

Official Office Hours Policy

1 Document Information

Version Date <i>(Draft or Council Meeting date)</i>	[22 May 2018]
Author	Director of Finance & Corporate Services
Owner <i>(Relevant director)</i>	Director of Finance & Corporate Services
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2 Summary

Stipulates the hours for the conduct of general business at the offices of the Council.

3 Approvals

Title	Date Approved	Signature
General Manager		

4 History

Minute No.	Summary of Changes	New Version Date
10/02/17	Readopted by Council	15 February 2010
	Tidied up	May 2012
13/09/30	Readopted as per s165(4)	17 September 2013
18/05/20	Readopted as per s165(4)	22 May 2018

5 Reason

Provides members of the public with the maximum possible hours to conduct business with Council.

6 Scope

Applies to Council's Molong and Cudal offices during Mondays to Fridays.

7 Associated Legislation

N/A

8 Definitions

9 Responsibilities

9.1 General Manager

The General Manager is responsible for the overall control and implementation of the policy.

9.2 Directors and Managers

Directors and Managers are responsible for the control of the policy and procedures within their area of responsibility.

9.3 Customer Services Officers

To ensure the offices' Customer Service areas are staffed during the advertised business hours including during lunch breaks.

10 Related Documents

Document Name	Document Location

11 Policy Statement

That the offices of the Council will be opened for the conduct of general business during the hours 9:00am to 5:00pm, Monday to Friday inclusive, subject to the hours for issue of receipts being restricted to 9:00am to 4:15pm each day, and further, that the offices of the Council will not close during the lunch hour.