

# Behavioural Management Policy

Policy Author	General Manager Corporate Services
Date of next review	November 2026

## 1. Statement of Intent

Upon election to Council, Council Members undertake to faithfully and impartially fulfil the duties of office in the public interest, to the best of their judgement and abilities and in accordance with the *Local Government Act 1999* (the Act).

The *Behavioural Standards for Council Members* (the Standards) established by the Minister for Local Government pursuant to Section 75E of the Act, set out the minimum standards of behaviour expected of all Council Members in the performance and discharge of their official functions and duties. Compliance with the Behavioural Standards for Council Members is mandatory, and it is the personal responsibility of Council Members to ensure that they are familiar with, and comply with, the Standards at all times when fulfilling the role of Council Member.

The Council is committed to handling and resolving complaints fairly, efficiently and effectively and treating all parties equally and respectfully. This Policy sets out the approach to the management of complaints about the behaviour of Council Members, where there has been an alleged breach of the Behavioural Standards. The associated *Behavioural Management Procedure* outlines the steps to be observed by the Council for the purpose of addressing and processing any complaints alleging a breach of the Standard.

The Policy and Procedure ensure a consistent approach to the assessment, investigation and resolution of complaints is adopted to facilitate timely and efficient resolution.

The Behavioural Management Framework for Council Members comprises of the following components:

- Legislative requirements
- The Behavioural Standards for Council Members
- Behavioural Management Policy and Procedure

In addition, the Behavioural Standards Panel, an independent statutory authority comprising of three members has been established to assess and deal with referred matters regarding Council Member behaviour. The Panel has the power to impose sanctions on Council Members who breach legislative and policy requirements.

## 2. Scope

This Policy applies to complaints from the public, Council Members or employees about Council Member behaviour, where there has been an alleged breach of the Behavioural Standards.

Conduct that constitutes or is likely to constitute a breach of the integrity provisions of the Act, maladministration or which is criminal in nature is outside of the scope of this Policy.

Disclosures of public interest information will be processed in accordance with the *Public Interest Disclosure Act 2018* and Council's Public Interest Disclosure Procedure.

### 3. Legislation and References

This Policy should be read in conjunction with the Behavioural Management Procedure.

Related documents include:

- *Local Government Act 1999* – Sections 75E, 75F and 262B
- *Independent Commissioner Against Corruption (ICAC) Act 2012*
- *Public Interest Disclosure Act 2018*
- *Ombudsman Act 1972*
- Public Interest Disclosure Procedure
- Internal Review of a Council Decision Procedure
- Behavioural Standards for Council Members
- City of Playford Global Glossary

This Policy should not be considered as the only document that may relate to Council Member behaviour, other tiers of government, agencies or organisations may have legislation or policies that also apply.

### 4. Application

Council	Adopt a Behavioural Management Policy.
Council Members	Comply with the Behavioural Standards for Council Members.
Chief Executive Officer	Ensure the Behavioural Management Policy is implemented and is subject to ongoing review as experience in the application of the Policy reveals improvements or enhancements can be made.

### 5. Relevance to Risk Appetite Statement

#### Reputation

The City of Playford has a **LOW** appetite for negative perceptions that compromise its credibility and reputation.

This Policy addresses the risk to reputation by ensuring appropriate procedures and processes to manage complaints are documented in policy and provides a structured, transparent and accountable complaints handling process for the community.

#### Regulatory Compliance

The City of Playford has **ZERO TOLERANCE** for non-compliance with applicable legislation.

This Policy addresses this risk by ensuring compliance with Section 270 of the *Local Government Act 1999*, which requires Council to develop and maintain policies, practices and procedures for dealing with complaints about the actions of the Council, employees of the Council, or other persons acting on behalf of the Council.

## 6. Feedback

Your feedback on this policy is invited and can be directed to the Manager Governance via email to [governance@playford.sa.gov.au](mailto:governance@playford.sa.gov.au) or by calling the Customer Contact Team on 8256 0333.

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### Administration use only

ECM document set no.	4268240
Version no.	1
Procedure link	Behavioural Management Procedure
Policy author	General Manager Corporate Services
Endorsed by	Council
Resolution no.	5626
Legal requirement	<i>Local Government Act 1999</i>
Review schedule	Within 12 months of local government periodic elections.
Date of current version	October 2023
Date of next review	November 2026

### Version history

Version no.	Approval date	Approval by	Change
1	24 October 2023	Council	New Policy

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