

ITEM NO: 19

SUBJECT: SECTION 9.2 (A) OF THE REVISED MODEL CODE OF CONDUCT AND COUNCILLOR CSRS

FILE NO: F00086

Question Without Notice by Councillor Myles, 5 August 2008

Does Section 9.2 (a) of the Model Code still allow for the submission of Councillor CSRs?

Response by General Manager:

Section 9.2 (a) of the Model Code of Conduct focuses on Councillors directing the activities of operational staff. A Councillor Customer Service Request, by its nature, is a request for service.

Therefore a Councillor is not directing staff to a particular course of action but requesting a service from staff, both visibly and through the appropriate channels. Staff, if they felt the Councillor Customer Service Request was directing their operational activity, could escalate the issue to their Group Manager for resolution.

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