

# Council Member Requests for Information & Service

Information Session - 24 January 2023

# Purpose

- Provide information to Council Member on how to request information and services from Administration
- Feedback on priority and service levels for State & Federal Local Members of Parliament and Council Members

# Around the Room

1. Should Local Member requests be prioritised?
2. Should Council Member requests be prioritised?
3. Are you clear on the processes?
4. Was there anything that wasn't covered that needs to be?
5. Any questions?

# Role of Council Members

As a person elected to Council:

- Represent the interests of residents and ratepayers
- Provide community leadership and guidance
- Facilitate communication between the community and the council

# Residents to Council

Petitions

Deputations

Letters & emails

Phone

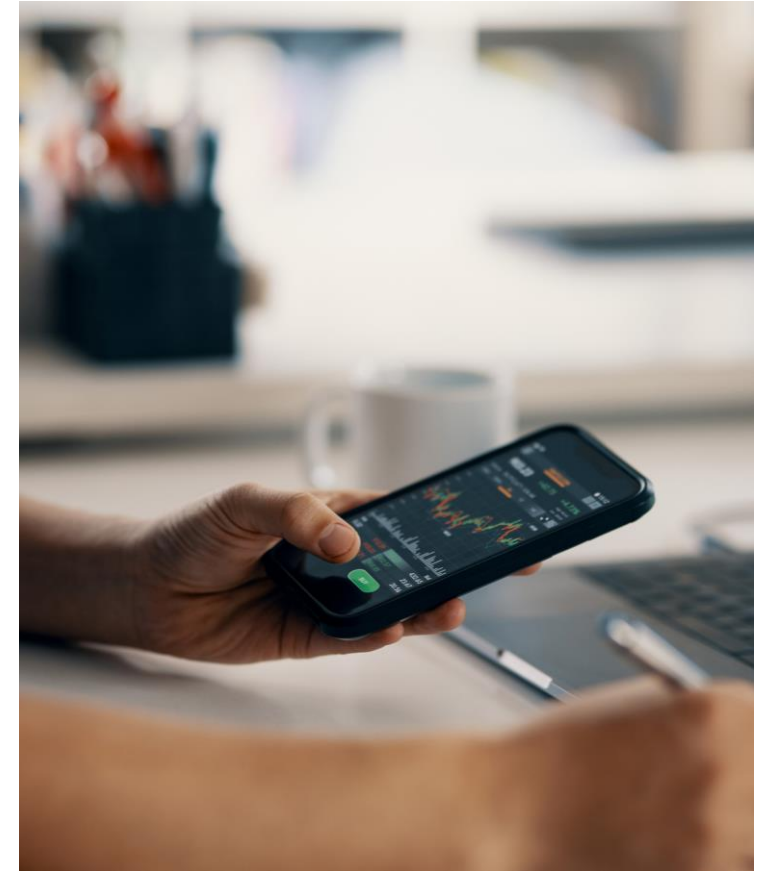
In person

Social Media

Website / Click and Connect

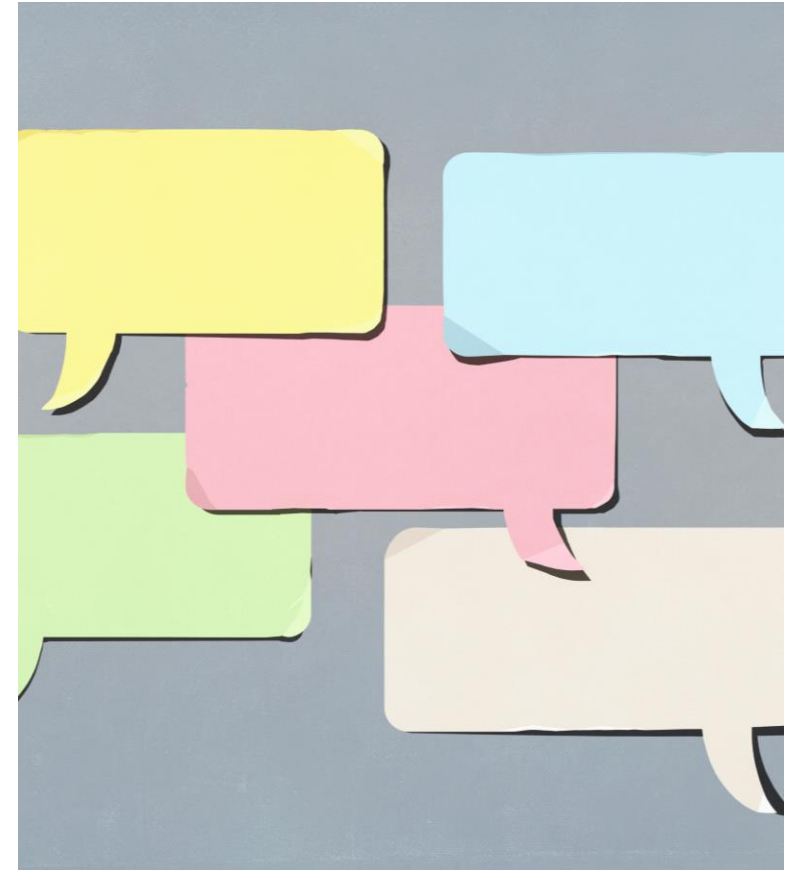
# Incoming Channels to Council Members

- Email
- Phone
- Letters
- Social Media (including DMs)
- In person (planned or ad-hoc)
- Civic and Community events



# Categories of Requests

- **Category 1 : Council Business**
  - Requests outside of the delegation of Administration
- **Category 2 : Operational Matters**
  - Requests for work or information
- **Category 3 : Escalation**
  - Something didn't go as intended in relation to Category 2



# Category 1 : Council Business

Requests outside of the delegation of Administration

Requests for new or amended service levels:

- Strategy
- Policy
- Services or projects
- Advocacy

**What to Do:** Contact the CEO or relevant General Manager and we will work with you to determine next steps / required action



# Category 1 : Council Business

Requests for new, increased or decreased service levels requires a decision of Council

This can be achieved by:

- Annual Business Plan and Budget process (preferred)
- Quarterly Budget Review
- Council Member Notice of Motion in a Council Agenda
- Staff Council Report in a Council Agenda

# Category 2 : Operational Matters

Requests for information or works to be done

Information:

- Where is the project at
- How do I get something

Works or Action:

- Fix the pothole
- Process my form

**What to Do:**

Information: Contact the relevant nominated staff member

Works: Direct the community member to Click and Connect

# Click and Connect

Online form on Council's website

Progress updates provided via SMS or email

Non urgent requests only

Urgent or dangerous issues – contact on 8372 8888

Question of Priority?

# Around The Room

1. Should Local Member requests be prioritised?
2. Should Council Member requests be prioritised?

# Category 3: Escalation

Dissatisfaction with action or inaction taken in relation to Category 2 :  
Operational Matter requests

**What to Do:** Contact the CEO or relevant General Manager

Alternative Escalation Options:

- Complaints Management Policy & Procedure
- Independent Review of a Council Decision
- Referral to the Ombudsman
- Referral to the Office of Public Integrity

# Council Member Support

[address@mitchamcouncil.sa.gov.au](mailto:address@mitchamcouncil.sa.gov.au)

- Concierge
- Reimbursement requests
- Facilities and support requests
- Training requests
- Notices of Motion
- Questions on Notice
- Council Member Council Reports (Boards / Committees & Conferences)
- Primary & Ordinary Returns
- Gifts and Benefits Declarations

# Email Etiquette – Help Us Help You

- Keep it simple & focus on the outcome sought
- Be mindful of who is copied in
- Be careful with the “Reply to All”
- Use the Subject line to communicate purpose
- Be clear on the sensitivity of the message and mark as confidential in the subject line, if required

# Around the Room

1. Are you clear on the processes?
2. Was there anything that wasn't covered that needs to be?
3. Any questions?



