

Acceptable Request Guidelines Policy



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1. Purpose

1.1 Overview

Logan City Council values the critical role of its elected representatives in shaping the future of our city. Councillors are entrusted with making informed decisions that impact the community, and access to accurate advice and information is essential to fulfilling these responsibilities effectively.

This policy supports the Acceptable Request Guidelines, as required under section 170A of the *Local Government Act 2009* (Qld) (the Act). These guidelines ensure Councillors can obtain from Council employees the advice and information they need in a transparent, consistent, and accountable manner, supporting good governance and public confidence in Council decision-making, and impose reasonable limits on the requests that a Councillor may make.

1.2 Legislative Context

This policy is consistent with section 170A of the Act and the local government principles set out in section 4 of the Act.

2. Principles

To achieve these outcomes, we apply a consistent approach guided by the following principles:

2.1 Fairness

All requests are managed impartially and without bias, with decisions based on relevant facts and evidence.

2.2 Transparency

Procedures, decisions, and reasons are clearly communicated to all parties, while respecting confidentiality and legislative requirements.

2.3 Accountability

All actions and decisions are documented and recorded, enabling review and verification of compliance.

2.4 Consistency

The guidelines are applied consistently to produce fair and predictable outcomes for all Councillors, Councillor Advisors, and employees.

3. Our Approach to Acceptable Request Guidelines

3.1 Making Requests

Councillors may request advice or information to help them carry out their responsibilities under the Act, subject to reasonable limits and exceptions. Where a request relates to a matter that affects or concerns the Council as a whole, any response provided will be copied to all Councillors to ensure transparency, promote informed decision-making, and support consistent communication across the elected body. Determination of whether a request constitutes a Council-wide matter will be made by the relevant officer or branch responding to the request. Where a request relates to a matter that affects another division, the relevant divisional Councillor must be notified of both the request and its outcome. Should the request be complex, the officers listed in Appendix 1 may require that the request be in writing.

All requests for advice and information are required to be:

- a. Submitted to the appropriate officer
- b. Acknowledged within 1 business day (unless the officer is unavailable)
- c. Responded to within 10 business days (except where the request is complex or requires substantial research) as either accepted by the officer, referred to the correct officer, or declined with valid justification by the officer.

For further guidance, see Appendix 1.

3.2 Requests by Councillor Advisors

Councillor Advisors may make requests on behalf of the Councillor they represent, provided the request complies with these guidelines. All requests from Councillor advisors are to be assumed to be made on behalf of the Councillor unless stated otherwise. All such requests must be documented and recorded by the relevant officer or branch in a transparent manner.

3.3 Requests by the Mayor or Chairpersons

Requests made by the Mayor, or by the chairperson of a committee in relation to their role, are not required to strictly comply with these guidelines, except where otherwise specified by law.

3.4 Reasonable Limits

When making requests, Councillors must:

- Act in accordance with the local government principles and the Code of Conduct for Councillors in Queensland
- Not breach section 171 of the Act
- Not direct, or attempt to direct, any Council employee to do anything (except for the Mayor, who may direct the CEO in accordance with section 170 of the Act)
- Not behave in a threatening, coercive, or inappropriate manner
- Not place any Council employee in a position of conflict of interest or compromise
- Comply with all Council policies, procedures, and guidelines
- Act in good faith and be respectful, reasonable, and professional.

Requests must not place an unreasonable burden on Council's resources. The CEO may refuse a request if it is not practicable to comply, having regard to the efficient and effective use of Council resources.

If a Councillor is not satisfied with a response to their request for advice or information, the Councillor should in the first instance raise the

concern with the relevant General Manager, Executive General Manager, or Chief Executive Officer.

A Councillor may not request advice or information that:

- Places an unreasonable burden on Council's resources
- Is a record of the Councillor Conduct Tribunal
- Would be contrary to a court or tribunal order
- Is privileged from production in a legal proceeding
- Would disclose personal information (e.g., employee bank details, tax file numbers)
- Is confidential under the Crime and Corruption Act 2001
- Relates to the conduct of any Councillor under Part 3, Chapter 5A of the Act
- Is about an employee's recruitment or performance (except for the CEO)
- Is outside the scope of a Councillor's official duties.

A request cannot be refused merely because the subject matter is within another Councillor's division. If a Councillor is subject to disciplinary proceedings before the Councillor Conduct Tribunal, they cannot demand access to documents being used in the investigation.

3.5 Access to Documents

The Chief Executive Officer may determine that 'view only' access to information should be provided to a Councillor when:

- a. a document is of historical significance and could be damaged if copied or scanned
- b. if copying or scanning a document would unreasonably divert the resources of the relevant Council business area from its other operations

- c. if an Act or agreement signed by Council states that the document is not to be copied or reproduced
- d. the contents of the document are considered by the Chief Executive Officer to be of such a confidential nature, that a risk could arise in the provision of the document in hardcopy or electronic format.

Where this occurs, the Chief Executive Officer will determine a suitable time and place for the Councillor to be provided with 'view only' access and may require the Councillor to sign a register recording when the information was viewed.

While not every document will be considered 'confidential', Councillors should be aware that information provided may contain confidential material and must be handled appropriately to ensure that confidentiality is maintained and Council maintains its reputation and good standing within the community.

3.6 Operational Service Requests

Operational Service Requests fall outside the scope of this policy and are not governed by the Acceptable Requests Guidelines. These requests typically relate to service delivery, maintenance, or operational actions and are managed through separate Council processes. As such, the parameters, limitations, and procedures outlined in the Acceptable Requests Guidelines do not apply to Operational Service Requests, and Councillors should use the appropriate operational channels to lodge and track these matters.

3.7 Departure from Policy

Any suspected serious non-compliance with this policy should be reported in writing:

- For employees, reports should be directed to the People and Culture Manager.
- For Councillors, reports should be referred to the Office of the Independent Assessor.

Individuals who report concerns in good faith are protected under Council's public interest disclosure policy.

4. Reporting and Continuous Improvement

Feedback on the operation of these guidelines is encouraged and will be used to inform future reviews and updates.

5. Document Control

Version Control	File Number	Document Number	Council Min No.	Description of Change	Effective Date
1.0	1163852-1	13315443		Creation	4/12/2019
2.0	1163852-1	13315443	16/2022	Amended	23/03/2022
3.0	1163852-1	13315443	77/2022	Amended	21/09/2022
4.0	1163852-1	13315443	9/2026	Updated policy adopted by Council.	10/04/2026

Appendix 1 – Request Matrix

Nature of the Request	Who Request Can Be Made To	How Request is Made
Advice - The provision of knowledge or opinion by a Council employee to assist a Councillor to carry out their duties under the Act. For example, a Councillor may ask a Council employee to advise the Councillor on the status, and process to be followed for consideration, of an application made by a ratepayer of Council.	CEO, Executive General Manager, City Solicitor, General Manager, Manager, or any employee authorised in writing by the CEO	Email, Telephone, In person
Information - Information relating to Council that the local government has access to. It includes records and documents (in printed and electronic form) that Council possesses or can access. For example, a Councillor may ask the Chief Executive Officer for a copy of an application that was submitted by a ratepayer to Council.	CEO, or any employee authorised in writing by the CEO	Email, Telephone, In person
Genuine Emergency	CEO, Executive General Manager, General Manager	Telephone, After-hours emergency service