

Verbal Advice 2023

POL032



Policy No: POL032
Policy Title: Verbal Advice Policy
Section Responsible: Executive Services
Minute No/Ref: 03/044
Doc ID: 8369

1. POLICY STATEMENT

It is the practice of the Narrandera Shire Council to keep its staff well informed on all Council matters, and to encourage them to be as helpful as possible in managing public enquiries within their skill and knowledge.”

A firm decision on which the enquirer may act, however, can only be given following a written enquiry and such decision being conveyed in writing to the enquirer.

Enquirers should not rely on any advice given orally.

2. VARIATION

Council reserves the right to review, vary or revoke this policy in accordance with legislation, regulation and award changes, where applicable. Council may also make changes to this policy and the relevant procedures from time-to-time to improve the effectiveness of its operation.

3. PREVIOUS VERSIONS

Reference to a superseded policy number and/or name is also considered a reference to the new policy number. This policy was previously named:

- ES100 Verbal Advice Policy 2009.

POLICY HISTORY

Responsible Officer	General Manager		
Approved by	General Manager		
Approval Date	3 April 2023		
GM Signature <i>(Authorised staff to insert signature)</i>			
Next Review	1 February 2033		
Version Number	Endorsed by ELT	Resolved by Council	Date signed by GM
1 Adopted	-	17/02/2009	17/02/2009
2 Reviewed	22/12/2020	16/03/2021	3/05/2021
3 Reviewed	14/02/2023	21/03/2023	DD/MM/YYYY

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