

Maroochydore Chamber of Commerce

Communications Policy

It is the policy of the Maroochydore Chamber of Commerce to provide members with current, accurate information regarding the management of the Chamber of Commerce including financial, policy, administrative and project based issues.

Mechanism

This policy will be satisfied using three delivery systems to members

1. Personally via reports at Chamber meetings
2. In writing by use of the Chamber Newsletter
3. Electronically by use of the Chamber Website & Email

Recommended Strategy

Each Chamber Newsletter is to contain a **President's Report** in which member-relevant current issues are presented and Executive decisions are communicated. Minor issues (eg correspondence and administrative details) are excluded.

Each Chamber meeting may include a **report from the Executive** outlining the current issues and any decisions made on behalf of members. At the discretion of the President questions or comments may be invited from the floor or requested to be made in writing via the **Website**. A record of any discussions should be made by the Secretary or Executive Officer.

A summary of Chamber Executive Meetings is to be published on the **Website** between meetings. This should be posted within 14 days of the meeting and remain until the next posting is due. This summary need not be the full minutes of the meeting but only a summary of matters discussed and actions proposed and a brief quarterly financial report.

The Executive will decide at each meeting, topics of interest and specific issues which are to be included in regular email alerts to members. However, generic topics (invitations etc) can be decided upon at the discretion of the President and Executive Officer.

Specific issues on which the Executive seeks a **thorough canvassing** of members must be communicated via all three avenues (meeting reports, newsletter and website + email).

On issues where the Executive seeks a **mandate** to represent the Chamber on a specific issue, the committee will give notice to all members that the issue is being considered by posting information on the web site, providing an email alert to members of the information being posted, and will invite feedback on at least 2 weeks notice before any submission is made on behalf of the Chamber. Such issues would include those that impact on members' business processes or outcomes. For example: town planning, parking, taxes and levies. Note that a vote of members at a Meeting does not provide a mandate if all members have not been advised that such a vote is to be conducted on that occasion.