

COMMUNICATION METHODS WITH CURRENT EXAMPLES

A	Write to every affected household/group	Written notification of works via mail.
B	Survey/other forms of formal market research	Community Satisfaction Survey and the Green Waste Service Survey.
C	Councils Quarterly Rates Newsletter	Borough Bites.
D	Community based Newsletter/Newspapers	The Rip and The Queenscliffe Herald.
E	Council's website	www.queenscliffe.vic.gov.au
F	Letter/Flyer to specific area including community noticeboards	Project Flyer for Hesse Street Roundabout.
G	Council organised meeting	Community Open House, Information Session or Public Meeting.
H	Media release	Published online and distributed to local press database and media outlets.
I	Input via advisory committee / reference group (if a relevant committee exists)	Project Reference Groups for the Lighthouse Reserves.
J	Personal contact or meetings on site	Conducted as required usually to tour a project, discuss an idea, or follow up an issue onsite.
K	Attendance at community organised meetings (if organised)	Attendance at Senior Citizen's events, local sports clubs events etc.
L	Feedback at Council offices	Customer service and meeting at Council offices.
M	Public exhibition with submissions invited	Public submissions are promoted through advertising and media.
N	Feedback formally requested	Usually provided through written correspondence.
O	Notification on-site (if appropriate)	Site signage.
P	E-newsletter	Community Environment Alliance ENewsletter, Volunteers ENewsletter.
Q	Social media	Facebook and Twitter.
R	Advertisement / Public Notice	Used to notify on planning matters and as required under the Local Government Act 1989 for public notifications and consultations.

Please Note: Many other forms of communication can be considered under the new Community Engagement Policy. This list is indicative only to provide policy context and local examples of application.