



Community Listening Post Guidelines

Purpose:

Community Listening Posts provide an informal opportunity for residents, community organisations, businesses and other interested parties to meet with Councillors to exchange information and ideas.

Community Listening Posts are designed to complement other methods and approaches that Council utilises as part of its commitment to ongoing engagement and communication with its communities.

Protocol:

1. Community Listening Posts are intentionally designed to be informal and allow members of the public to share and exchange information, discuss ideas or examine concerns with Councillors.
2. Whenever possible, Council will ensure that at least two Councillors attend the Community Listening Posts. Councillors will remain at the Community Listening Post for the duration of the scheduled hour.
3. Community Listening Posts will be scheduled for one hour, arranged on a monthly basis.
4. Community Listening Posts will be conducted in community settings such as the Reading Room at the Queenscliff Library or the Point Lonsdale Bowls Club.
5. In order to encourage and promote open discussion and exchange of information and ideas between the community and Council, Council will not allow recording or media attendance at the Community Listening Posts.
6. Community Listening Posts are a forum for Councillors to exchange ideas with the community. While diverse views are expected and welcome, participants should avoid lengthy debates and be mindful of other attendees who may be waiting for a chance to speak with Councillors.
7. Community Listening Posts are designed to complement other communication methods and approaches utilised by Council. Councillors may therefore encourage people attending the Community Listening Posts to utilise other more appropriate avenues to seek information or attention to matters of concern.
8. Council reserves its right to not discuss matters that may fall into the following categories, that is, information or topics that:
 - Relate to a matter beyond the power or duties of Council;
 - Are defamatory, indecent, offensive, abusive, irrelevant, trivial or objectionable in language or nature;
 - Are confidential in nature or of legal significance;
 - Relate to personnel matters;
 - Relate to the personal hardship of any resident or ratepayer;
 - Breach legislation or the local law.

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