

Circular No. 13-40
Date 4 September 2013
Doc ID. A317539

Contact Council Governance
4428 4100

MODEL CODE OF CONDUCT COMPLAINTS STATISTICS REPORT

Purpose

To remind councils of their reporting obligations under the new Model Code Procedures

Issue

Under the new Model Code Procedures, each council's complaints coordinator must, within three months of the end of September each year, report on a range of complaints statistics to their council and to the Division of Local Government. The statistics that are to be reported are set out in clause 12.1 of the Model Code Procedures.

The reporting of complaints statistics:

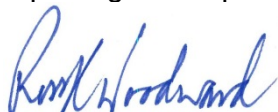
- is an important accountability mechanism that provides local communities with a valuable insight into the performance of their councils
- provides the Division with the means to evaluate councils' implementation of the new Model Code framework and whether the new framework has achieved its policy objectives.

The Division intends to publish this data.

To assist councils meet their reporting obligations, the Division has emailed a Model Code of Conduct Complaints Statistics Report collection form to all general managers.

Action

General Managers are requested to ensure that complaints coordinators complete and return the collection form to the Division by 31 December 2013 (in addition to reporting the required statistics to the council).



Ross Woodward
Chief Executive, Local Government
A Division of the Department of Premier and Cabinet