

# Moira Shire Council

## Administrator and Staff Interaction Protocol

<b>Policy type</b>	Chief Executive Officer
<b>Version Number</b>	1
<b>Responsible Director</b>	Chief Executive Officer
<b>Responsible Officer</b>	Director Corporate Performance
<b>Date endorsed by ELT</b>	16 January 2024
<b>Scheduled for review</b>	This policy will be reviewed four years from the date of adoption, or sooner if required.

It is recognised that, from time to time, circumstances may change leading to the need for minor administrative changes to this document. Administrative changes do not materially alter the document (such as spelling/typographical errors, change to the name of a Council department, a change to the name of a Federal or State Government department). Administrative updates can be made in accordance with the Policy Framework Guidelines.

## PURPOSE

To provide guidance and support for the interaction between the Administrators, Council staff and contractors in performance of their duties.

### Protocol objectives are to:

- To guide professional, courteous and productive working relations between the Administrators and Council staff;
- Recognise the respective roles and responsibilities of the Administrators and Council staff, in particular the Chief Executive Officer, and their obligations contained in the Codes of Conduct;
- Maintain transparent decision making and governance arrangements;
- Support compliance with the provisions of the *Local Government Act 2020*; and
- Recognise the responsibilities of the Council under the Occupational Health and Safety Act 2004 and the Equal Opportunity Act 2010 to protect people from risks to their health and safety including harassment, bullying, violence and discrimination.

## SCOPE

This protocol applies to Administrators, staff and contractors. It supports compliance with the Administrator and Employee Codes of Conduct and must be read in conjunction with these documents.

In the event that this Protocol conflicts with the Administrator or Employee Code of Conduct, then the Code of Conduct will prevail.

## DEFINITIONS

Term	Definition
<b>CEO</b>	Chief Executive Officer
<b>ELT</b>	Executive Leadership Team comprising of the CEO, Directors and Executive Managers as appropriate.
<b>Executive Assistant</b>	Executive Assistant to the CEO or Executive Assistant to the Administrators
<b>SLT</b>	Senior Leadership Team comprising of all Managers
<b>Staff</b>	All Moira Shire Council employees including contractors and volunteers
<b>Worksite</b>	Worksite is an area where any council works are taking place or services are delivered This includes Depots, Transfer Stations, Service Centres, Maternal & Child Health Centres and other temporary or permanent locations well as online and social media platforms

## POLICY STATEMENT

### Contact with Council staff

- All communications between the Administrators and Council staff will be courteous and respectful from all parties;
- Administrators will not direct Council Staff or commit Council resources;
- Council staff are to address the Administrators by their preferred names.

### Access to Council Worksites

- Administrators are provided with Security Access Cards that allow access to designated buildings and areas of council facilities including the Administrator Offices and Council Briefing Room. A separate office is provided for use by the Chair.
- Staff use of the Council Briefing Room will be authorised by ELT or Executive Assistant. Access is provided on the condition that Administrators have priority access at any time.
- Administrator requests for access to other worksites are to be directed to the CEO for consideration.
- The Executive Assistant will coordinate and/or accompany the Administrator where access is not provided by the Security Access Card and when Administrators operate from alternative offices ie Yarrowonga Service Centre.
- Staff and Administrators must respect worksite safety requirements and directions given by the site manager.

## REQUEST PROTOCOLS

### Administrator Requests

- Requests for information or action from the Administrators should be directed to [requests@moira.vic.gov.au](mailto:requests@moira.vic.gov.au) and the Executive Assistant will coordinate a response.
- All requests will be recorded and actioned in accordance with Council's approved request procedure.
- The relevant member of ELT or SLT will provide a response to the Administrator within three business days of logging the request. The response will provide the outcome or the timeline for providing the response if longer than three business days.
- Access to information held by the Council which is not publicly available can be made available to an Administrator where it will assist in their consideration of a matter that requires a Council decision.
- Access to information that is of interest to an Administrator but not related to a matter requiring a Council decision will be dealt with at the discretion of the CEO.
- Requests that are able to be carried out without impacting on existing priorities, workload or resources of staff will be undertaken promptly.
- Requests for information relating to an issue currently before Council should be treated with priority so that the Administrators have the information they need to make informed decisions.
- If the information cannot be provided within three business days or cannot be provided without agreement of Council the requesting Administrator will be contacted and advised of the likely timeline and/or process for providing the information.

## COMMUNICATION PROTOCOLS

### Community

- Contact from the community will be encouraged through the email [info@moira.vic.gov.au](mailto:info@moira.vic.gov.au) and phone number 5871 9222.
- In the event of contact from a resident, community organisation or other stakeholder to an Administrator directly **by phone**, and the resident is seeking general information or providing general feedback, the Administrator will refer the person to 5871 9222 or pass on contact details to [info@moira.vic.gov.au](mailto:info@moira.vic.gov.au).
- In the event of contact from a resident, community organisation or other stakeholder to an Administrator directly by **email or letter**, and the person is seeking general information or providing general feedback, the email and letter will be referred to the Executive Assistant via [requests@moira.vic.gov.au](mailto:requests@moira.vic.gov.au) for attention.

### Media

- All media interactions including Public Statements will be made in accordance with the Administrator Code of Conduct and Council's Spokesperson Protocol.
- The Chair Administrator is the Council Spokesperson in accordance with the Spokesperson Protocol.
- The Chair Administrator may ask another Administrator to speak on a specific matter; for example on a matter for which they are the Council's delegate/representative.
- Co-ordination of key messages is important as well as keeping all Administrators informed of external communications.
- The CEO is the official spokesperson for all operational matters pertaining to the Moira Shire as an organisation including:
  - staffing and structure of the organisation; and
  - legal or operational matters.

### Responding to Public Affairs

- Correspondence from Council to Members of Parliament should be signed by the Chair of the Administrators when:
  - it is in relation to a Resolution of Council; or
  - it is in relation to an advocacy matter; or
  - it is in response to correspondence from a Member of Parliament that was addressed to the Administrators.

## MONITORING AND EVALUATION

The Executive Assistant will triage matters referred to Administrators (or referred by Administrators) and will record as an Administrator CRM (where required) and monitor the actioning of the item and provide updates to all Administrators on status/outcome of the matter.

Council will maintain a register of 'open' matters and provide a summary Management Report through CEO/PoA weekly meetings to enable informed review and discussion of Council's performance in servicing Administrator Requests.

## COMPLIANCE

Requests by the Administrators will generally be directed to CEO, Director or Manager level within the organisation.

Specific Council staff working directly with an Administrator on a specific issue or project may deal directly as appropriate and required.

If an Administrator or the member of Council staff considers that either has breached any aspect of this Protocol they must immediately terminate the interaction and report the interaction to the CEO.

## RELATED LEGISLATION

*Local Government Act 2020*

*Charter of Human Rights & Responsibilities Act 2006*

Occupational Health and Safety Act 2004

Equal Opportunity Act 2010

## RELATED POLICIES AND PROCEDURES

Administrator Code of Conduct

Moira Shire Council Spokesperson Protocol

Moira Shire Council Social Media Policy

## DOCUMENT REVISIONS

Version	Summary of Changes	Approved by	Date
1	New Protocol adopted (replacing Councillor Interaction Protocol)	ELT	16/01/2024