



ELM25 USE OF THE EMACCESS EMAIL PORTAL AND COUNCILLOR DISCUSSION BOARD

Aim	To establish guidelines for Elected Members when using EMACCESS and the Discussion Board
Application	All Elected Members
Statutory Environment	<i>State Records Act 2000</i> <i>Local Government Act 1995</i>
Principles	Strategic Community Plan 2017 – 2027 (Desktop Review 2019) Goal 05 Inspiring Governance Objective 3 Council leadership
Approval Date	OMC 17 December 2019 (MINUTE: 722/2019)

1. ELECTED MEMBER ACCESS (EMACCES) EMAIL PROTOCOLS

- a) This policy applies to communications generated via the EMACCESS portal. The key stakeholders are the Councillors, the Chief Executive Officer (CEO), Directors and the Executive Coordinator. The Code of Conduct (ELM04) shall apply to the usage of the EMACCESS portal.
- b) The Council’s EMACCESS portal is intended to ensure that important information is promptly received, considered, and communicated to the Councillors by the CEO and that Councillors are provided the same when communicating with the CEO.
- c) Only questions are to be asked in this forum and no debate is to take place via EMACCESS. All debate shall be reserved for topics initiated on the Discussion Board. *The Local Government Act 1995* does not allow “Council decisions” to be made via this medium.
- d) All EMACCESS details and correspondence will be recorded in accordance with the *State Records Act 2000*.

Examples of items to be considered in the EMACCESS email portal are:

2. COMMUNICATION WHICH IS POLICY OR STRATEGIC IN NATURE, OR AS REQUIRED BY DELEGATION.

- a) EMACCESS@ashburton.wa.gov.au email should be used by Councillors for all policy or strategic items to be addressed.
- b) All EMACCESS correspondence will be acknowledged and a response will be provided via the CEO, or relevant Director.



3. COMMUNICATION WHICH IS AGENDA BASED IN NATURE.

- a) Any questions regarding content of Council Agenda (e.g., clarification of issues or request for further information) items should be referred to the CEO using EMACCESS. All emails shall be recorded.

4. COMMUNICATION BETWEEN THE SHIRE PRESIDENT AND COMMUNITY SERVICES MANAGER (OR APPOINTED STAFF MEMBER).

- a) Events where Councillors are invited to attend and/or participate shall be communicated directly to the Shire President from the Community Services Manager (or appointed staff member) and not via EMACCESS.

For example:

- Welcome Events, Anzac Day, Australia Day Opening attendances by Councillors;
- Councillors to present a speech at events; and
- Other requirements of Councillor specific to an event.

5. EMAILS NOT APPROPRIATE TO THE EMACCESS PORTAL:

- a) Communication of normal and routine issues. If Councillors wish to report damage to property, repairs required, requests for service and all matters that are operational in nature then the Customer action Request (CAR) system should be used. These requests can be made by email using soa@ashburton.wa.gov.au or by telephone to reception.
- b) Travel arrangements - Councillors to directly contact the Councillor Support Officer.
- c) Citizenship Ceremonies - Councillors to directly contact the Councillor Support Officer.
- d) Council issues communications / iPad / Computers - Councillors to directly contact Councillor Support Officer.

6. DISCUSSION BOARD PROTOCOLS

- a) This policy applies to communications (topic needing discussion) generated via the web based Discussion Board. The key stakeholders are the Councillors. The Code of Conduct (ELM04) shall apply to the usage of the web based Discussion Board.
- b) The Discussion is designed:
- To ensure Councillors have a communication channel to which they have easy and timely access. The Discussion Board is designed to allow Councillors the opportunity to discuss amongst themselves, issues of relevance to their role as Councillors. It is not for questions (which should be forwarded by EMACCESS Email) but to provide a web based capacity to communicate with each other across a remote and distant Ashburton environment.
 - To encourage the timely and effective communication of relevant and useful information amongst Councillors on relevant Councillor related issues.
 - Where appropriate, to see action taken by the Council as a result of the feedback.
 - Distribution of agenda and minutes.