



# Orientation Guide for Council Members

A Guide to assist Chief Executive Officers to plan and implement an orientation program for new Council Members and the newly elected Councils following the November 2006 Elections



## Foreword

This document has been produced to assist Chief Executive Officers to plan and implement an orientation program for new Council Members and newly elected Councils following the November 2006 elections. It contains information on how to prepare an information package, how to plan the program, what to include, and offers suggestions for on-going assistance.

The Local Government Act 1999 clearly defines the roles and responsibilities of the Council (policy development) and the CEO (implementation of Council decisions). The conduct of an orientation session for the new Council provides an excellent opportunity to explore how these different but complimentary roles can be carried out.

Orientation sessions will also be an important part of the training and development policy for Council Members that all Councils are required to develop and adopt.

This document is based on earlier editions of similar Guides prepared by the LGA with funding support from the Local Government Research & Development Scheme.

We hope you will find the Orientation Guide a useful resource in providing support to new Council Members and newly elected Councils.

Wendy Campana  
**Executive Director**

## Why have an orientation program?

After a periodic election most Councils have some Council Members taking their seats on Council for the first time. Your Council may also have a Mayor or Chairperson who has not previously been a Member of Council.

New Council Members generally come from a background of community or business activity and bring with them a wide range of valuable skills and experience. However very few of them will have any detailed knowledge of the context of Local Government decision making, how the Council works and what is expected of them as Council Members. From their first Council meeting Council Members are required to make significant decisions and take responsibility for those decisions.

At various places in this Guide, it is suggested that an assessment be made to determine whether any Council Member may have specific needs or require assistance. For example, this might apply to Council Members who have

- a physical disability and/or mobility difficulties;
- a physical impairment of some other kind, such as a hearing or visual impairment; and/or
- come from a non-English speaking background or have low levels of English literacy skills.

The objective of an orientation program is to provide essential information so new Council Members can quickly become familiar with how the Council works, the 'rules' under which it operates and their role.

An orientation program however is only the starting point for new Council Members. A feature of the program we recommend is the provision of on-going assistance and training in accordance with Council's Training and Development Policy for Council Members so that Council Members progressively develop their understanding, knowledge and skills as the need and opportunity arises.

## What information do new Council Members need initially?

In the first few weeks new Council Members will need to know:

- the 'rules' under which Councils operate i.e. the Local Government Act 1999 (SA) and associated legislation;
- what their role and responsibilities are;
- how to find their way around the Council management structures and processes in order to undertake their role effectively; and
- where to go to obtain assistance and further information.

They will need basic information about things such as:

- meeting times and venues;
- their formal obligations;
- Council meeting procedures;
- the organisational structure;
- how the Council operates, the link between the corporate body and its employees;
- what the Council does and how it does it, for example, its strategic directions, the services provided and facilities available; and
- where to go to get more information.

A new Mayor or Chairperson will also need to know about the specific leadership and civic responsibilities of his or her role.

## A suggested process for the Orientation Program

The recommended orientation program has seven components.

- 1 A detailed planning and preparation phase.
- 2 Collation of an information package containing material which focuses on supporting Council Members in the first few months.
- 3 A briefing with the new Mayor or Chairperson.
- 4 A structured information session, providing all Council Members and senior staff with an opportunity to meet informally and to provide a brief overview of Local Government — how it operates, its powers and responsibilities and the role and responsibilities of Council Members and staff.
- 5 A tour of the Council offices, the Council area and facilities.
- 6 On-going assistance as required.
- 7 Assessment of skills and training needs, and individually tailored specific training as required.

***This Guide is designed to assist you in your preparation and implementation of the Orientation Program.***

## Planning and preparation

### CEO's Role in the Orientation Program

The CEO is responsible for implementing a comprehensive orientation program for Council. Depending on the size of the Council you will either run the program or delegate the responsibility/tasks to other staff.

### Planning ahead

Your preparation and planning should occur well before the election concludes so that the Orientation Program can commence immediately once the election is finalised.

Once nominations have closed you will be able to start more detailed planning because you will have some idea of how many new Council Members there are likely to be on Council.

Apart from working out roughly how many new Council Members there might be, you may also be able to assess whether anyone might require specific assistance, as discussed in "Why have an orientation program?" on page 2. Any specific assistance needs to be incorporated in your plans.

### Allocating tasks and responsibilities

Your next step is to convene a meeting with appropriate staff to decide who is to be responsible for the various tasks required in the Orientation Program. You may decide to delegate responsibility for the whole program or for sections of it, or to do it yourself. Either way everyone involved will need to be clear about what is expected to be achieved, by whom and by when.

It is a good idea to have one person co-ordinate the program. It will be that person's job to make sure that all the information is ready at the right time, all the 'housekeeping' details are organised and everyone understands their part in the program.

Each component of the Orientation Program recommended in this Guide will require consideration.

## Information package

When deciding what information to include in the package the important thing to remember is that Council Members will be inundated with information, so any material that you prepare should be in a concise and easy to read format.

You should also consider the best means of making the information available. This could involve a variety of approaches such as the use of visual aids, practical examples, information technology and workshops to name just a few techniques.

The information package should contain essential information to support Council Members for the first month or so, and also relevant background reference material for the longer term.

Ideally the package should be distributed before the structured information session to give Members some reading time before the session.

### What to put in the Information Package

Suggested material to include follows.

- *Local Government Act 1999, and Regulations* - Ideally each Council Member should have their own copies.

It is acknowledged that in the longer term the task of keeping any amendments to the Act up to date can be onerous. It may therefore be better practice to introduce Council Members to a central copy of the Act and Regulations and supply them with the relevant sections of the Act and Regulations pertaining to their role and responsibilities. Alternatively, Council Members can access this information through the LGA website – [www.lga.sa.gov.au](http://www.lga.sa.gov.au)

- A list of other relevant State Government Acts which apply to your Council's operation, and how to get information about them.
- Background information on the Council, its composition and structure. This could be a simple one-page overview or a more detailed publication.
- A Profile of the Council Area. Include maps of the Council area and individual wards, population statistics, land use, business uses, and major features.

- Basic Information about your Council, for example:
  - names, addresses and telephone numbers of all Council Members;
  - a diagram showing the structure of the Council and the relationship between Council Members and Council staff;
  - an organisational chart showing the areas of responsibility and names of senior staff;
  - an alphabetical listing of functions/activities and which senior officer to contact for information;
  - a flow chart showing the Council decision-making process including information about:
    - meetings – times, venues, cycle
    - the agenda – deadlines, delivery
    - the minutes – delivery etc
    - committees – names, meeting cycles, focus.
  
- Policy and Planning Documents such as:
  - the current Strategic and/or Corporate Management Plan(s);
  - information on other significant plans such as the Development Plan, Community Land Management Plan, and how to access them;
  - the Policy Manual;
  - Delegated Authority information;
  - the current Budget and Annual Report; and
  - Council Members Training and Development Policy.
  
- An Overview of the Range of Services and Facilities provided by Council and how these services are provided and administered. Include an outline of all major projects Council is currently undertaking.
  
- The Community Directory.
  
- Council Members information such as: Members' allowances and expenses and how to claim them.
  
- The *Council Members Guide 2006*, which is available from the LGA and at [www.lga.sa.gov.au/goto/members](http://www.lga.sa.gov.au/goto/members). This is a practical guide to current Local Government legislation and the role, responsibilities and expectations of Council Members.
  
- *Meeting Procedures Handbook for Council Members*, which is available from the LGA at [www.lga.sa.gov.auu/goto/members](http://www.lga.sa.gov.auu/goto/members). The handbook is written in a narrative style and includes discussion of the requirements from the perspectives of both Council Members and Officers
  
- Information on Training Programs available for Council Members via the LGA, and 'in-house' or regional training, in accordance with the Council Members Training and Development Policy ([www.lga.sa.gov.au/goto/training](http://www.lga.sa.gov.au/goto/training)).

## How to present the information

How you present the information will affect how useful it will be to the new Council Members. For example, if you place much of the material in a binder or folder it is more likely to remain an organised, accessible resource for the future.

The presentation approach you adopt will also carry a message to new Council Members about the quality and standards for organisation and management of your staff.

User readability is also an important factor to consider. For example, photocopies of photocopies or badly formatted materials may make reading difficult so retyping may be worthwhile in some cases.

You may also consider whether Council Members will have access to a computers and "on-line" information through Council's information technology network.. An "on-line" approach enables easy updating and ensures all Council Members have access to up to date information in a timely manner.

## Briefing with the newly elected Mayor or Chairperson

A briefing with the newly elected Mayor or Chairperson should take place as soon as possible after the Mayor's election or the Chairperson is chosen.

If the Mayor or Chairperson is new to Local Government you will need to start at the beginning with much of the basic information that is provided in the general structured information session. In addition you will need to brief a new Mayor or Chairperson on:

- Presiding at meetings of Council
- Civic duties
- Specific legal requirements of the role
- Any specific Council policy authorisations
- Media relations

## The structured information session

When you consider setting the timing of the first meeting of the Council following the election it is advisable to consider allowing sufficient opportunity for an information session prior to the first Council meeting.

If the first Council meeting is scheduled within a few days of the election with insufficient time for the structured information session prior to that meeting it is suggested that you arrange to meet with each new Member to discuss their first Council meeting and what will be expected of them.

It is suggested that the structured information session include all Council Members rather than being offered just to the new Council Members. The advantage of inviting all Council Members to participate is that it will start to develop a sense of a new team from the outset. For this reason, it is also suggested that this session include senior and other relevant staff.

While this is a structured session the emphasis should be on informality. In most cases, it will be the first meeting of the new Council Members and senior officers and an excellent opportunity to begin to foster effective communication and working relationships between the new Council Members and the staff.

**The aims of this session are:**

- to provide an opportunity for the new Council Members or the newly constituted Council, the Chief Executive Officer and senior staff to gather informally; and
- to provide information to Council Members about the functions of Local Government, their role and responsibilities and how the Council works – the operating procedures and practices in broad terms.

**Keep it simple**

When planning this session aim to provide an overview rather than detailed knowledge. Present the information as simply as possible, avoiding too much detail. Reference can be made to other information sources or future sessions on particular topics. The use of prepared information sheets, well presented power point presentation and other material to complement the presentations will be useful.

For Councils with a newly elected Mayor or Chairperson this session can also provide an opportunity for a discussion on the Principal Member's goals and vision for the Council.

**Plan it well**

Set the date, time and venue well in advance. Schedule the session as soon as practical after the election and prior to the first Council meeting. Note however, a Chairperson will not be elected prior to the first Council meeting.

Information about the time and location of the meeting should be sent to all candidates prior to the election with an invitation to attend if elected. Based on your knowledge and experience attempt to choose a time that will generally be suitable to Council Members. A follow up invitation once the election result is declared is a good idea.

The content should be planned to take no more than two and a half-hours, followed by refreshments. You will need to:

- make sure that a suitable venue and any equipment required is available;
- organise the refreshments;
- decide on the format and the topics to be covered and who will make the presentations;
- decide who is to facilitate the session;
- arrange for the appropriate staff to attend; and
- prepare any additional information sheets and handouts.

If the Council has displays or videos of some of its activities or projects you could plan to show them at the end of the session to interested Council Members.

### A suggested format for a structured information session

ACTIVITY	SUGGESTIONS
<p><b>1 Welcome and introduction</b></p> <ul style="list-style-type: none"> <li>• Mayor or CEO (if Chairperson is not yet known)</li> <li>• 2 minutes</li> </ul>	<p>Mayor opens the session and introduces the CEO.</p> <p>If Chairperson not elected, CEO to open session.</p>
<p><b>2 Brief introduction by each Council Member and Senior Officer</b></p> <ul style="list-style-type: none"> <li>• 1 min each</li> </ul>	<p>Invite everybody to briefly introduce themselves. Give clear guidance about what type of detail is appropriate or else the time frame will 'blow out'.</p>
<p><b>3 What is Local Government</b></p> <ul style="list-style-type: none"> <li>• CEO</li> <li>• 15-20 mins</li> </ul>	<p>A very brief overview including:</p> <ul style="list-style-type: none"> <li>• Local Government context in the Australian system of government;</li> <li>• An introduction to the function of Local Government (Sections 6-8 of the Local Government Act 1999);</li> <li>• Local Government powers - The Local Government Act 1999 and other Acts.</li> </ul> <p>Refer to the "Council Members Guide" for more information.</p> <p>The LGA resource "Introduction to Local Government" may also be useful (<a href="http://www.lga.sa.gov.au/goto/members">www.lga.sa.gov.au/goto/members</a>)</p> <p>Use diagrams on power point presentations or a white board to demonstrate key points.</p>
<p><b>4 Council Role</b></p> <ul style="list-style-type: none"> <li>• CEO</li> <li>• 10 mins</li> </ul>	<p>Inform Members of the specific roles and functions of Councils including Acts other than the Local Government Act e.g. Development Act, Public and Environmental Health Act.</p> <p>Because of the significant role of Development Assessment Panels under the Development Act a separate session on this is highly recommended. However, reference to the overview in the Council Members Guide can be made at this session.</p> <p><b>Note:</b> LGA has a range of resources available on this topic suitable for workshop use.</p>

<b>5</b>	<p><b>Council Member issues</b></p> <ul style="list-style-type: none"> <li>• Mayor, a well-informed continuing Member or a Senior Officer</li> <li>• 20 mins</li> </ul>	<p>Briefly outline:</p> <ul style="list-style-type: none"> <li>• the role and responsibilities of Council Members – planning and policy making;</li> <li>• Council Members formal obligations and time commitment;</li> <li>• personal insurance and public liability issues;</li> <li>• allowances and expenses, what they are for, how to claim and provide copies of forms;</li> <li>• legal issues, such as conflict of interest, defamation, and liability;</li> <li>• administrative support available and how to access;</li> <li>• returns required for the register of interests; and</li> <li>• code of conduct.             <ul style="list-style-type: none"> <li>• <b>Note:</b> the code of conduct adopted by the previous Council must be reviewed by the new Council and adopted within 12 months after the general election.</li> </ul> </li> </ul> <p>You can streamline this presentation by including much of the information in the package.</p>
<b>6</b>	<p><b>How the Council works</b></p> <ul style="list-style-type: none"> <li>• CEO</li> <li>• 10 mins</li> </ul>	<p>Show a flow chart that outlines the relationship between the Council Members and the administration. Include a brief discussion on the role of the administration to assist decision making.</p>

<b>7</b>	<p><b>Meeting procedures</b></p> <ul style="list-style-type: none"> <li>• CEO or senior officer</li> <li>• 20mins</li> </ul>	<p>Outline key issues regarding the conduct of Council meetings, such as:</p> <ul style="list-style-type: none"> <li>• Council agenda;</li> <li>• getting things on the agenda, notice of motions, meeting procedures and regulations;</li> <li>• conflict of interest provisions;</li> <li>• Council’s code of practice on access to meetings and documents; and</li> <li>• Council meeting cycles, agendas/minutes, deadline, and delivery dates.</li> </ul> <p>Provide Members with a copy of the <i>Meeting Procedures Handbook for Council Members</i> (LGA resource – <a href="http://www.lga.sa.gov.au/goto/members">www.lga.sa.gov.au/goto/members</a>)</p> <p>Provide an organisational chart showing how the Council makes its decisions and how they are implemented. This could include a diagram showing the passage of a Council motion through the system.</p> <p>Explain</p> <ul style="list-style-type: none"> <li>• the format of the first Council meeting and what will be expected of Council Members.</li> <li>• committee structures and decision making processes, terms of reference, reporting procedures, and how members are appointed to committees.</li> <li>• the Development Assessment Panel has a separate decision making function under the Development Act 1993 (not Local Government Act)</li> </ul> <p>Refer to external committees, subsidiaries and organisations where Council is represented and how Members are appointed.</p>
<b>8</b>	<p><b>The organisational structure</b></p> <ul style="list-style-type: none"> <li>• CEO or HR officer</li> <li>• 5 min</li> </ul>	<p>Provide a chart of the organisational structure including departments, titles and names of senior officers, number of employees in each department, and any other relevant information.</p> <p>Provide a list of telephone and email contacts for senior and other relevant staff and discuss any special procedures in relation to contacting staff.</p>
<b>9</b>	<p><b>Introduce senior officers</b></p> <ul style="list-style-type: none"> <li>• 5 mins each</li> </ul>	<p>Each senior officer gives a brief presentation outlining the responsibilities of each department.</p>

<b>10</b>	<p><b>Council Finances</b></p> <ul style="list-style-type: none"> <li>• CEO or Finance Officer</li> <li>• 15 mins</li> </ul>	<p>Outline sources of Council revenue.</p> <ul style="list-style-type: none"> <li>• briefly explain the system of valuation;</li> <li>• how the rates are set;</li> <li>• other sources of revenue;</li> <li>• expenditure profile (this can be easily demonstrated by a pie chart of the current budget); and</li> <li>• provide a copy of the current Council budget.</li> </ul> <p>Briefly overview the Financial Sustainability Inquiry and how the Council is overcoming any issues that may have been raised in the report.</p>
<b>11</b>	<p><b>The Strategic Management Plan</b></p> <ul style="list-style-type: none"> <li>• CEO or a continuing Member who participated in the development of the plan</li> <li>• 10 mins</li> </ul>	<p>Explain the reasons why a Council has a strategic management plan and/ or corporate plan and what it contains.</p> <p>Advise of any processes planned for Council Members to review the plan/s.</p>
<b>12</b>	<p><b>The Policy Manual (policies, codes, procedures)</b></p> <ul style="list-style-type: none"> <li>• CEO</li> <li>• 15 mins</li> </ul>	<p>Include a brief explanation of how policies are set, how they link with organisational process, and explain policies are the public statements of intent or internal directives a Council makes for itself (within its legal powers).</p> <p>Advise of requirements under the Local Government Act 1999 to be met by Council, for example:</p> <ul style="list-style-type: none"> <li>• Council Members Training and Development Policy</li> <li>• Order Making Policy</li> <li>• Rating Policy</li> <li>• Policies for the Use of Local Goods, Services, Sale or Disposal of Land and other Assets</li> <li>• Public Consultation Policy and Plan</li> <li>• Policy for Council Member Allowances, Support and Reimbursement of Expenses</li> <li>• Code of Conduct for Council Members</li> <li>• Code of Conduct for Staff</li> <li>• Code of Practice for access to meetings and documents</li> <li>• Community Land Classification and Management Plan.</li> </ul>

<b>13</b>	<p><b>Delegated authorities</b></p> <ul style="list-style-type: none"> <li>• CEO</li> <li>• 10 mins</li> </ul>	<p>Some Council Members find it difficult at first to understand delegations. It is worth taking a few minutes to explain the principle of delegated authority, for example Council sets the policy (or rules) under which the administration can make decisions or take action.</p> <p>Briefly run through an example where delegation exists.</p>
<b>14</b>	<p><b>Review of Council Decisions</b></p> <ul style="list-style-type: none"> <li>• CEO</li> <li>• 15 mins</li> </ul>	<p>Briefly outline:</p> <ul style="list-style-type: none"> <li>• Requirement in the Local Government Act 1999 for Council to adopt an Internal Review of Council Decisions Procedure</li> <li>• Role of the Minister and process required in the Local Government Act 1999 for investigation of administration of Acts</li> <li>• Role of the Ombudsman and how Ombudsman enquiries and investigations are managed.</li> <li>• F.O.I.</li> <li>• Other appeal mechanisms, such as Development Act, Public and Environmental Health Act.</li> </ul>
<b>15</b>	<p><b>Questions</b></p>	<p>Be open and responsive, encourage questions and take questions on notice if necessary.</p>
<b>16</b>	<p><b>Evaluation</b></p> <ul style="list-style-type: none"> <li>• CEO</li> <li>• 2 mins</li> </ul>	<p>Prepare an evaluation form and ask participants to provide feedback within one month of the session.</p> <ul style="list-style-type: none"> <li>• Examples of questions to include are:             <ul style="list-style-type: none"> <li>• What information was useful?</li> <li>• What was not so useful?</li> <li>• Were there any gaps or omissions?</li> <li>• How could the session work better next time?</li> </ul> </li> </ul>
<b>17</b>	<p><b>Refreshments</b></p>	<p>Enjoy, mingle and chat.</p>

## The tour of the Council facilities

Invite Council Members to arrange a time to visit the Council offices to have a look around and meet the staff. Arrange a tour of the Council area, visiting facilities and projects at a convenient time. Some Councils have a regular 'Council Inspection' for Council Members and other invited guests, or you can offer new Council Members a tour at a pre-arranged time.

## On-going assistance

Your assistance will be very important to first time Council Members in both the first few months and throughout their time on Council. Remember, Council Members are generally busy people too so provide information in a clear, concise and easily accessible way.

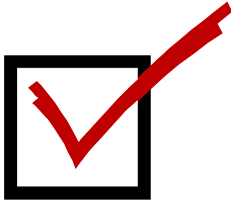
Other strategies to adopt are suggested as follows:

- Make it a practice to provide Council Members with information or conduct briefing sessions from time to time on key issues or any changes that are happening in Local Government.
- Implement a process for sending support information and items of general interest to all Council Members. Some Councils have a regular newsletter for this purpose and also include a range of information relevant to the Council area that is not necessarily relevant to formal Council business.
- The LGA website is an excellent resource for Council Members seeking information on Local Government issues. Ensure that Members receive assistance on how to access the website and to find the information they are looking for – [www.lga.sa.gov.au](http://www.lga.sa.gov.au)
- Provide information on seminars and conferences which are likely to be of interest to Council Members, for example, LGA Annual and General Meetings, the LGA Council Member Residential Forums; ALGA National General Assembly, and LGMA conferences. Encourage Council Members to take advantage of the training opportunities available to them, and advise of any budget allocations for conferences and training and how to register interest in attending. The LGA's Education and Training Program has a number of courses specifically targeted to Council Members – ([www.lga.sa.gov.au/goto/training](http://www.lga.sa.gov.au/goto/training))

## Specific training

The following are specific areas of training that may be of benefit to new and continuing Council Members.

- Governance
- Meeting Procedures
- Legal responsibilities of Council Members including the *General Duties and Code of Conduct [S62]*, *Conflict of Interest [S73-75]* requirements and *Register of Interest (S116)*.
- The role and function of Council Development Assessment Panels, and responsibilities of Panel Members pursuant to the Development Act.
- Financial management for Council Members



## CHECKLIST FOR THE INFORMATION KIT

TIMING	PREPARING THE INFORMATION KIT	RESPONSIBLE	DONE
<b>Nominations Open</b>	<p>Determine format, presentation and content.</p> <p>Decide whether the material is for all Council Members or just new Council Members.</p> <p>Determine content – suggest a package of information be prepared on the important and significant role of Council under the Development Act.</p> <p>Assess how much existing material can be used as is, how much needs editing and reorganising, and allocate tasks to relevant staff.</p> <p>Order required copies of printed materials, for example, <i>Council Members' Guide; Meeting Procedures Handbook for Council Members</i> and the Local Government Act 1999, and Regulations.</p> <p>Clarify who is writing new material and work out deadlines, agreements about copyright, responsibility for critiquing and editing drafts.</p> <p>Order folders and binders as required.</p> <p>Book the printer or the photocopier.</p> <p>Schedule the copying and collating tasks.</p>		
<b>Nominations Close</b>	<p>Write new material.</p> <p>Rewrite existing material as required.</p> <p>Formatting completed.</p> <p>Proofread documents <b>several times</b> [involve people who have not been part of the writing and typing in the final re-read].</p>		
<b>Election results are declared</b>	<p>Print required number of copies.</p> <p>Contact relevant Council Members to check if any specific assistance is required (Refer "Why have an orientation program", page 2)</p> <p>Collate and distribute prior to the Information Session.</p>		
<b>Information Session</b>	<p>Distribute further copies of relevant information.</p>		



## CHECKLIST

### FOR THE INFORMATION SESSION

TIMING	PLANNING THE INFORMATION SESSION	RESPONSIBLE	DONE
<b>Nominations Open</b>	<p>Hold first planning meeting with those staff involved in assisting in the induction process.</p> <p>Decide whether the session is for all Council Members or only those newly elected.</p> <p>Set the date and the venue.</p> <p>Determine the format and plan the program.</p> <p>Decide who will make each presentation.</p> <p>Decide who will be the coordinator.</p> <p>Set a deadline for handouts etc to be ready for typing, photo copying.</p>		
<b>Nominations Close</b>	<p>Assess how many new Council Members there may be?</p> <p>Will there be any specific assistance required and if so arrange for it to be provided.</p> <p>Send out invitations to all candidates to attend if they are elected.</p> <p>Book venue.</p> <p>Organise catering/refreshments, and equipment requirements.</p> <p>Confirm speakers as appropriate.</p> <p>Hold second planning meeting.</p> <p>Finalise the program.</p>		
<b>Election results are declared</b>	<p>Send out a follow up invitation to elected Council Members.</p> <p>Contact any Council Member that you consider may require specific assistance, and take any relevant action to provide assistance.</p> <p>Confirm venue, equipment, seating and catering arrangements.</p> <p>Print and collate the Information Kits and handouts for distribution at the Information Session.</p> <p>Run through the presentations to make sure there are no duplications or omissions.</p>		
<b>Hold Information Session</b>	<p>Set room up.</p> <p>Welcome participants.</p> <p>Invite participants to assist in evaluation of Information Session through the feedback form.</p>		