

# HUNTER'S HILL COUNCIL

## POLICY



POLICY NO.	CPCE1
POLICY TITLE	Media Policy
STATUS	Council
SERVICE	Communications and Events
DOCUMENT ID	636089

### PURPOSE

The purpose of the policy is to provide a framework to assist Council when dealing with the media and to ensure that media engagement by Councillors and staff is consistent, accurate and professional and enhances Council's reputation.

### SCOPE

The Policy applies to Councillors, Council staff and delegates of the Council.

It applies to engagement between council officials and the media.

It does not apply to social media use.

Council has adopted a separate Social Media Policy for social media use.

### DEFINITIONS

<b>Council official</b>	means councillors, members of staff and delegates of the Council (including members of committees that are delegates of the Council).
<b>Media Coordinator</b>	means a person appointed under clauses 2.1 and 2.2 of this policy.
<b>media</b>	means print, broadcast and online media used for communicating information to the public, including, but not limited to, newspapers, magazines, internet publishers, radio, and television broadcasters.
<b>personal information</b>	means information or an opinion (including information or an opinion forming part of a database and whether or not recorded in a material form) about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.
<b>social media</b>	means online platforms and applications, such as but not limited to social networking sites, wikis, blogs, microblogs, video and audio sharing sites, and message boards, that allow people to easily publish, share and discuss content. Examples of social media platforms include, but are not limited to Facebook, Twitter, Snapchat, LinkedIn, Yammer, YouTube, Instagram, Flickr and Wikipedia.

## 1. Principles

- 1.1 We, the Councillors, staff, and other officials of Hunter's Hill Council, are committed to upholding and promoting the following principles of media engagement:

<b>Openness</b>	We will ensure that we promote an open exchange of information between our council and the media.
<b>Consistency</b>	We will ensure consistency by all Councillors and staff when communicating with the media.
<b>Accuracy</b>	The information we share with the media will be a source of truth for our council and community and we will prioritise the need to correct inaccuracies when they occur.
<b>Timeliness</b>	We will ensure that we respond to media enquiries in a timely manner.

## 2. Administrative framework for engagement with the media

### Appointment and role of the Media Coordinator

- 2.1 The General Manager will appoint the Manager Communications and Events to be the Council's Media Coordinator.
- 2.2 The General Manager may appoint more than one Media Coordinator. A Media Coordinator should be a suitably qualified member of staff.
- 2.3 The Media Coordinator's role is to:
- a) be the lead point of contact for all media enquiries, requests for interviews, requests to film or photograph Council staff, facilities or events for news and current affairs purposes
  - b) be responsible for preparing all media statements prior to their release
  - c) liaise with relevant staff members within the organisation where appropriate
  - d) ensure that media statements are approved by the Mayor and/or General Manager prior to their release
  - e) develop and/or approve media training and/or induction to be provided to relevant staff and/or Councillors
  - f) maintain a record of all media enquiries and responses
  - g) ensure that media organisations and their representatives are treated professionally, equally and without bias
  - h) ensure that media enquiries are dealt with promptly
  - i) provide guidance to Councillors approached by the media for comment to avoid communication of misinformation, and
  - j) ensure that all media releases are published on the Council's website.

### **3. Who can engage with the media**

#### **The General Manager**

- 3.1 The General Manager is the official spokesperson for the Council on operational and administrative matters.
- 3.2 The General Manager may delegate to other Council staff to speak on their behalf where appropriate, (for example, where the delegated staff member has professional expertise regarding the subject matter, or the General Manager is unavailable).

#### **The Mayor**

- 3.3 The Mayor is the principal member and spokesperson of the governing body of the Council, including representing the views of the Council as to its local priorities (section 226(c) of the *Local Government Act 1993*).
- 3.4 If the Mayor is unavailable, the Deputy Mayor may act as the Council's spokesperson.
- 3.5 The Mayor may delegate their role as spokesperson to other Councillors where appropriate, (for example, where another Councillor is best placed to comment, because the issue is of particular interest to them, or it is within their particular area of expertise).

#### **Councillors**

- 3.6 As a member of the governing body and as a representative of the community, Councillors are free to express their personal views to the media.
- 3.7 When engaging with the media Councillors:
- must not purport to speak for the Council unless authorised to do so
  - must clarify when speaking to the media that they are expressing their personal views as an individual Councillor and that they are not speaking for the Council (unless authorised to do so)
  - must uphold and accurately represent the policies and decisions of the Council
  - must not disclose Council information unless authorised to do so, and
  - must seek information and guidance from the General Manager or Media Coordinator where appropriate before providing comment to the media to ensure they have the most up-to-date and relevant information and have considered reputational or other risks.
- 3.8 In the interests of promoting a positive, safe and harmonious organisational culture, Councillors should endeavour to resolve personal differences privately and must not prosecute them publicly through the media.
- 3.9 Where Councillors (including the Mayor) become aware of potential issues that could result in media interest, they should provide this information to the General Manager or Media Coordinator.

#### **Council Staff**

- 3.10 Council staff must not speak to the media about matters relating to the Council unless authorised by the General Manager or Media Coordinator to do so.
- 3.11 If Council staff receive a media enquiry or they are invited to comment to the media on a matter relating to the Council, they must refer the enquiry to the Media Coordinator.

3.12 Council staff are free to express their personal views to the media on matters that do not relate to the Council, but in doing so, must not make comments that reflect badly on the Council or that bring it into disrepute.

3.13 If authorised to speak to the media, Council staff:

- must uphold and accurately represent the policies and decisions of the Council
- must not disclose Council information unless authorised to do so by the General Manager or Media Coordinator, and
- must seek information and guidance from the General Manager or Media Coordinator where appropriate before providing comment to the media to ensure they have the most up-to-date and relevant information and have considered reputational or other risks

3.14 Where Council staff become aware of potential issues that could result in media interest, they should provide this information to the General Manager or Media Coordinator.

### **Tone**

3.15 All media engagement by Council officials must be conducted in a professional, timely and respectful manner.

### **Induction and training**

3.16 The Council must provide training to Council officials who engage or are authorised to engage with the media.

3.17 Media engagement training will be provided to Councillors as part of their induction or refresher training or as part of their ongoing professional development program.

### **Councillors' questions about media engagement**

3.18 Councillors must direct any questions about their obligations under this policy to the General Manager or Media Coordinator.

## **4. Standards of conduct when engaging with the media**

4.1 Council officials must comply with the Council's code of conduct when engaging with the media in an official capacity or in connection with their role as a council official.

4.2 Council officials must not share information or make comments to the media through either direct or indirect mechanisms that:

- a) are defamatory, offensive, humiliating, threatening, or intimidating to other council officials or members of the public
- b) contains profane language or is sexual in nature
- c) constitutes harassment and/or bullying within the meaning of the *Model Code of Conduct for Local Councils in NSW*, or is unlawfully discriminatory
- d) is contrary to their duties under the *Work Health and Safety Act 2011* and their responsibilities under any policies or procedures adopted by the Council to ensure workplace health and safety
- e) contains content about the Council, council officials or members of the public that is misleading or deceptive

- f) divulges confidential Council information
- g) breaches the privacy of other council officials or members of the public
- h) contains allegations of suspected breaches of the Council's code of conduct or information about the consideration of a matter under the *Procedures for the Administration of the Model Code of Conduct for Local Councils in NSW*
- i) could be perceived to be an official comment on behalf of the Council where they have not been authorised to make such comment
- j) commits the Council to any action
- k) violates an order made by a court
- l) breaches copyright
- m) advertises, endorses, or solicits commercial products or business.

## **5. Use of media during emergencies**

- 5.1 During emergencies, such as natural disasters or public health incidents, the Manager Communications and Events will be responsible for coordinating media releases and statements on behalf of the Council.
- 5.2 Councillors, Council staff and other Council officials must not provide comment or information to the media that is inconsistent with official advice issued by the Council and any other agency coordinating the emergency response.
- 5.3 Training on media engagement during emergencies will be provided to Councillors and relevant staff and other Council officials.

## **6. Media engagement in the lead up to elections**

- 6.1 This policy does not prevent the Mayor or Councillors who are candidates at a council or any other election from providing comment to the media in their capacity as candidates at the election.
- 6.2 Any media comment provided by the Mayor or Councillors who are candidates at a council or another election must not be provided in an advertisement, newspaper column, or a radio or television broadcast paid for by the Council or produced by the Council or with Council resources.

## **7. Records management requirements**

- 7.1 Media content created and received by Council officials (including Councillors) acting in their official capacity is a Council record and may be subject to information access applications made under the *Government Information (Public Access) Act 2009*. These records must also be managed in accordance with the requirements of the *State Records Act 1998* and the Council's approved records management policies and practices.

## RELATED POLICIES/PROCEDURES

### Relevant legislation and guidance:

*Local Government Act 1993*

*Work Health and Safety Act 2011*

*Government Information (Public Access) Act 2009*

*State Records Act 1998*

### Related Council policies:

Social Media Policy

Communication Policy

Code of Conduct

## POLICY AUTHORITY

The policy authority is the General Manager.

## GETTING HELP

Please contact the General Manager or Manager Communications and Events.

## REVIEW

This policy to be reviewed once per term of Council.

**Next review date is: April 2025**

## ADOPTED BY COUNCIL/EXECUTIVE:

DATE: 24 April 2023

RESOLUTION NO: 062/23

## VERSION CONTROL TABLE

DATE	VERSION	RES. NO.	KEY CHANGES
June 2006		263/06	Original policy adopted.
March 2020			Minor amendments to position titles.
February 2023			Review to align with the NSW Office of Local Government Model Media Policy.
April 2023	2.0	062/23	Adopted by Council, with document noting the existence of Council's separate Social Media Policy.