



Council Policy

Technology Provisions
for Councillors

Document Overview

Document Category	Council Policy
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Amend wording for Public Exhibition to reflect resolution of Council CCL24/317	26/11/2024
Amend wording for device management preference	10/04/2025
Amend wording to include device options for Councillors	17/07/2025
Selected preferred policy option, removed alternate options	16/09/2025

Policy Statement To ensure technology supplied and the mailbox provided for councillors is managed, maintained and operated in accordance with Council requirements.

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Purpose

To ensure technology supplied for councillors is managed, maintained and operated in accordance with Council requirements.

Background and Related Information

Dubbo Regional Council's Information Services Branch provide councillors with adequate technology provisions to enable the councillor to execute their civic duties.

This Policy should be read in conjunction with Dubbo Regional Council's *Code of Conduct, The Councillor and Staff Interaction Policy* and with the *Social Media Policy*.

Related Legislation

This Policy relates to the below legislation:

Government Information (Public Access) Act 2009

Local Government Act 1993

State Records Act 1998.

Scope

This Policy relates specifically to the technology devices provided to councillors, and the mailbox provided for the purpose of disseminating Council information to enable the councillor to execute their civic duties.

Policy

The technology provided by Dubbo Regional Council (Council) to the councillors will be at the discretion of the Chief Information Officer and may include a laptop, tablet device and/or mobile phone and telephony services along with associated peripherals (e.g. protective coverings and keyboard/mouse).

The equipment supplied by Council to councillors is predominantly for Council use and must be operated in a responsible and ethical manner in accordance with Council's Code of Conduct, Workplace Health and Safety, the Councillor and Staff Interaction Policy and any other policies relevant to councillors.

For laptops and desktop computers, councillors must not install any software other than that installed by Council's Information Services staff. For mobile phones and tablet devices, applications (apps) may be downloaded from an approved online app store (e.g., Apple's App Store or Google's Play Store). No data held on any of these devices is backed up and accordingly storing data on the device is done so at the councillors' risk.

Maintenance, troubleshooting problems and upgrades to equipment supplied by Council will only be carried out by Council's Information Services staff. If Councillors choose not to use a Council provided device, Council staff are not responsible for the ongoing support of the Council in relation to that device.

Support and requests should be raised in writing through Council's Request Management System.

Technology provided may be remotely managed or wiped by Council's Information Services staff, including the ability to locate the technology via GPS or tracking information in the context of technology management.

All equipment is to be returned to Council when a councillor stops providing services to Council, or if the device requires replacement, repair or upgrading.

Councillors must not use their personal email address for Council business. Any personal email address used for Council's business requires the approval of the Chief Executive Officer. Council provides a corporate email address to enable the councillor to execute their civic duties. It is acknowledged that these addresses are corporate addresses and accordingly must be managed in accordance with the NSW State Records Act 1998.

Staff from Council's Information Services Branch provide an administrative role to all of Council's information systems, including the email system. This administrative role requires these technical staff to perform administrative tasks associated with all Council's email addresses, including backing up and upgrading of mailboxes where required, as a part of this process communications may be viewed. If any content viewed is deemed inappropriate, Council's Information Services staff are obliged to report any issues to the Chief Information Officer and or Chief Executive Officer.

Information Services staff have full access to each of the mailboxes located on Council's email servers. It is important to recognise that 'a record made or received by a person in the course of exercising official functions in a public office, or for a purpose of a public office, or for the use of a public office' is a State record as defined under section 3(1) of the State Records Act 1998. As such, Council's email system stores a copy of every email sent and received in an archive database.

Email messages that have been sent to, or by, councillors in their civic duties of a councillor, may only be accessed after the express permission of Council's Chief Executive Officer has been granted or where legally required. Councillors will be advised when access to their email messages has been granted and provided with the reason why the access was required.

Responsibilities

Position	Responsibility
Councillors	<ul style="list-style-type: none"> • Compliance with this Policy. • Maintain, troubleshoot and upgrade Council supplied equipment.
Information Services staff	<ul style="list-style-type: none"> • Provide administrative role to Council's information systems. • Report any inappropriate email content to the Chief Information Officer and or Chief Executive Officer.
Chief Information Officer	<ul style="list-style-type: none"> • Provision of technology for councillors to enable the councillor to execute their civic duties.
Chief Executive Officer	<ul style="list-style-type: none"> • Review and assess councillors' requests to use personal email addresses for official Council business.

- Review and consider requests for access to councillors' email communications.

Definitions

To assist in interpretation, the following definitions apply:

Term	Definition
Corporate email	Email that forms part of the corporate record.
Device	A piece of physical hardware made or adapted for a particular purpose, especially a piece of mechanical or electronic equipment. This includes; mobile phones, tablets, computers, laptops, USB.
Personal email	Email of a personal nature that has no relevance to the business of Council.

Document Control

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