

Acceptable Request Guideline

Policy Number: POL-004 Date Adopted: 23 October 2019
Version: 2.0 Review Date: 23 October 2022

INTENT

The WTA Acceptable Requests Guideline has been developed in line with the Rio Tinto and Weipa Town Authority Management Protocols for Weipa (the Protocol), paragraph 5.3(h), and the Local Government Act 2009 (the Act) section 170A.

The Acceptable Requests Guideline provides direction for the interaction between WTA Members and Staff in relation to providing assistance or information.

SCOPE

These guidelines apply to the Members and Staff (including contractors and volunteers) of Weipa Town Authority.

DEFINITIONS

WTA – Weipa Town Authority

RT – Rio Tinto

LEGISLATION/COMPLIANCE

RTA Weipa and Weipa Town Authority Management Protocols for Weipa 2017

Local Government Act 2009

GUIDELINES

1. A WTA Member may ask a WTA staff member to provide advice to assist the member carry out his or her responsibilities (the Act s.170A (1)).
2. WTA Members shall direct requests for advice, assistance or information to the Superintendent or the relevant Coordinator whichever is the most appropriate given the nature of the request.
3. WTA Members are forbidden from directly interfering with day to day WTA operations or approaching WTA staff directly on any matter. WTA Members must address all matters regarding the WTA through the office of the Superintendent only (the Protocol s.5.3 (c)).
4. Communications between WTA Members and Staff must be conducted in a respectful and reasonable manner in accordance with the relevant Code of Conduct.

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5. When referring requests for action from Weipa residents or community groups, WTA Members should use the WTA customer request and complaints system rather than directing requests to WTA staff individually.
6. WTA Members shall consider the likely cost and workload implications in making requests for assistance or information, and shall not make requests where costs and resources cannot be justified.
7. WTA staff members will place a level of priority on requests for assistance or information from WTA Members, where it is practical to do so, and will not have a negative impact to service delivery for the community.
8. A request by a WTA member is of no effect if the request does not comply with this policy (the Act s.170A (4)). If an attempt is made by a WTA member to direct staff, this must be reported to the Superintendent so that the matter can be addressed with the WTA member concerned.

RELATED DOCUMENTS

POL-026 Code of Conduct for Members

The Way We Work (Rio Tinto Code of Conduct)

Local Government Act 2009 (Section 170A)

RTAW and WTA Management Protocol for Weipa 2017

FURTHER INFORMATION

WTA Superintendent

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