

DOCUMENTS FOR TENDER – ROY NEWSOME

NSW ICAC  
EXHIBIT

Description	Pages
Email from Melissa Attia to Roy Newsome on 5 February 2013 at 5.12 pm (enclosing the email complaint originally made by ██████████ to Corinne Matlawski and then forwarded by Ms Matlawski to Ms Attia)	710-712
Two emails from Roy Newsome to Ivan Petch dated 5 February 2013 at 7.19 pm and 7.23 pm, explaining the complaint handling procedure and enclosing a copy of the complaint handling procedure,	713-724

Roy Newsome

**NSW ICAC  
EXHIBIT**

**From:** Melissa Attia  
**Sent:** Tuesday, 5 February 2013 5:12 PM  
**To:** Roy Newsome  
**Subject:** FW: Official complaint accessing, downloading and saving graphic pornographic material on a City of Ryde issued laptop, WS0002192

**Importance:** High

Hi Roy,

Please find attached a complaint received by [redacted] this morning. As you can see [redacted] directed the complaint to Corinne Matlawski, Acting Team Manager Human Resources, initially, and Corinne has forwarded this to me.

At approximately 1.45pm today I was in your office discussing the outcome of the review of recruitment for the Team Manager Human Resources position and you received a phone call from the Mayor. After this phone call ended you advised me that the Mayor wanted to see me so I left your office and went up to see the Mayor.

The Mayor advised me that he had received a complaint against the General Manager and that it had also been sent to Corinne. The Mayor advised me he had been blind copied in on the email by the complainant, [redacted]. I advised the mayor that Corinne had forwarded the email to me a little earlier and that I had arranged an urgent meeting with you at 3.30pm this afternoon to refer the complaint to you and seek your advice about what action needed to be taken from here.

The Mayor then advised that he did not wish the complaint be referred to you and stated instead that I should refer it directly to him officially as a matter of priority. I advised the Mayor that I was not comfortable in doing this as it was not in line with standard practice and that I would refer it to you as my Group Manager for official forwarding to him. The Mayor was happy with this and stated that he had contacted ICAC about the complaint and sought protection for [redacted]. The Mayor then explained that the reason for this was that he had contacted [redacted] and met with him earlier on. At this meeting [redacted] advised the Mayor that his Manager, Andrew Smith, had chastised him for including the Mayor in his email. I told the Mayor I was surprised by this because any employee who had a complaint about the General Manager reserved the right to make the complaint directly to the Mayor. I also outlined to the Mayor that Andrew Smith was a relatively new employee who may not have been aware of this and that I would discuss this with you when I forwarded the complaint. The Mayor advised that he wanted to ensure that [redacted] could feel confident there would be no reprisal against him as an employee for making the complaint. I advised the Mayor that I would discuss this with you when I referred the complaint and then speak to Andrew Smith so he understood that he could not discuss the matter with [redacted] again.

The Mayor also asked that I make sure the matter remained confidential and I assured him that the only person I would be discussing the complaint with would be yourself.

At this point I left the Mayor's Office and came to see you to advise I would be forwarding you an email regarding the events which had transpired today in relation to this complaint and would discuss further with you at the 3.30pm meeting I had scheduled earlier.

Thanks for your assistance with this matter to date.

Melissa

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**From:** Corinne Matlawski  
**Sent:** Tuesday, 5 February 2013 10:09 AM  
**To:** Melissa Attia  
**Subject:** FW: Official complaint accessing, downloading and saving graphic pornographic material on a City of Ryde issued laptop, WS0002192  
**Importance:** High

11/02/2013

**NSW ICAC  
EXHIBIT**

Hi Melissa,

For your attention.

Kind regards

**Corinne Matlawski** | Acting Team Manager Human Resources  
City of Ryde  
P: 9952 8039 | F: 9952 8081  
E: [cmatlawski@ryde.nsw.gov.au](mailto:cmatlawski@ryde.nsw.gov.au) | [www.ryde.nsw.gov.au](http://www.ryde.nsw.gov.au)

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**From:**

**Sent:** Tuesday, 5 February 2013 9:01 AM

**To:** Corinne Matlawski

**Subject:** Official complaint accessing, downloading and saving graphic pornographic material on a City of Ryde issued laptop, WS0002192

**Importance:** High

Hi Corinne,

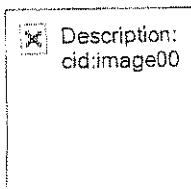
This is an official complaint of harbouring pornographic material on a City of Ryde issued laptop.

Thursday January 31 I was assessing a malware infection on a laptop after getting on alert from our malware system.

From my analysis, the infection is a direct result from accessing porn.

The laptop belongs to John Neish, General Manager, City of Ryde.

Regards,



**City of Ryde**  
ABN 81 621 292 610

X 8456

Level 5, Civic Centre  
1 Devlin Street, Ryde NSW 2112  
Postal: Locked Bag 2069, North Ryde NSW 1670

11/02/2013

**NSW ICAC  
EXHIBIT**

[www.rvde.nsw.gov.au](http://www.rvde.nsw.gov.au)

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*Please consider the environment before printing this email*

# NSW ICAC EXHIBIT

Roy Newsome

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**From:** Roy Newsome  
**Sent:** Tuesday, 5 February 2013 7:23 PM  
**To:** Ivan Petch  
**Subject:** FW: CONFIDENTIAL- Official complaint accessing, downloading and saving graphic pornographic material on a City of Ryde issued laptop, WS0002192  
**Importance:** High  
**Attachments:** img-2051756-0001.pdf

Mr Mayor  
Apologies, I did not attach the Complaint Handling Procedure.  
Now attached.

Regards  
Roy Newsome  
Group Manager Corporate Services  
City of Ryde  
9952 8011

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**From:** Roy Newsome  
**Sent:** Tuesday, 5 February 2013 7:19 PM  
**To:** Ivan Petch  
**Subject:** CONFIDENTIAL- Official complaint accessing, downloading and saving graphic pornographic material on a City of Ryde issued laptop, WS0002192  
**Importance:** High

Mr Mayor

As discussed with you today and following your discussion with Melissa Attia, Manager Human Resources please find detailed below a formal complaint from Network Security and Client Support officer against John Neish, General Manager.

In accordance with Council's Code of Conduct and the Complaint Handling Procedure this complaint is referred for your determination against the Complaint Assessment Criteria in the Procedure. The key clauses to refer to are Clauses 10,11 and the section on Complaint Assessment Criteria and Conduct Review Committee/Reviewer Operating Guidelines.  
Please find a copy of the Complaint Handling Procedure- Code of Conduct **ATTACHED** for your information.

Therefore, I am proposing the following action;

1. Could you please confirm a time as soon as possible, for Melissa Attia and I to discuss with you this complaint and the process and protocols to follow.
2. This matter needs to be maintained as **CONFIDENTIAL** and I note you also stressed this point to Melissa.
3. I note that you have concerns on any retribution actions being taken against I guarantee that no such actions will be taken as this is not our organisation's culture.
4. Following our discussion and if you agree to refer the matter for review by a Conduct Reviewer or Conduct Review Committee, this will be undertaken by accessing NSROC's panel of Conduct Reviewers.

I await your advice on a time to meet on the above matter and please ring me if you require any further assistance.

Regards  
Roy Newsome  
Group Manager Corporate Services

11/02/2013

City of Ryde  
9952 8011

# NSW ICAC EXHIBIT

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**Sent:** Tuesday, 5 February 2013 9:01 AM

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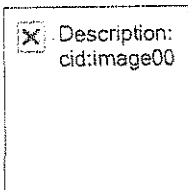
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Regards,



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Please consider the environment before printing this email

11/02/2013



## Complaint Handling Procedure – Code of Conduct

### Related Policy

These procedures relate to the Code of Conduct. They contain the complaint handling procedures, complaint assessment criteria and the operating guidelines for the conduct review committee/reviewer.

These procedures should be used to guide the management of complaints about breaches of the Code.

### Complaint Handling Procedures and Sanctions

1. Complaints about the conduct of councillors, members of staff of council, members of council committees and delegates of council should be addressed in writing to the general manager.
2. Complaints about the conduct of the general manager should be addressed in writing to the Mayor.

#### *Complaint handling procedures – staff, delegate and council committee member conduct (excluding the general manager)*

3. The general manager is responsible for making enquiries, or causing enquiries to be made, into complaints alleging breach of the code of conduct regarding members of staff of council, delegates of council and/or members of council committees (other than councillors), and will determine such matters.
4. Where the general manager has determined not to enquire into the matter, the general manager will give the complainant the reason/s in writing as provided in clause 1 of the Complaint Assessment Criteria of this Procedure, and those reasons may include, but are not limited to, the fact that the complaint is trivial, frivolous, vexatious or not made in good faith.
5. Enquiries made into staff conduct that might give rise to disciplinary action must occur in accordance with the relevant industrial instrument and make provision for procedural fairness including the right of an employee to be represented by their union.
6. Sanctions for staff depend on the severity, scale and importance of the breach and must be determined in accordance with any relevant industrial instruments or contracts.
7. Sanctions for delegates and/or members of council committees depend on the severity, scale and importance of the breach and may include:
  - a) censure
  - b) requiring the person to apologise to any person adversely affected by the breach
  - c) counselling
  - d) prosecution for any breach of the law
  - e) removing or restricting the person's delegation
  - f) removing the person from membership of the relevant council committee
  - g) revising any of council's policies, procedures and/or the code of conduct.

# NSW ICAC EXHIBIT

## *Complaint handling procedures – councillor conduct*

8. The general manager is responsible for assessing complaints, made under the Reporting Breaches section of the Standards of Conduct, alleging breaches of the code of conduct by councillors, in accordance with the Complaint Assessment Criteria of this Procedure, in order to determine whether to refer the matter to the conduct review committee/reviewer.
9. The general manager must determine either to:
  - a) take no further action and give the complainant the reason/s in writing as provided in the Complaint Assessment Criteria of this Procedure, and those reasons may include, but are not limited to, the fact that the complaint is trivial, frivolous, vexatious or not made in good faith, or
  - b) resolve the complaint by use of alternative and appropriate strategies such as, but not limited to, mediation, informal discussion or negotiation and give the complainant advice on the resolution of the matter in writing, or
  - c) discontinue the assessment in the circumstances where it becomes evident that the matter should be referred to another body or person, and refer the matter to that body or person as well as advising the complainant in writing, or
  - d) refer the matter to the conduct review committee/reviewer.

## *Complaint handling procedures – general manager conduct*

10. The Mayor is responsible for assessing complaints, made under the Reporting Breaches section of the Standards of Conduct, alleging breaches of the code of conduct by the general manager, in accordance with the assessment criteria provided in the Complaint Assessment Criteria of this Procedure, in order to determine whether to refer the matter to the conduct review committee/reviewer.
11. The Mayor must determine either to:
  - a) take no further action and give the complainant the reason/s in writing as provided in the Complaint Assessment Criteria of this Procedure, and those reasons may include, but are not limited to, the fact that the complaint is trivial, frivolous, vexatious or not made in good faith, or
  - b) resolve the complaint by use of alternative and appropriate strategies such as, but not limited to, mediation, informal discussion or negotiation and give the complainant advice on the resolution of the matter in writing, or
  - c) discontinue the assessment in the circumstances where it becomes evident that the matter should be referred to another body or person, and refer the matter to that body or person as well as advising the complainant in writing, or
  - d) refer the matter to the conduct review committee/reviewer.

## Conduct review committee/reviewer

12. Council must resolve to appoint persons independent of council to comprise the members of a conduct review committee and/or to act as sole conduct reviewers.
13. The members of the conduct review committee and/or the persons acting as sole conduct reviewers should be appropriately qualified persons of high standing in the community. These persons do not need to be residents of the local government area of the council that has appointed them.
14. The conduct review committee, members of such committee and sole conduct reviewers may act in that role for more than one council.



15. The general manager, or in the case of complaints about the general manager, the Mayor, will undertake the following functions in relation to the conduct review committee/reviewer:
- provide procedural advice when requested
  - ensure adequate resources are provided, including providing secretariat support
  - attend meetings of the conduct review committee if so requested by the committee, and then in an advisory capacity only
  - provide advice about council processes if requested to do so but not so as to take part in the decision making process
  - if attending the conduct review committee meeting to provide advice, must not be present at, or in sight of, the meeting when a decision is taken.
16. Where a matter is to be considered by the conduct review committee/reviewer, then in each case, the general manager, or Mayor in the case of complaints about the general manager, acting in their capacity as advisor, will either convene a conduct review committee and select its members from those appointed by council or alternatively select a sole conduct reviewer from those appointed by council.
17. The conduct review committee/reviewer will operate in accordance with the operating guidelines set out in the Conduct Review Committee/Reviewer Operative Guidelines of this procedure.
18. The conduct review committee/reviewer operating guidelines are the minimum requirements for the operation of conduct review committees/reviewers. Council may supplement the guidelines, but any additional provisions should not be inconsistent with the guidelines.
19. The conduct review committee/reviewer is responsible for making enquiries into complaints made under the Reporting Breaches section of the Standards of Conduct alleging breaches of the code of conduct by councillors and/or the general manager and must determine either to:
- a) not make enquiries into the complaint and give the complainant the reason/s in writing as provided the Complaint Assessment Criteria of this Procedure, and those reasons may include, but are not limited to, the fact that the complaint is trivial, frivolous, vexatious or not made in good faith, or
  - b) resolve the complaint by use of alternative and appropriate strategies such as, but not limited to, mediation, making recommendations to the general manager, informal discussion or negotiation and give the complainant advice on the resolution of the matter in writing, or
  - c) make enquiries into the complaint, or
  - d) engage another appropriately qualified person to make enquiries into the complaint, or
  - e) not make enquiries or discontinue making enquiries where it becomes evident that the matter should be referred to another body or person, and refer the matter to that body or person as well as advising the complainant in writing. Despite any other provision of this code, this will constitute finalisation of such matters and no further action is required.
20. Where the conduct review committee/reviewer conducts enquiries or causes enquiries to be conducted, the conduct review committee/reviewer must make findings on whether, in its view, the conduct referred to it comprises a breach of the code of conduct.

21. Where the conduct review committee/reviewer makes findings, the conduct review committee/reviewer may recommend that council take any actions provided for in this code of conduct that it considers reasonable in the circumstances.
22. Where the conduct review committee/reviewer makes findings, the conduct review committee/reviewer will report its findings, and the reasons for those findings, in writing to the council, the complainant and the person subject of the complaint.
23. The conduct review committee/reviewer will report its findings and any recommendations to council only when it has completed its deliberations.

#### *Sanctions*

24. Before a council can impose a sanction it must make a determination that a councillor or the general manager has breached the code of conduct.
25. Where the council finds that a councillor or general manager has breached the code, it may decide by resolution to:
  - a) censure the councillor for misbehaviour in accordance with section 440G of the Act
  - b) require the councillor or general manager to apologise to any person adversely affected by the breach
  - c) counsel the councillor or general manager
  - d) make public findings of inappropriate conduct
  - e) prosecute for any breach of law.

#### *Councillor misbehaviour*

26. Under section 440G a council may by resolution at a meeting formally censure a councillor for misbehaviour.
27. Under section 440H, the process for the suspension of a councillor from civic office can be initiated by a request made by council to the Director General of the Department of Local Government.
28. The first ground on which a councillor may be suspended from civic office is where the councillor's behaviour has been disruptive over a period, involving more than one incident of misbehaviour during that period, and the pattern of behaviour during that period is of such a sufficiently serious nature as to warrant the councillor's suspension.
29. Council cannot request suspension on this ground unless during the period concerned the councillor has been:
  - formally censured for incidents of misbehaviour on two or more occasions, or
  - expelled from a meeting of the council or a committee of the council for an incident of misbehaviour on at least one occasion.
30. The second ground on which a councillor may be suspended from civic office is where the councillor's behaviour has involved one incident of misbehaviour that is of such a sufficiently serious nature as to warrant the councillor's suspension.
31. Council cannot request suspension on this ground unless the councillor has been:
  - formally censured for the incident of misbehaviour concerned, or
  - expelled from a meeting of the council or a committee of the council for the incident of misbehaviour concerned.

32. Under section 440H, the process for the suspension of a councillor can also be initiated by the Department of Local Government, the Independent Commission Against Corruption or the NSW Ombudsman.

*Reporting on complaints*

33. The general manager must report annually to council on code of conduct complaints. This report should include, as a minimum, a summary of the:
- a) number of complaints received,
  - b) nature of the issues raised by complainants, and
  - c) outcomes of complaints.

Complaint Assessment Criteria

1. The general manager or Mayor, in the case of a complaint about the general manager, will assess a complaint alleging a breach of the code of conduct to determine if the matter should be referred to the conduct review committee/reviewer. In assessing the complaint, the general manager and Mayor will have regard to the following grounds:
  - a) whether there is any prima facie evidence of a breach of the code of conduct
  - b) whether the subject matter of the complaint relates to conduct that is associated with the carrying out of the functions of civic office or duties as general manager
  - c) whether the complaint is trivial, frivolous, vexatious or not made in good faith
  - d) whether the conduct the subject of the complaint could reasonably constitute a breach of the code of conduct
  - e) whether the complaint raises issues that require investigation by another person or body, such as referring the matter to the Department of Local Government, the NSW Ombudsman, the Independent Commission Against Corruption or the NSW Police
  - f) whether there is an alternative and satisfactory means of redress
  - g) how much time has elapsed since the events the subject of the complaint took place
  - h) how serious the complaint is and the significance it has for council
  - i) whether the complaint is one of a series indicating a pattern of conduct.
2. Complaints that are assessed as not having sufficient grounds to warrant referral to the conduct review committee/reviewer or that are to be referred to a more appropriate person or body can be finalised by the general manager or the Mayor, in the case of complaints about the general manager.
3. If a matter is referred to the conduct review committee/reviewer, then the conduct review committee/reviewer should use the above criteria in clause 1 for its initial assessment of the complaint and determination of the course to follow in dealing with the complaint.

Conduct Review Committee/Reviewer Operating Guidelines

1. *Jurisdiction of the conduct review committee/reviewer*

The complaint handling function of the conduct review committee/reviewer is limited to consideration of, making enquiries into and reporting on complaints made under the Reporting Breaches section of the Standards of Conduct, about councillors and/or the general manager.

Complaints regarding pecuniary interest matters should be reported to the Director General of the Department of Local Government and will not be dealt with by the conduct review committee/reviewer.

Sole reviewers and members of the conduct review committee are subject to the provisions of this code of conduct.

2. *Role of the general manager and Mayor*

The general manager, or in the case of complaints about the general manager, the Mayor, will undertake the following functions in relation to the conduct review committee/reviewer:

- provide procedural advice when requested
- ensure adequate resources are provided, including providing secretariat support
- attend meetings of the conduct review committee if so requested by the committee, and then in an advisory capacity only
- provide advice about council processes if requested to do so but not so as to take part in the decision making process
- if attending the conduct review committee meeting to provide advice, must not be present at, or in sight of, the meeting when a decision is taken.

Where the general manager, or in the case of complaints about the general manager, the Mayor, is unable to act as advisor to the conduct review committee/reviewer due to a conflict of interests in relation to a complaint, they are to nominate a senior council officer or councillor (in the case of complaints about the general manager) to perform this role.

3. *Composition of the conduct review committee*

Where council has a conduct review committee it will comprise three or more appropriately qualified persons of high standing in the community who are independent of the council, convened and selected as provided in clause 16 of the Complaint Handling Procedures and Sanctions.

In the circumstances where a member of the conduct review committee cannot participate in a matter, the general manager, or Mayor in the case of complaints about the general manager, should select another person as provided in clause 16 of the Complaint Handling Procedures and Sanctions.

The chairperson is to be elected by the members of the conduct review committee.

The general manager, or in the case of complaints about the general manager, the Mayor, will act in an advisory capacity to the committee when requested.

4. *Quorum of the conduct review committee*

A quorum for a meeting of the conduct review committee is the majority of the members of the conduct review committee.

If a quorum is not present at a meeting of the conduct review committee it must be adjourned to a time and date that is specified.

Business is not to be conducted at any meeting of the conduct review committee unless a quorum is present.

Business may be conducted by video-conference or teleconference.

5. *Voting of the conduct review committee*

Each member of the conduct review committee shall be entitled to one vote in respect of any matter. In the event of equality of votes being cast, the chairperson shall have the casting vote.

If the vote on a matter is not unanimous, then this should be noted in any report to council on its findings.

In relation to any procedural matters relating to the operation of the conduct review committee, the ruling of the chairperson shall be final.

6. *Procedures of the conduct review committee/reviewer*

The general manager or Mayor, in the case of a complaint about the general manager, will be responsible for convening the initial meeting of the conduct review committee when there is a complaint to be referred to it.

The conduct review committee/reviewer will conduct business in the absence of the public.

The conduct review committee/reviewer will keep proper records of deliberations.

The conduct review committee shall determine the procedures governing the conduct of its meetings provided such procedures are consistent with these operating guidelines.

7. *Procedural fairness*

In conducting enquiries, the conduct review committee/reviewer or the person engaged to do so should follow the rules of procedural fairness and must -

- a) provide the person the subject of the complaint with a reasonable opportunity to respond to the substance of the allegation
- b) provide the person the subject of the complaint with an opportunity to place before the conduct review committee/reviewer or person undertaking the enquiry any information the person considers relevant to the enquiry
- c) provide the person the subject of the complaint with an opportunity to address the conduct review committee/reviewer in person
- d) hear all parties to a matter and consider submissions before deciding the substance of any complaint
- e) make reasonable enquiries before making any recommendations
- f) act fairly and without prejudice or bias
- g) ensure that no person decides a case in which they have a conflict of interests
- h) conduct the enquiries without undue delay.<sup>2</sup>

Where the person the subject of the complaint declines or fails to take the opportunity provided to respond to the substance of the allegation against them, the conduct review committee/reviewer should proceed to finalise the matter.

<sup>2</sup> NSW Ombudsman, Investigating complaints, A manual for investigators, June 2004.

8. *Complaint handling procedures*

In addition to complying with these operating guidelines, the conduct review committee/reviewer will ensure it deals with all complaints in accordance with the provisions of the Complaint Handling Procedures and Sanctions.

All persons who are the subject of complaints that are referred to the conduct review committee/reviewer will receive written information about the process being undertaken to deal with the matter.

The conduct review committee/reviewer will only deal with matters that are referred to it by the general manager or the Mayor.

Where the conduct review committee/reviewer determines to make enquiries into the matter, such enquiries should be made without undue delay.

In circumstances where the person the subject of the complaint meets with the conduct review committee/reviewer, they are entitled to bring a support person or legal adviser. That person will act in an advisory and support role to the person affected. They will not speak on behalf of the subject person.

9. *Findings and recommendations of the conduct review committee/reviewer*

Where the conduct review committee/reviewer determines, in its view that the conduct referred to it comprises a breach of this code of conduct it may, in its report to the council, make recommendations, that the council take any of the following actions:

- a) censure the councillor for misbehaviour
- b) require the councillor or general manager to apologise to any person adversely affected by the breach
- c) counsel the councillor or general manager
- d) make public findings of inappropriate conduct
- e) prosecute for any breach of the law
- f) revise any of council's policies, procedures and/or the code of conduct.

Before making any such recommendations, the conduct review committee/reviewer shall have regard to the following:

- a) the seriousness of the breach
- b) whether the breach can be easily remedied or rectified
- c) whether the subject has remedied or rectified their conduct
- d) whether the subject has expressed contrition
- e) whether the breach is technical or trivial only
- f) whether the breach represents repeated conduct
- g) the age, physical or mental health or special infirmity of the subject
- h) the degree of reckless intention or negligence of the subject
- i) the extent to which the breach has affected other parties or the council as a whole
- j) the harm or potential harm to the reputation of local government and of the council arising from the conduct
- k) whether the findings and recommendations can be justified in terms of the public interest and would withstand public scrutiny
- l) whether an educative approach would be more appropriate than a punitive approach
- m) the relative costs and benefits of taking formal enforcement action as opposed to taking no action or taking informal action
- n) what action or remedy would be in the public interest

- o) where to comply with a councillor's obligations under this code of conduct would have had the effect of depriving the council of a quorum or otherwise compromise the capacity of council to exercise its functions

10. *Amendment of the operating guidelines*

The conduct review committee/reviewer guidelines may be added to and any additional requirements may be further amended or repealed by resolution of the council.

Complaint Handling Procedure - Code of Conduct - Procedure		
Owner: Governance Unit	Accountability: Governance framework (including registers) development	Relates to Policy Number: CSG 002
Trim Reference: D10/63794	Policy: Code of Conduct	



## Code of Conduct – Charter of Respect

### Related Policy

This Charter relates to the Code of Conduct. It exists to strengthen the working relationship between Councillors and Council's Senior Management Team. These are the enforceable standards of conduct.

Failure by a councillor to comply with these standards of conduct, of council's code of conduct constitutes misbehaviour and may constitute a substantial breach for the purposes of section 9 of the ICAC Act 1988. The Local Government Act 1993 provides for suspension of councillors from civic office for up to six months for proven misbehaviour. For further information on misbehaviour refer to Reporting Breaches and Complaint Handling Procedures and Sanctions in these Standards and the related procedures.

Failure by a member of staff to comply with council's code of conduct may give rise to disciplinary action.

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### As a *Councillor of the City of Ryde*, I will:-

- Read reports and maintain confidentiality (as required) when making decisions
- Evaluate and constructively challenge our performance
- Strategically set the City's future direction and set clear priorities
- Professionally deal with staff and create a non threatening culture by;
  1. Debating the issue without denigrating staff (play the ball not the person)
  2. Respecting that staff are bound by Council's policies and procedures
  3. Telling us what is required not how to do it
- Expect responses within realistic timeframes and utilise the helpdesk for my requests
- Commit to representing the aspirations and needs of our Community whilst acting with dignity
- Trust the staff to give their best apolitical advice but feel free to change it.

### As a member of the *Executive Team of the City of Ryde* I will be:-

- Receptive and responsive to Community concerns and Council's decisions
- Ethical and apolitical in carrying out my duties
- Supportive of Councillor requests and requirements
- Professional in managing and optimising Council's resources and knowledge
- Equal in my interactions with and treatment of all Councillors
- Communicating in a frank, honest, clear and consistent way with Councillors and represent their views clearly to staff
- Timely in all of our communications, responses and actions (within our recourse limitations)

### NOTE

**Receptive** – includes using a range of market research and consultative methodologies, analysing the results and being guided by them

**Ethical** – includes honest and without prejudice or political bias, fair/impartial/independent

**Professional** – includes being efficient, effective, accurate, keeping our expertise up to date, being financially and commercially sound and focussed on reporting against and improving our performance across our key performance indicators.

Charter of Respect - Code of Conduct		
Owner: Governance Unit	Accountability: Governance framework (including registers) development	Relates to Policy Number: CSG 002
Trim Reference: D10/63794	Policy: Code of Conduct	