

## 1. Purpose and Intent

This Policy outlines the process for how enquiries received by Councillors will be managed. This includes enquiries that Councillors may have received directly by members of the public.

## 2. Scope

This Policy applies to Councillors, Chief Executive Officer, Executive Management Team (EMT), Management Team, Executive Assistants, Coordinators, Councillor Support Team and the Governance Unit at Council.

## 3. Definitions

<b>CEO:</b>	means Chief Executive Officer at Frankston City Council.
<b>Council:</b>	means Frankston City Council.
<b>Councillor request:</b>	means a matter that is complex or may take more than 7 business days to action through determination by the relevant Director or relevant Manager.
<b>Councillor questions:</b>	means any question (singular through to multiple) that is received from a Councillor that requires a response from a Director or Manager.
<b>General enquiry:</b>	means a customer request that will take between 2 – 7 business days to action through determination by the relevant Director or relevant Manager.

## 4. Authorisation

This Policy is managed by the Governance and Information Department, and is approved by Frankston City's Mayor and Council's Chief Executive Officer (CEO):

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Mayor, Frankston City

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CEO, Frankston City Council

in accordance with Frankston City Council resolution at its Council Meeting of 19 July 2021.

## 5. Policy

### 5.1 General enquiry

- 5.1.1 If a Councillor has a general enquiry, the Councillor must email Councillors Office who will then notify the CEO, relevant Director (cc CEO) or Manager (cc Director and CEO).

- 5.1.2 The CEO, relevant Director and/or Manager will provide an interim response to the Councillor directly within 2 business days. If the enquiry can be resolved within 2 to 7 business days, the Councillor will be notified accordingly. If the matter requires investigation or further time to action, the enquiry will be logged as a Councillor Request.
- 5.1.3 If a Councillor submits an enquiry that requires a response from several business units, the enquiry will be allocated to the relevant Managers to provide a response, which will be collated by the Councillor Support Team. The response will be sent by the Councillor Support Team to all Councillors (where relevant) within 48 hours.
- 5.1.4 For general enquiries that are not a Councillor Request, a copy of the response will be logged into the Councillor Portal for reference by all Councillors.

## 5.2 Councillor questions

- 5.2.1 If a Councillor submits questions to EMT, Managers or the Councillors Office, and the matter is a straight forward response, the relevant Director or Manager will respond to the Councillor directly and details of the matter will be transcribed into the Councillor Question Register, which will be made available on the Councillor Portal.
- 5.2.2 If there are multiple questions, the Councillor Support Team will transcribe the questions into a template and distribute to EMT for a response.
- 5.2.3 EMT will have 6 clear days to provide responses. The Councillor Support Team will consolidate and communicate the responses to all Councillors via the Daily Portal update.

## 5.3 Councillor Requests

- 5.3.1 If an enquiry is logged as a Councillor Request, the matter will be generated in Council's Pathway system. If the matter was raised by a Councillor, the Councillor will be contacted within 24 hours confirming the Councillor Request number. If the matter was raised by a Councillor on behalf of a resident, both the resident and the Councillor will be contacted within 24 hours confirming the Councillor Request number.
- 5.3.2 The Request will be assigned to the relevant Manager to action and an estimated time frame for the matter to be resolved will be provided within 7 clear days.
- 5.3.3 The relevant Manager will be required to provide status updates within the Pathway system in accordance with Council's Councillor Enquiries Protocol.
- 5.3.4 For enquiries that are considered completed, the relevant Manager must inform the resident (and cc the Councillor) or the Councillor (if the request was raised by the Councillor) of the outcome.
- 5.3.5 If the enquiry was raised by the Councillor on behalf of the resident, the Manager must make final contact with the originating resident to provide a final update and advice of closure of the issue. Confirmation from the originating resident that the request can be closed must be provided, which must be documented in Pathway.

The Manager will then change the status to 'Pending Closure' and the Councillor will be notified accordingly.

5.3.6 If the enquiry was raised by a Councillor, the Manager will change the status to 'Pending Closure' and the Councillor will be notified accordingly.

5.3.7 If the Councillor has any issues with the request being closed, the Councillor will have 7 clear days to respond, prior to the matter being closed in Pathway.

## 6. Roles and responsibilities

### **CEO, Executive Management and Management Team**

- Responsible for complying with the Policy and Councillor Enquiries and Request Protocol;
- Responsible for responding to Councillor enquiries within the agreed timeframes; and
- Responsible for overseeing the Councillor Requests for their respective directorates in a timely fashion.

### **Councillors**

- Responsible for complying with the Policy; and
- Responsible for providing the Councillor Support team within the minimum required information when a Councillor Request is raised.

### **Manager Governance and Information**

- Oversee the function of the Councillor Request process;
- Ensure the Policy and Councillor Enquiries and Request Protocol is regularly reviewed; and
- Monitor the process and administrative arrangements and make any necessary improvements.

### **Governance and Councillor Support Officers**

- Responsible for logging Councillor requests within the Pathway system;
- Responsible for maintaining the Councillor Question Register;
- Responsible for complying with the Policy and Councillor Enquiries Protocol; and
- Carry out the administration and reporting functions.

## 7. Policy non-compliance

Failure to comply with this Policy will be dealt with by the CEO or Director as appropriate.

## 8. Related documents

- Councillor Enquiries Protocol;
- Local Government Act 2020
- Councillor and Staff Interaction Policy

## 9. Implementation of the Policy

This Policy (in conjunction with other Related Documents) will be made available on Council's website and intranet, so that it can be used by Councillors, CEO, the Executive Management and Management Team, to understand the Councillor enquiries and request process.

## 10. Document History

Date approved	Change Type	Version	Next Review Date
19 July 2021	New	1	June 2025