

Ipswich City Council Good Governance Quick Guide

The community expect that council provide fair and equitable decisions, delivery of quality services, programs and facilities that deliver the best possible outcomes for the whole community. Good governance practices should be upheld as the desired state council should be operating at. It is important that a culture of continuous improvement is encouraged, and that the council strive for high transparency and accountability.

WHO IS THIS GUIDE FOR?

This guide has been produced as a resource for the Mayor and Councillors, employees of Ipswich City Council and the community.

HOW IS THIS GUIDE USED?

This quick guide is intended to be used as a resource to build a practical understanding and promote the value of good governance practices. It is a condensed version of the Good Governance Guide which can be accessed for further information.

ABOUT GOOD GOVERNANCE

The *Local Government Act 2009* sets out a number of principles that Council must follow to ensure it is accountable, effective, efficient and sustainable. Good Governance of and by the local government is one of the principles we must follow.

Good governance concerns the way decisions are made and the manner in which services are provided to the community. Good governance includes having effective structures, systems, processes, procedures, and culture in place to ensure the council is properly operated. It is more than just complying with minimum requirements and having clear documented arrangements in place. It involves continually embedding the right practices in the right way into council, and understanding that everyone plays a role in this. Through this, overall performance will be improved and council will deliver better value to the community.

WHY IS IT IMPORTANT?

- Meets Council's responsibility for the good rule of the City and therefore ensuring good governance is paramount
- Supports ethical decision making to ensure ethical decisions are made that consider the interests of the whole city
- Leads to better decisions that withstand public scrutiny where decisions are made based on full information through open and honest debate
- Promotes public trust and gives the local community confidence in how Council operates

OUR GUIDING PRINCIPLES

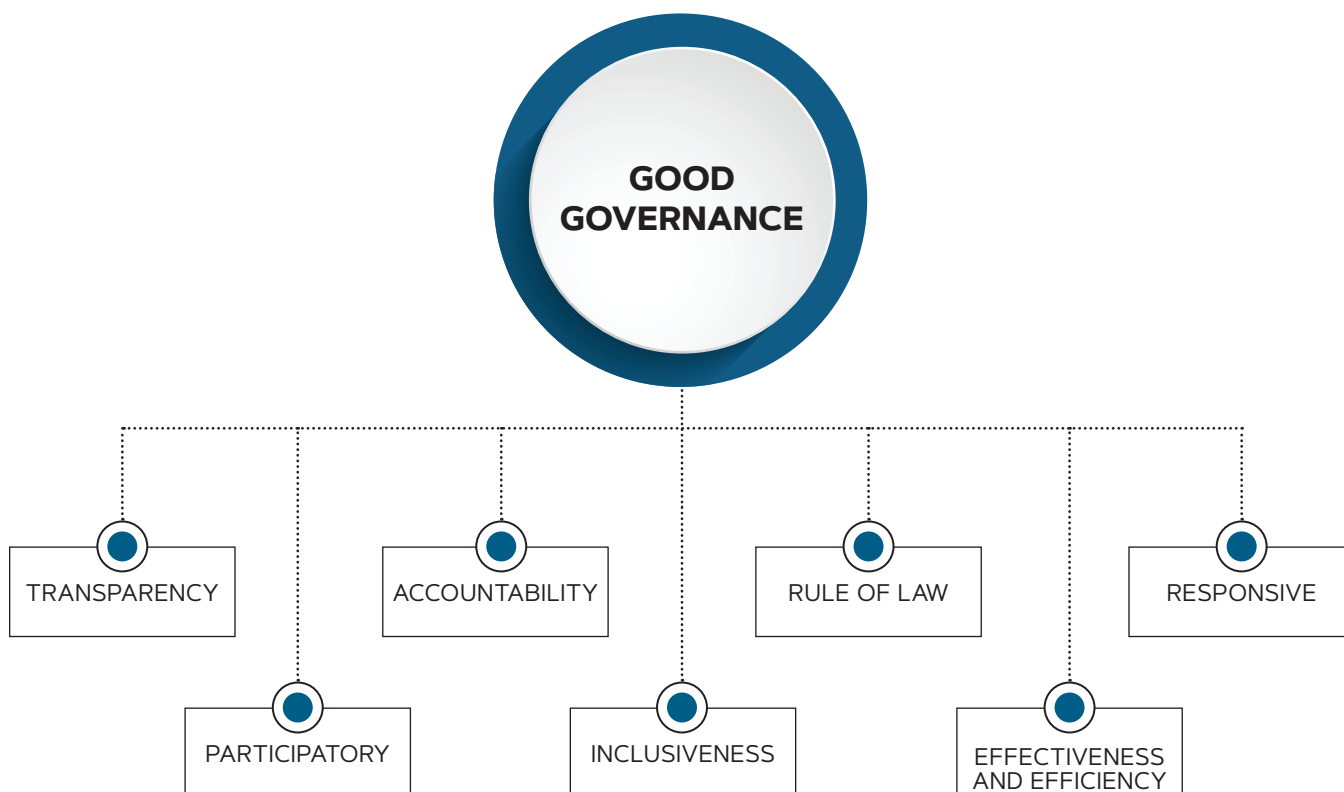
To achieve excellence in governance, our guiding principles come directly from the *Local Government Act 2009* and are as follows:

- Transparent and effective processes and decision making in the public interest
- Ethical and legal behaviour of Councillors and local government employees
- Sustainable development and management of assets and infrastructure, and delivery of effective services
- Good governance
- Democratic representation, social inclusion and meaningful community engagement

As a council our values are very much aligned to the guiding principles:



CHARACTERISTICS OF GOOD GOVERNANCE



Good governance is transparent

The community should be able to follow and understand the decision-making process. This means that they will be able to clearly see how and why a decision was made, what information, advice and consultation council considered, and which legislative requirements council considered.

Good governance is accountable

Council has an obligation to report, explain and be answerable for the consequences of decisions it makes on behalf of the community it represents. It is important that ways to ensure responsibility are embedded into the organisation, and that decisions are delegated to the right people with the right authority

Good governance follows the rule of law

Ensuring we are compliant and held to account to ensure our basic legal obligations are met, and further to this, that we act with the highest ethical standards. Decisions are consistent with relevant legislation and are within the powers of the council.

Good governance is responsive

Council will always try to serve the needs of the entire community, while balancing competing interests in a timely, appropriate and responsive manner.

Good governance is participatory

Anyone affected by a decision should have the opportunity to participate in the process for making that decision.

Good governance is equitable and inclusive

Community members should be able to see and understand where their interests have been considered in council's decision-making process. This means that all groups, particularly the most vulnerable, should have opportunities to participate in the process. Carrying out meaningful community engagement and fostering positive relationships both internally and externally with our community.

Good governance is effective and efficient

Council is committed to organisational and individual performance to ensure we are effective and efficient in working toward our corporate goals. Decisions should be implemented and follow processes that make the best use of time, resources and people. A culture of continuous improvement will contribute to the effective and efficient operation of council.

The principles of Good Governance can then be applied and achieved through:

- Clearly defined roles, responsibilities and relationships
- Integrated organisational planning, monitoring and performance – strategic planning and monitoring assists the council in achieving its goals in an efficient way
- Plans to guide the delivery of our work and having an organisational structure to support this
- Good decision making – processes are put in place for making and implementing decisions, to ensure they are made in a fair, rational, informed and transparent way
- Legal and ethical compliance – rules, systems and processes are in place, appropriately documented, followed and regularly reviewed
- Leadership, culture and ethics – fostering a constructive and ethical culture

GOVERNANCE OVERVIEW FOR IPSWICH CITY COUNCIL

This table identifies the areas in which Council is currently addressing its good governance requirement under the *Local Government Act 2009*:

Governance Element	How Council is currently addressing	Additional resources
<p>Roles, Responsibilities and Relationships</p> <p>Clarity of roles, responsibilities, accountabilities and reporting relationships are an important part of good governance. Effective communication and constructive relationships are critical to a well-run council.</p>	<ul style="list-style-type: none"> ▪ Ipswich City Council Organisational Structure ▪ Councillor Staff Interaction Policy ▪ Councillor Code of Conduct ▪ Employee Code of Conduct ▪ Customer Service Policy ▪ Media Policy ▪ Community Engagement Policy ▪ Representation of the City at Official Functions Policy ▪ Councillor Contact with Lobbyists, Developers and Submitters Policy ▪ Public Participation at Ordinary Council Meetings ▪ Community Reference Groups ▪ Ipswich City Council Advocacy Strategy 	<p><i>Local Government Act 2009</i> <i>Public Sector Ethics Act 1994</i></p>
<p>Organisational Planning, Monitoring and Reporting Performance</p> <p>Strategic planning and monitoring assists the council in achieving its goals in an efficient way.</p>	<ul style="list-style-type: none"> ▪ Advance Ipswich ▪ Corporate Plan ▪ Operational Plan ▪ Long Term Financial Forecast ▪ Annual Report ▪ Annual Budget ▪ Ipswich Planning Scheme ▪ Financial Reporting ▪ Infrastructure Delivery and Capital Works Program ▪ Strategic Asset Management Strategy and Framework ▪ Long Term Asset Management Plans ▪ Local Disaster Management Plan and Local Disaster Management Sub Plans ▪ Integrated Planning and Reporting Framework ▪ Performance Management Framework ▪ Executive Team Leadership Charter ▪ Project Management 	<p><i>Local Government Act 2009</i> <i>Local Government Regulation 2012</i> <i>Sustainable Planning Act</i></p>
<p>Decision Making</p> <p>The processes put in place for making and implementing decisions, to ensure they are made in a fair, rational, informed and transparent way.</p>	<ul style="list-style-type: none"> ▪ Meeting Conduct Policy ▪ Meetings Procedures Policy ▪ Council and Committee Agendas and Minutes ▪ Delegations ▪ Gifts, Benefits and Hospitality Policy and Decision Making Guide and Disclosure Form 	<p>Queensland Ombudsman</p>

Governance Element	How Council is currently addressing	Additional resources
<p>Legal and Ethical Compliance</p> <p>Ensuring Council is legally compliant as well as striving to do the right thing in the right way.</p>	<ul style="list-style-type: none"> ▪ Policies, Administrative Directives and Procedures ▪ Local Laws ▪ Register of Interest ▪ Enterprise Risk Management Framework ▪ Record Keeping Policy and Procedure ▪ Audit and Risk Committee Charter ▪ Internal Audit Charter ▪ Right to Information ▪ Publication Scheme ▪ Disclosure Log ▪ Confidentiality Policy ▪ Investigation Policy ▪ Fees and charges ▪ Public Interest Disclosure Policy ▪ Complaints Management Framework, Complaints Management Policy and Procedure ▪ Fraud and Corruption Control Policy ▪ Fraud and Corruption Control Plan ▪ Asset Register ▪ Election Caretaker Period Policy ▪ Councillor Capture and Retention of Public Records Policy ▪ Ipswich City Council Procurement Policy ▪ Tenders and Supply 	<p><i>Local Government Act 2009</i></p> <p><i>Public Records Act 2002</i></p> <p><i>Right to Information Act 2009</i></p> <p><i>Information Privacy Act 2009</i></p> <p>Crime and Corruption Commission</p> <p>Council Records A Guideline for mayors, councillors, CEO's and council employees</p>
<p>Culture and Ethics</p> <p>Ethical cultures are a key feature of good governance in public organisations.</p>	<ul style="list-style-type: none"> ▪ Councillor Code of Conduct ▪ Employee Code of Conduct ▪ Diversity and Inclusion Strategy ▪ Grievance Framework ▪ Recruitment and Selection Administrative Directive ▪ Diversity and Inclusion Administrative Directive 	<p><i>Public Sector Ethics Act 1994</i></p> <p><i>Local Government Act 1994</i></p>