



Croydon Shire Council

Governance Framework Policy

Document Control

Responsible Officer:

Chief Executive Officer

Acting CEO Signature:

Date:

16 July 2026

Category (tick):

- ☒ **Policy** *Council resolution required*
☐ **Procedure** *CEO approval required*
☐ **Guideline** *CEO approval required*

Approval date	Head Policy #	Reference Number	Reason/Comment	Next review
24/11/2022	NA	<i>POL STRAT 01</i>	New Policy	24/11/2024
16/07/2026	N/A	<i>POL STRAT 01</i>	Updated Policy	16/07/2028

1. Purpose

- 1.1 This Policy sets out Council's commitment to good governance and the principles that guide Council's decision-making, accountability, and conduct.
- 1.2 Operational and structural arrangements are set out in the Governance Framework, which is to be read alongside this document.

2. Commencement

- 2.1 This policy commences on the Approval Date. It replaces any previous policy of the same intent.

3. Scope

- 3.1 This policy applies to all elected members, employees, agents, and contractors (including temporary contractors) of CSC, collectively referred to in this policy as 'personnel' involved in the development and implementation of CSC policies, procedures and guidelines.
- 3.2 This policy covers all decision-making, planning, accountability, and integrity arrangements of Council, including the development, approval, and review of Council policies.

4. Definitions/ Acronyms/ Abbreviations

Term	Definition
Council/ CSC	means Croydon Shire Council
eDRMS	means Electronic Document Records Management System.
Elected Members	The Mayor and Councillors of Council.
EMT	mean the Executive Management Team
Good governance	The systems, processes, and standards by which Council directs its affairs, makes decisions, and is held accountable, consistent with the local government principles in the Local Government Act 2009 (Qld).
Governance Framework	The document adopted by Council that describes Council's governance arrangements, structures, and policy hierarchy. It is to be read alongside this policy.
Metadata	means a subset of data or data properties used to describe information about a record, document, or other data.
Personnel	Means collectively elected members, employees, agents, and contractors of CSC.

5. Roles and Responsibilities

Role	Responsibilities
All Personnel	Read and understand this policy. Comply with this policy, the Governance Framework, and all applicable legislation. Report any actual or suspected non-compliance to their supervisor, manager, or the Chief Executive Officer.
Elected Members	Provide strategic leadership and direction. Comply with the obligations applying to Councillors under the Local Government Act 2009 (Qld), including the material personal interest and conflict of interest requirements, the register of interests requirements, and the Councillor Code of Conduct. Complete mandatory Councillor training.
Council	Adopt this policy and the Governance Framework by resolution. Make decisions openly, lawfully, and in the public interest. Oversee the strategic direction and performance of Council.
Chief Executive Officer	Hold overall accountability for the implementation of this policy. Maintain the Governance Framework and keep it current with legislative change. Ensure Council's governance systems, delegations, and policy hierarchy operate as described in the Governance Framework. Report to Council on governance performance.

6. Policy

- 6.1 Council's Commitment. Council is committed to good governance through transparent and effective decision-making in the public interest, ethical and lawful behaviour, and accountability to the community. Council will conduct its affairs in accordance with the local government principles in the Local Government Act 2009 (Qld) and expects all Personnel to give effect to those principles in their work. Council recognises that good governance is the foundation of community confidence in Council and of the lawful, effective delivery of services to the local government area.
- 6.2 Governing Principles. Council's approach is guided by the following principles:
- **Lawfulness.** Council acts within its powers and complies with the Local Government Act 2009 (Qld), the Local Government Regulation 2012 (Qld), and all other applicable legislation.
 - **Transparency.** Council conducts its business openly, makes decisions in meetings that are open to the public unless lawfully closed, and publishes the information the community is entitled to see.
 - **Accountability.** Council accepts responsibility for its decisions and performance, reports openly against its plans and budget, and submits to independent audit and review.
 - **Integrity.** Personnel act honestly and impartially, manage personal interests in accordance with the law, and observe the standards of behaviour in the applicable codes of conduct.
 - **Community focus.** Council engages meaningfully with its community, promotes social inclusion, and makes decisions in the public interest.

- **Cultural context.** Council recognises the cultural context in which it operates and, where Council serves First Nations communities, respects cultural decision-making structures, including Elders and community forums, alongside its statutory processes.

7. Policies

7.1 Policies provide a vision position of Council and are made by resolution of Council at an Ordinary/ Special Meeting of Council. They come in two (2) forms:

7.1.1 Statutory

Statutory policies are those policies that are adopted by Council due to a legislative requirement. These policies influence the strategic direction of Council's business and are a guide for Council officers in implementing the administration of the Local Government. Examples include the Borrowing, Workplace Health and Safety and Revenue policies. These policies are required to be displayed on CSC's website.

7.1.2 Strategic

Strategic policies are those policies that are adopted by Council due to its desire to influence the direction of an issue or assist in the delegated decision making for Council officers. Strategic policies are guided by Council's Corporate Plan objectives. Examples include the Governance Framework, Cultural, Arts, Economic Development policies of Council. These policies are required to be displayed on CSC's website.

8. Procedures

8.1 Procedures (also known as Administrative Policies) provide procedural context to formal Policy positions of Council. Each Procedure of Council will link to a head Policy. Procedures are approved by the Chief Executive Officer, following engagement with the EMT. For example, a Policy might state Council's Commitment to a WHS culture. The associated Procedure might specify how a WHS culture will be achieved.

9. Guidelines

9.1 Guidelines are approved by the Chief Executive Officer, following engagement with EMT. The role of Guidelines is to provide practical tips and protocol by which to implement a Procedure (a best-practice guide).

10. Compliance

10.1 Policies, Procedures and Guidelines must comply with all relevant legislation or Codes of Practice (e.g., Local Government Act 2009, Local Government Regulation 2012, Work Health and Safety Act 2011, etc.).

11. Clarity

- 11.1 All Policy, Procedure and Guideline documents shall be written using plain, clear, and concise English to ensure a wide range of users are able to understand the content and context.
- 11.2 Where prescribed terminology or acronyms are used (e.g., extracted from legislation) a clear description of the terminology must be included in the “Definitions” section.

12. Templates

- 12.1 The CSC policy templates are at Attachment 1 (Statutory), Attachment 2 (Strategic), and Attachment 3 (Administrative Policy / Procedure) to this Policy and are available on the CSC intranet.
- 12.2 The CSC standard template shall be used for all Policies, Procedures and Guidelines except in exceptional circumstances where the CEO has authorised the use of a non-standard template.
- 12.3 Policies, Procedures and Guidelines will be sequentially numbered according to their order of development.
- 12.4 The numbering of policies, procedures and guidelines will include the category as follows:

Statutory Policy as	“POL STAT[#]”
Strategic Policy as	“POL STRAT[#]”
Procedure as	“PROC[#]”
Guideline as	“GUIDE[#]”

13. Implementation

- 13.1 On approval, all Policies, Procedures and Guidelines will be uploaded to the CSC intranet and made accessible to all personnel.
- 13.2 Executive Managers will be responsible for ensuring their personnel have access to applicable Policies, Procedures and Guidelines.
- 13.3 Where Policies, Procedures and Guidelines are required for formal induction of personnel, Executive Managers are responsible for ensuring that an acknowledgement that the Policy, Procedure and Guideline has been read and understood is obtained from personnel.

14. Document Management

- 14.1 The document management of Policies, Procedures and Guidelines will be carried out using the CSC electronic Document Management System (eDRMS). The CSC intranet will capture metadata of each policy, including:
 - Title
 - Document Identifier
 - Approval Date
 - Version Number

Function

Review Date

Records Retention

- 14.2 Master copies and source files are maintained by the Information and Communications Technology Team and stored in the Records Management System (eDRMS).

15. Recordkeeping

- 15.1 All records relating to actions taken under this policy must be managed in accordance with the Public Records Act 2023 (Qld) and Council's records management requirements.

16. Training

- 16.1 All Personnel must receive training on this policy as part of induction, and at least annually thereafter.
- 16.2 Elected Members must complete the mandatory Councillor training approved under the Local Government Act 2009 (Qld) within the prescribed periods.

17. Human Rights Consideration

- 17.1 Council is a public entity under the Human Rights Act 2019 (Qld) and must act and make decisions in a way that is compatible with human rights.
- 17.2 This policy engages the right to take part in public life and the right to privacy and reputation, including through the publication of registers and decisions. The transparency and accountability measures in this policy support the community's participation in local government. Any limitation on privacy arising from statutory publication requirements is reasonable and demonstrably justifiable under the Human Rights Act 2019 (Qld).

18. Evaluation of Policy

- 18.1 The success of this policy will be measured by:
- compliance with the Local Government Act 2009 (Qld) and Local Government Regulation 2012 (Qld)
 - completion of scheduled policy reviews across the policy hierarchy
 - timeliness of statutory publication and reporting obligations
 - outcomes of internal and external audits and any Councillor conduct matters
 - completion rates for mandatory training

19. Publication

- 19.1 This policy is to be published on Council's website.
- 19.2 Whilst legislation does not ordinarily require publication of a Strategic Policy, Council publishes its Strategic Policies as a matter of transparency and accountability. Publication ensures the community, stakeholders, and interested parties have ready access to the commitments and principles that guide Council's decisions, and provides a clear basis on which Council's performance against those commitments can be assessed. This practice gives effect to the local government principles in section 4 of the Local Government Act 2009 (Qld), including transparent and effective processes, and decision-making in the public interest.

20. Review

- 20.1 Unless otherwise required by law, each Policy, Procedure and Guideline is to be reviewed at least every two (2) years.
- 20.2 CSC reserves the right to vary, replace, or terminate this Policy from time to time.

21. Breaches

- 21.1 Failure to comply with this policy may result in disciplinary action and may also result in decisions being reviewed, suspended, or set aside where required to address risk, probity, or legal compliance.
- 21.2 Elected Members in breach of this policy may be subject to the Councillor conduct processes under the Local Government Act 2009 (Qld).

22. Legislation and Related Documents

- Local Government Act 2009 (Qld)
- Local Government Regulation 2012 (Qld)
- Human Rights Act 2019 (Qld)
- Public Sector Ethics Act 1994 (Qld)
- Public Records Act 2023 (Qld)
- Governance Framework
- Code of Conduct
- Councillor Code of Conduct
- Corporate Plan
- Operational Plan