

# **Verbal Advice 2021**

## **POL032**



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**Policy No:** POL032  
**Policy Title:** Verbal Advice Policy  
**Section Responsible:** Executive Services  
**Minute No/Ref:** 21/050  
**Doc ID:** 8369

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## **1. POLICY STATEMENT**

It is the practice of the Narrandera Shire Council to keep its customer service staff well informed on all Council matters, and to encourage them to be as helpful as possible in answering public enquiries.

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Reference to a superseded policy number and/or name is also considered a reference to the new policy number.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.

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## POLICY HISTORY

Responsible Officer	General Manager		
Approved by	General Manager		
Approval Date	3 May 2021		
GM Signature (Authorised staff to insert signature)			
Next Review	1 December 2022		
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			

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