

Communications

<i>Policy Owner:</i>	Corporate Resources
<i>Distribution:</i>	All Directorates and elected members
<i>Implementation:</i>	12 September 2000
<i>Reviewed:</i>	June 2001; 26 April 2005 Item GS04-04/05 – to be reviewed in conjunction with ‘Management of Elected Members Records’, November 2006.
<i>Scheduled review:</i>	November 2008

Objective

To provide a high quality service to all stakeholders in the City of Wanneroo for all communications regarding Council business.

Statement

The City of Wanneroo is committed to ensuring fairness and equity and that the community is kept informed on matters before Council, whilst providing a friendly, helpful, respectful and professional service. Effective communication is a key to ensuring that these principles of operation are met. All communication regarding council business from a member of staff or an elected member shall be at all times courteous, clear and professional.

Correspondence Received

All external written correspondence will receive a response within 7 working days of receipt, however an acknowledgement will be provided if, in the view of the appropriate Business Manager, a full and detailed reply is not possible within that time frame.

External correspondence that is received marked as a copy and addressed to a third party will not be acknowledged unless, in the opinion of the relevant Business Unit Manager, a response is appropriate.

Facsimiles and electronic mail will be treated as written correspondence.

Directors and the Chief Executive Officer shall determine which items of correspondence will be presented to the Council, through the appropriate committee or portfolio or direct to full Council.

Mayoral correspondence

Mayoral correspondence will be issued on mayoral letterhead. Council letterhead is reserved for use by the administration. A file copy of mayoral correspondence shall be maintained in the appropriate file/s, together with the originating correspondence. In instances where the

mayor is providing technical information to correspondents, the appropriate officer will draft the correspondence or that section of the correspondence.

Councillor Correspondence Outgoing:

Correspondence from individual Councillors using the City's generic Elected member template is at the discretion of the Councillor however, it is not to be construed as official correspondence of the City.

Councillor Correspondence Incoming:

1. All correspondence received by the City of Wanneroo at any of its premises and/or mail receiving centres is deemed as City of Wanneroo correspondence, unless:
 - a) It is addressed to an elected member's name, and,
 - b) Is marked Private and Confidential, and,
 - c) Has no reference to the City of Wanneroo as part of the addressee or address.
2. In all cases where correspondence as described in Item 1 complies with 1a, b, c, above, it will be left unopened in elected member's correspondence box.
3. On all occasions when correspondence bearing an elected member's name is received and does not comply with Item 1a, b, c, it will be opened by administration.
4. The above items are conditional upon total compliance with all Telecommunications and Australian Postal Regulations and Laws.

In all cases, when the contents make reference to matters that are deemed as requiring attention by administration, a reference note will be added to the correspondence by an appropriate administration officer, marked for the elected member's attention, and the note will detail the action to be taken by the appropriate department, with particular reference to Item 3. above only

Council Stationery

The City's stationery and equipment, including Councillor letterhead is not to be used for election purposes.

Communication between Elected Members and Staff

In order to facilitate effective use of staff resources, all inquiries and requests from elected members shall be directed to the Chief Executive Officer or relevant Director in the first instance through the Elected Member's Action Request system. Where the request entails the use of City resources (human or physical) to an extent which a Director believes may impact on the effective management of the directorate, the request is to be referred to the Chief Executive Officer for determination. The Chief Executive Officer will discuss such requests with the originating elected member to determine the extent of information or action required.

The Chief Executive Officer may subsequently refer the matter to Council for determination should a resolution not be achieved.

Communication between elected members and staff will in general be governed by the ‘Code of Conduct’.

Media Contact

In accordance with the Local Government Act 1995, the spokespersons for Council is the Mayor and with the Mayor’s authorisation, the Chief Executive Officer, either of whom may delegate authority to the appropriate Director to make a statement on behalf of the City.

Publications

Publications produced by the City will be available for loan through all libraries within the local government area and available for reading at the Council office and customer service centre/s. Publications distributed to households will also be available through the library system. The following publications will be advertised as available in the *Wanneroo Times* and will also be available, on request, in alternative formats:

- Annual Report;
- Annual Financials
- Strategic Plan
- Local Laws

Advertising

All statutory advertisements requiring local public notice shall also be advertised in “The Wanneroo Times” unless, in the opinion of the CEO, this is not practicable for purposes of meeting time frames and required deadlines.

Responsibility for Implementation

Office of the Chief Executive Officer; All Directors and Business Unit Managers, All elected members