

	ORGANISATIONAL PROCEDURE	
	Community Presentations to Councillors	
	Related Policy	CP005 Community Presentations to Councillors Council Policy
	Directorate	Organisational Services
	Owner	Corporate Services
	Last Approved	29 January 2026

1. PURPOSE

This Organisational Procedure ensures community members have a fair, transparent, and structured opportunity to present matters of public interest to Councillors, while maintaining the integrity and efficiency of Council meeting procedures.

2. SCOPE

This procedure applies to all community presentations made to Councillors during the designated session prior to Ordinary Meetings of Council.

3. PROCEDURE STATEMENT

Council values community input and provides a formal opportunity for constituents to present matters directly to Councillors. Presentations are governed by principles of fairness, relevance, and constructive engagement.

3.1 Presentation Session Details

Community Presentations will occur from 9:00 AM to 9:30 AM on the day of the Ordinary Meeting of Council, which commences at 10:00AM.

The session will be managed by the Governance team, who will coordinate registrations and time allocations in line with the requirements of this procedure and related policy.

Presentation in person is the preferred method however presentation via telecommunication (e.g. phone, video conferencing) is available at certain locations.

Video and PowerPoint presentations are unable to be accommodated however paper or electronic copy documentation can be circulated to Councillors. Props can be used to support the presentation with approval of the Chair.

3.2 Registration and notification process

To ensure orderly scheduling and fair access to the Community Presentation session, constituents must follow the registration process outlined below:

3.2.1 Registration Requirements

Constituents must register their interest to present by submitting a request to the Governance team no later than three business days prior to the scheduled Ordinary Meeting

of Council (For example: Preceding Friday at 10:00 AM for the Ordinary meeting commencing Wednesday 10:00AM).

Requests can be made by:

- filling in the online application form
- contacting Customer Service on 1300 79 49 29, or
- attending any Council Customer Service Centre

Requests must include:

- The presenter's name, address, phone number, and email address
- A brief summary of the matter to be presented
- Confirmation that the matter has not already been addressed through Council processes, or if it has, an explanation of why further engagement is sought
- An acknowledgement that the presenter has read and understood this document and related policy.
- If the presentation cannot reasonably be delivered within the minimum three-minute timeframe, please indicate this and provide a brief justification. Requests for additional time will be considered in line with fairness, transparency, and human rights obligations, but extensions are not guaranteed.

3.2.2 Assessment and prioritisation

The Governance team will assess all registrations in accordance with the Guiding Principles outlined in the related policy, and the Presentation Management criteria outlined in this procedure. All decisions will be made with proper consideration of relevant human rights.

Where the number of registrations exceeds available time, presentations will be prioritised based on:

- Relevance and public interest
- Whether the matter is new or previously unresolved
- Alignment with the principles of meaningful engagement

3.2.3 Notification of outcome

Constituents will be notified of the outcome of their registration one business day after the closure of nominations.

Successful presenters will be advised:

- That they have been allocated a presentation slot
- The duration of their presentation (between three to five minutes).
- Any additional instructions or expectation for the session

3.2.4 Attendance without registration

Constituents who attend the Community Presentation session without registering in advance will not be permitted to present.

This ensures fairness to those who have followed the registration process and allows Council to manage the session effectively.

Constituents who miss the registration deadline may be encouraged to engage through alternative channels such as petitions, deputations, or written briefings.

3.2.5 Late or Incomplete Registrations

Registrations received after the nominated deadline or that do not include sufficient detail to enable assessment may not be considered.

Any decision made under this clause will be documented to ensure accountability and consistency in the application of this procedure.

3.2.6 Exceptions and Escalation

Requests for exceptions to the registration requirements or time allocations may be determined by the Manager Governance, having regard to fairness, transparency, operational practicality, and compatibility with human rights obligations.

Where an exception would result in the total Community Presentation session exceeding 30 minutes, or where the matter cannot be reasonably accommodated within the standard session parameters, the request will be escalated to the Chief Executive Officer for determination, in consultation with the Chair of the Meeting (Mayor).

3.2.7 What if help is required?

Where necessary, a Council employee may help by providing information on how to register for community presentations, including help completing the registration form.

If language assistance is required, please call the National Translating and Interpreting Service (NTIS) on 131 450. Advise the NTIS of the preferred language and ask to speak with Fraser Coast Regional Council Customer Service on 1300 79 49 29.

If assistance is required because of a hearing or speech impairment, a constituent can contact the National Relay Service on 133 677.

3.3 Presentation Management

Each constituent will be allocated three to five minutes to present, depending on the number of registrations received.

The Governance team will prioritise presentations based on the following principles:

- New matters not previously addressed through Council processes will be prioritised
- Presentations must promote constructive and meaningful engagement.
- Matters that have already been considered by Council officers and where the constituent simply disagrees with the outcome will not be prioritised.

A constituent, whether as an individual, member of a group, or collective, may present once every four months, unless the matter relates directly to an agenda item for that meeting.

3.3.1 Repeat Presenters

Where a constituent has previously presented on the same or substantially similar matter, Council will provide an official written position on their concerns rather than permitting another verbal presentation. This approach ensures clarity and avoids repetitive use of the Community Presentation session.

Once an official position has been provided, the constituent will be asked not to present again on the same matter for a minimum period of four months, unless the issue relates directly to an agenda item for an upcoming meeting or new, material information has arisen.

The Governance team will ensure the written position is distributed to the constituent and recorded appropriately. This process supports fairness, transparency, and constructive engagement while maintaining the integrity of Council meeting procedures.

3.4 Presentation Conduct

Community Presentations are an opportunity for constituents to share information with Councillors, not to engage in debate. Councillors may ask questions or make brief statements to clarify points raised. Presenters can provide short responses, and if further detail is required, Council may invite additional information to be submitted after the session. Matters that Councillors wish to explore further may be referred to the Chief Executive Officer for consideration.

If a presenter shows disregard for protocols, the Chair may decline the speaker's attendance at any subsequent Community Presentations session for a period of up to six months.

The Chair may order a person to cease speaking if the presentation is considered to be disrespectful, abusive, or not in the community interest.

The Chair may adjourn the presentations where disorder arises until order has been restored.

Security or police may be called if a person fails to leave the Chamber after being requested by the Chair.

3.5 Exceptions and Escalation

Where a presentation request falls outside the parameters of this procedure and cannot be reasonably managed by the Governance team, the matter will be escalated to the Chair of the Meeting and the Chief Executive Officer for consideration.

3.6 Complaints and review mechanism

Council is committed to ensuring that decisions made under the relevant policy are fair, transparent, and consistent with the *Human Rights Act 2019*.

Constituents who believe they have been unfairly excluded from presenting, or that their human rights have been impacted by the application of this procedure, may lodge a complaint through Council's formal complaints process.

3.7 Responsibilities

Governance team: Responsible for managing registrations, time allocations, and ensuring compliance with this procedure.

Chair of the Meeting: Oversees the session and may intervene where necessary

Chief Executive Officer: May determine exceptions in consultation with the Chair.

4. DEFINITIONS

To assist in the interpretation of this procedure, the following definitions apply:

"Agenda Item" means a matter listed for consideration at a Council meeting.

"Chair of the Meeting" means the Councillor presiding over the Ordinary Meeting of Council.

“Community Presentation” means a short verbal address delivered by a constituent to Councillors during the designated session prior to an Ordinary Meeting of Council.

“Constituent” means a resident, ratepayer, or stakeholder within the Fraser Coast Regional Council local government area.

“Deputation” means a formal request by a group or individual to address Council on a specific matter, typically arranged outside the Community Presentation session.

“Governance team” means employees within Council responsible for supporting the organisation’s governance functions, including meeting coordination and procedural oversight.

“Ordinary Meeting of Council” means a scheduled meeting of elected Councillors held in accordance with Council’s Meeting Procedures and Standing Orders.

“Petition” means a formal written request signed by multiple constituents, submitted to Council for consideration.

“Written Briefing” means a formal written submission provided to Councillors in lieu of a verbal presentation.

5. ASSOCIATED DOCUMENTS

- CP005 Community Presentations to Councillors Council Policy
- Community Presentations Application Form:
<https://www.frasercoast.qld.gov.au/community-presentations/community-presentations-application>

Version Control

Version Number	Key Changes	Approval Authority	Approval Date	Document Number
1	New Organisational Procedure	ELT	29 January 2026	#5339532