



NAME OF POLICY: Community Information

POLICY MANUAL: Governance

BACKGROUND

The Council plays an important role in supporting community groups and organisations to promote their services, events and activities by assisting with the dissemination of community information through its various communication tools, including the Council's newsletter, *Look East*, website, the Council's Libraries and Payneham Community Centre information display areas and the online directory, SA Directory of Community Services.

These services are provided to facilitate the community's access to local services, information and activities or events of community groups in the Council area.

DISCUSSION

For the purpose of this Policy, community information is defined as information that is generated by community groups and organisations operating both within and outside of the City of Norwood Payneham & St Peters. The display of and access to community information is intended to assist community groups and organisations to promote their services, events and activities which are taking place within the local community and which are of benefit or interest to the community.

KEY PRINCIPLES

The Community Information Policy is guided by the following key principles:

- the Council understands that information provision is an important element which contributes to the social health and wellbeing of its citizens, through building community networks, enhancing the sense of place for both residents and tourists, and encouraging community participation;
- the Council acknowledges that it is often a first source for information provision for the community;
- the Council will provide access to information to enable citizens to participate effectively in civic and community life; and
- the Council seeks to demonstrate responsible management of information which is of benefit to the community.

POLICY

The purpose of this Policy is to provide clear direction regarding the utilisation of the Council's key communication tools when assisting community groups and organisations with the promotion of their services, events and activities.

The Council's support for the community is demonstrated by providing appropriate access to the Council's website, the Library Service and Payneham Community Centre information display areas and the online directory, SA Directory of Community Services.

Priority for Display:

Priority will be given to the display of materials relating to Council services and programs.

Excluded materials:

Some activities are unlawful and therefore prohibited. As a result, Council display areas may not be used to:

- advertise, make available or promote material which is pornographic, offensive or objectionable in a public space;
- promote conduct which contravenes Federal, State or Council laws and regulations;
- embarrass or harass another person; and
- engage in any defamatory message, including defacing or altering any material displayed.

Items devoted solely to the sale, advertising, solicitation or promotion of commercial products or services, including mass market material to which the community has adequate access, will be excluded.

Religious or party political notices which advocate a point of view will be excluded from display. However, the display of religious and political materials is permissible for the purpose of the promotion of events based within the local community.

Excluded display spaces:

The following spaces are not available for the display of community information:

- Norwood Town Hall;
- Norwood Concert Hall (with the exclusion of events in the Norwood Concert Hall);
- City wide signage; and
- The Parade Banner.

GUIDELINES FOR THE DISPLAY OF AND ACCESS TO COMMUNITY INFORMATION

Conditions of Use:

1. All facilities are offered on the basis that they are available to the community by the Council as a community service and that the Council does not necessarily endorse or support any of the views which are expressed. The Council will take no responsibility for the content of notices or pamphlets but is merely providing an avenue for the dissemination of information.
2. All notices need to be submitted to the appropriate staff at each Council facility for display. All notices, posters and materials must be approved before being placed on the community noticeboards, council website or in pamphlet holders by the appropriate Council staff or assigned Volunteers.
3. The name and details of the person and/or organisation responsible for issuing the notice or leaflet should be clearly visible on each item.

4. Community information displayed in locations without approval from the appropriate Council staff will be removed and disposed of.
5. Printed notices greater than A3 in size will not be displayed. Due to demand for space, A4 or A5 size notices are preferred.
6. For the Council's website, information can be supplied in an electronic format via an online submission form available on the website, or via the townhall@npsp.sa.gov.au email address.
7. Only one (1) notice per event or service will be displayed at each location, unless space permits.
8. All sites will be updated on a weekly basis to remove outdated notices.
9. In the interest of equity, the length of time a notice is displayed is dependent upon the demand for space at each location.
10. Material will not be excluded solely on the grounds that its content is controversial, provided that it is of benefit or interest to the whole community.

Allocated spaces for the display of and access to community information:

The Council provides allocated spaces at the following sites for the display and access to community information:

Norwood Library:

- Noticeboard space in the foyer for display of community information notices for items no larger than A3 size (preferably A4 size).
- An area in the foyer for the display of brochures.

Payneham Library:

- Noticeboard space in the library for display of community information notices for items no larger than A4 size (preferably A5 size).
- Limited space available for the display of DL sized brochures on the noticeboard.

St Peters Library:

- Noticeboard space for display of community information notices for items no larger than A3 size (preferably A4 size).
- An area in the Library for the display of brochures.

Payneham Community Centre:

- Noticeboard space for display of community information notices for items no larger than A3 size (preferably A4 size).
- An area in the foyer for the display of brochures.

Look East:

- Look East is the Council's seasonal publication with both digital and hard copy editions produced four times a year. Community members who have an event or story they would like included in the publication can contact the Council's Communications Officer on 83664528 or via email at townhall@npsp.sa.gov.au.

Council Website:

- Provision for information to be included in the Community Noticeboard page of the Council's website. This page is dedicated to the promotion of community events (only). These uploads are managed by the Council's Website Officer.

Community Event Banner:

- Provision for the display of promotional community event banners is available on application in writing to the Council's Team Leader, Customer & Regulatory Services. All applications are subject to compliance with the Council's By-laws.

SA Directory of Community Services

- Council staff will provide information to community groups on the process associated with the inclusion of community information on the SA Directory of Community Services website: sacommunity.org

REVIEW PROCESS

This Policy will be reviewed within three (3) years of the review date of the Policy.

INFORMATION

The contact officer for further information at the City of Norwood Payneham & St Peters is the Council's Manager, Library Services & Lifelong Learning on 8334 0200.

ADOPTION OF THE POLICY

This Policy was adopted by Library Services Committee on 18 January 1999.
This Policy was reviewed and adopted by the Council on 3 December 2007.
This Policy was reviewed and adopted by the Council on 5 November 2018.
This Policy was reviewed by the Council on 4 April 2022.

TO BE REVIEWED

This Policy is to be reviewed by April 2025.