

## Procedures for Community Access

### What is Community Access?

Community Access is an opportunity provided by Council to informally address Councillors on matters of concern. Community Access is held in the Council Chambers, Murwillumbah, commencing at 4.30pm on the Thursday, the week prior to the Council Meeting.

### Making an Appointment

To make an appointment ring the Secretariat Co-ordinator by 3.00pm on the day of the Access session on (02) 6670 2540 and a time will be allocated. You will need to leave a contact telephone number and indicate what matter you wish to raise. Where the matter is complex or requires confidentiality, the Mayor/Councillors may approve a booking for a longer time, or may decide it would be better dealt with at a workshop.

### Who can Speak?

Where a number of people wish to speak on the same matter a spokesperson should make a single presentation.

### Addressing Councillors and Senior Staff

At Community Access **you may speak for five (5) minutes**, although a short extension may be allowed. Councillors may then ask questions. You are not permitted to ask questions of Councillors or Council staff.

Following any questions from Councillors, the General Manager or senior staff may make a comment if appropriate, but **no decision on a matter can be made at Community Access**. If you wish to receive a formal response to your address, you should make the request in writing to the General Manager. In most cases a member of staff will contact you the next day.

### Presentation of Written Material

You may ask the Public Officer to distribute any materials such as written statements, drawings or photographs. If you wish to distribute such materials to each Councillor you will need to provide seven (7) copies and if you wish to include senior staff and the Public Officer in the distribution you will need to provide six (6) additional copies.

### Electronic Information

Any person who wishes to make an electronic presentation should ensure that the presentation is provided via a USB (pen) drive, CD or DVD and is delivered to the Murwillumbah office or emailed to Council's Corporate Governance Unit staff member, Mrs Meredith Smith ([merediths@tweed.nsw.gov.au](mailto:merediths@tweed.nsw.gov.au) - phone (02) 6670 2540) by **2.00pm** on the day of the Community Access session. Staff can then ensure that the presentation is compatible with Council's software (as listed on the last page of this information sheet) and that it is loaded to the Council Chamber computer desktop for easy retrieval. Computers, Data Projectors and remote controls are available in the Council Chamber, however technical staff do not attend these meetings. Speakers are also advised that personnel and meeting room resources are not always available beforehand to provide a rehearsal of presentations.

### Appeals/Complaints Process

Any **complaints or allegations** regarding the conduct of Councillors, management or staff must be in writing and directed to the General Manager. It is unacceptable for people in their address to Council, or in their responses to questions, to make allegations that any resident, member of Council staff, Councillor or other person has acted improperly with regard to their duties or obligations, or has acted in a way that would be unlawful.

**Speaking in this forum does not provide any protection from civil action that could arise if you make defamatory statements or comments**

The Council Chamber computers provide a range of software that can be accessed by a standard user from the Start Menu → Programs menu.

**The installed software includes:**

- Microsoft Office 2003
  - PowerPoint
  - Excel
  - Word
  - Publisher
  - Picture Manager
  - Outlook
- Internet Explorer 7.0
- Autodesk Design Review 2009
- Adobe Reader 8.0
- CamStudio
- Audacity
- ER Viewer
- Hypersnap
- Intervideo WinDVD