



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 second Tuesday of the month.

Making an Appointment

To make an appointment ring the Secretariat Co-ordinator 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 seven (7) copies and if you wish to include senior staff in the distribution you will need five (5) additional copies.

Electronic Information

Any person who wishes to make an electronic presentation should advise Mrs Meredith Smith (merediths@tweed.nsw.gov.au or phone (02) 6670 2540) by 2.00pm on the day of the Community Access session. Computers and Data projectors are available.

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