the Council being notified of its loss/theft as above and the Council in turn being able to notify Cab Charge Australia Pty. Ltd. in writing;

e) Cabcharge Cards are not transferable and may only be used by the Councillor to whom they have been allocated (the Cardholder).

3.4.5.4 Any Cabcharge card use that does not comply with this policy shall be fully reimbursed by the Cardholder including service fees to the Council forthwith upon being requested.

3.4.6 General Provisions

3.4.6.1 Any expenditure not specified above as expenditure for which a Councillor is entitled to be reimbursed or paid by Council shall be the responsibility of the Councillor, except where approved by the Chief Executive Officer.

3.4.6.2 Travel must be undertaken as quickly as possible and by the shortest possible route, and when travelling interstate the mode of transport is to be the most cost effective form of transport.

3.4.6.3 Where travel is by air or by other means of public transport, the standard form of travel will be economy class.

3.4.6.4 Bookings for accommodation and interstate air travel are to be made through the Personal Assistant to the Chief Executive Officer. Arrangements are to be made expeditiously to take advantage of discount travel and accommodation offers.

3.4.6.5 Claims will only be paid on the basis of the actual form of transport used and on the basis of reasonable allowances towards, or reimbursement of, necessary out-of-pocket expenses.

3.4.6.6 Any time occupied in other than authorised Council business is not to be included in the calculation of any expenses to be paid.

3.4.6.7 The cost of any road, traffic or parking infringements will not be reimbursed.

3.4.6.8 Professional memberships

Council will pay a Councillor’s membership of a professional association where the qualification for the membership was gained via the Council the Councillor Training and Conference Policy.
3.4.6.9 Councillors are to ensure that all equipment and other entitlements are correctly used and securely stored at all times.

3.4.6.10 Any person who ceases to be a Councillor must immediately cease to use any equipment or other entitlement. The use of any Council business cards, Council letterhead, Councillor name badge, CabCharge card or any equipment or entitlement that may in any way be assumed by any person that the person (former Councillor) holds the position of a Councillor of the Hume City Council is prohibited and must cease immediately when the entitlement to be a Councillor ceases.

3.4.6.11 Should a Councillor cease to hold office as a Councillor, then within 7 days all the equipment issued and any other entitlement remains the property of the Council and must be returned to the Chief Executive Officer.

4 EXPENSE PROCESSING AND REPORTING

4.1 Claiming of Expenses

4.1.1 Unless authorised by the Chief Executive Officer, all expenses will be paid in arrears.

4.1.2 All claims for expense reimbursements must be made using the Councillor Expenses Claim Form (Attachment 1) or the Councillors Travelling Expenses Claim Form (Attachment 2) available from the Executive Officer.

4.1.3 Claims must be submitted within 21 days of the end of the quarterly reporting period. Claims for reimbursement of expenses incurred in a particular financial year cannot be accepted once the accounts for that year have been closed.

4.1.4 Councillors are to provide receipts or other supporting documentation for any expenses incurred.

4.1.5 Reimbursements will be paid by electronic funds transfer (EFT) within 21 days of a properly completed and supported claim form.

4.2 Expense Reporting

4.2.1 At the end of each quarterly reporting period, being 31 March, 30 June, 30 September and 31 December, a report on Councillor direct expenses and claims for reimbursement for that quarter will be published on Council’s website.

4.2.2 The quarterly report will be prepared within 30 days of the end of the quarter and will reflect:

- expenses incurred by Councillors during the quarter;
- any reimbursements made by Councillors during the quarter; and
- any claims for reimbursement of expenses made by Councillors during the quarter.
5 REVIEW
In accordance with section 75B of the Local Government Act 1989, Council will maintain this policy and make a copy available for inspection by the public. The policy will be reviewed within 12 months after each general election unless Council determines than an earlier review is required.

6 DEFINITIONS AND ABBREVIATIONS
6.1 Nil

7 RELATED DOCUMENTS
7.1 Councillors Expenses Claim Form (Attachment 1)
7.2 Councillors Travelling Expenses Claim Form (Attachment 2)
7.3 Councillor Signatures on Council Letterhead Procedure Statement (Attachment 3)
7.4 Code of Conduct for Councillors
7.5 Councillor Training and Conference Policy

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<thead>
<tr>
<th>Date Adopted</th>
<th>Date Re-Adopted</th>
<th>Review Date</th>
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<tbody>
<tr>
<td>June 1998</td>
<td>04 July 2016</td>
<td>July 2021</td>
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COUNCILLORS EXPENSES CLAIM FORM

To be completed by Councillor requesting payment

Payable to Councillor ____________________________

<table>
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<tr>
<th>PARTICULARS</th>
<th>$</th>
<th>¢</th>
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<td>(Note: Full details to be provided of expenditure and the reason the Councillor believes they are entitled to reimbursement)</td>
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**Note:** Receipt/s and any other supporting documents must be attached.

TOTAL $ __________

I certify that this is a claim for reimbursement of expenses associated with my role as a Councillor of Hume City Council. These are bona fide expenses incurred in accordance with Council’s adopted Guidelines for Councillor Expense Reimbursement.

Signed: ____________________________ Date: ________________

OFFICE USE ONLY

ACCOUNT ALLOCATIONS:

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<tr>
<th>Ledger No.</th>
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Payment Approved and Allocations checked by Executive Officer as Authorised Person

<table>
<thead>
<tr>
<th>Policy Reference No:</th>
<th>POL/159</th>
<th>Responsible Officer: Manager Governance</th>
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<tr>
<td>Date of Re/Adoption:</td>
<td>04 July 2016</td>
<td>Department: Governance</td>
</tr>
<tr>
<td>Review Date:</td>
<td>July 2021</td>
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COUNCILLORS TRAVELLING EXPENSES CLAIM FORM

COUNCILLOR: __________________________ FOR THE MONTH OF: __________________________

VEHICLE DESCRIPTION: __________________________

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<thead>
<tr>
<th>DATE</th>
<th>PURPOSE</th>
<th>KILOMETRES</th>
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Total Kilometres Claimed

I certify that this claim for payment of travelling costs is in respect of bona fide expenses incurred in accordance with Council’s adopted Guidelines for Councillor Expense Reimbursement.

Signed: __________________________ Date: __________________________

OFFICE USE ONLY

Ledger No. __________________________ $ __________________________

Payment Approved and Allocations checked by Executive Officer
COUNCILLOR’S SIGNATURES ON COUNCIL LETTERHEAD

Purpose
The purpose for which a letter is signed by a Councillor as opposed to an officer must be related to the Councillors Ward, portfolio or as a representative of Council appointed to an external board, committee or other body or organisation.

Councillors will not respond to matters which relate to the development of a strategic position, i.e. commits Council to some action in the future. There is no delegated power to Councillors; Councillors in writing letters under letterhead will only state facts not opinion.

Introduction
Councillors may sign letters to constituents and community groups under letterhead in accordance with the following procedures:

Correspondence to peak bodies, parliamentarians, municipality wide business, developers etc must be via the signature of the Mayor or Chief Executive Officer.

Only correspondence addressed to the specific Councillor and that Councillor alone can be responded to by the Councillor.

Where a Councillor wishes to personally sign a response to a letter from a resident, community member via Council letter the following shall apply:

- the letter from the constituent or community group must be provided to the Executive Officer who will arrange for the letter to be scanned and recorded in Council’s records management system (TRIM) as an inwards correspondence;
- the response letter will be prepared by a senior officer of Council (Manager, Director or the Executive Officer);
- outwards correspondence for signing by a councillor must only express policy, position and decisions of Council. It must not reflect personal opinions or ideologies of individual councillors or groups of councillors.
- letters are not to deal with issues or complaints about the actions or inaction of individual officers. These are matters for the Chief Executive Officer.
- letters should include a reference to an officer for future contact and further information, giving name title and phone number.
- the final response letter is vetted by the Executive Officer who will print the letter on letterhead and then provide to the relevant Councillor for signature;
- The signed copy of the signed letter must returned to the Executive Officer for who will arrange for the scanning and recording in Council’s records management system (TRIM) of the letter as an item outwards correspondence. Councillors are not to directly post the letter after signature.
- The Executive officer will arrange for all outwards letters signed by a Councillor to be distributed to all councillors for information.

Council letterhead should not be used in any other way or for any other purpose by a Councillor.

Where a Councillor wishes to express a personal opinion or include personal comment in a letter then Council letterhead will not be used, with the Councillor instead communicating in their personal capability, not as representative of Council.