



## COMMUNICATIONS POLICY

Policy number	CP003	Version	Version 1
Drafted by	Jamie Taafe	Approved by Board on	27 June 2015
Responsible person	CoB	Scheduled review date	1 January 2017

### INTRODUCTION

Regular communication between members of the Board, Board committees, TBAV staff, volunteers and other stakeholders is essential to maintain continuity and cohesion in the management and governance of TBAV.

### PURPOSE

This Board Communication Policy is intended to reflect the nature of, and the responsiveness to, the communication avenues that the organisation is exposed in the normal course of its business.

This policy has two parts: Electronic Communications and Communication with Stakeholders.

### POLICY

From an organisational perspective - Board members, Board committee members, TBAV staff and volunteers are expected to adhere to common courtesies and general business practices when communicating between ourselves and the multiplicity of parties that we are exposed to as a business.

### AUTHORISATION (FOR AND ON BEHALF OF THE BOARD)

\_\_\_\_\_  
Chairman of the Board

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Secretary of the Board

Date of approval by the Board:

27 June 2015



## GOVERNANCE PROCEDURES

Procedures number	CPP003	Version	Version 1
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### RESPONSIBILITIES

It shall be the responsibility of the Board, in conjunction the State Manager, to address key management and operational issues in the context of the organisation's communication policy and practices.

### PROCEDURES

#### ELECTRONIC COMMUNICATIONS

These guidelines specify the conditions applying to the use of TBAV's electronic communication system and network facilities of the organisation.

Electronic communications include, but are not limited to, all facsimile, telephone, internet, website and email activities and/or communications and all related applications.

Access to TBAV's computer system is gained by way of a personal username and password. Users are responsible for maintaining the security of their personal access code and not sharing this information with others.

### REQUIRED CONDUCT

#### EMAIL ETIQUETTE

- Board members, staff and volunteers are required to ensure a professional approach is maintained in all TBAV related communication;
- Be mindful of the fact that a significant number of our stakeholders are volunteers;
- Check your email at least daily and reply promptly (even if only to acknowledge receipt);
- Think about your tone and style;
- Resist the temptation to reply in anger;
- Use the common courtesies that you use in conversation – please, thank you, etc;
- Review and correct emails for grammar and spelling mistakes before sending;
- Only copy messages where there is a clear need;
- Use distribution lists and "CC" carefully. If you have a comment, reply only to the email author;
- Only mark things as urgent if they really are;
- When forwarding a message, include an explanation; and
- There are no security guarantees with electronic mail. Use caution/common sense when sending sensitive, personal or confidential information by email

## **FORM OF MESSAGES**

All messages sent through TBAV's email system should:

- Reflect the same professional standard as more conventional forms of written communication
- Contain appropriate salutations
- Identify the sender's name and contact details
- Include the standard TBAV disclaimer
- Use the subject line – make it meaningful
- Be as brief as possible
- Use short paragraphs – large blocks are difficult to read
- Do not use all capitals – it is considered rude. Use sentence case
- Do not include elaborate formatting of text and images. If this is required for the communication, attach as a separate document to the email
- Ensure any referenced URL's are on a separate line

## **COMMUNICATION WITH STAKEHOLDERS**

### **POLICY STATEMENT**

TBAV Board members, staff and volunteers must always display high levels of professionalism regarding communication with stakeholders. As the demands and complexities of their expectations increase, TBAV needs to provide response guidelines for staff to enable them to perform their range of duties in a manageable way.

### **SCOPE**

These guidelines apply to all TBAV Board members, Board Committee members, staff and volunteers.

### **RESPONSIBILITIES**

- All TBAV Board members, Board Committee members, staff and volunteers are responsible for communicating with stakeholders in a professional manner, both proactively and in response to specific requests;
- Every TBAV Board member, Board Committee member, staff member or volunteer has the right to operate in an environment free from any form of harassment or bullying. Should anybody feel uncomfortable about ongoing communication with any particular stakeholders (or group of stakeholders), the issue should be referred to the State Manager (should it relate to staff) or to the Chairman of the Board for resolution.

## **GUIDELINES FOR RESPONSE TIMES**

### **EMAIL**

- Communication from stakeholders need to be acknowledged or responded to within two working days

- Privacy issue: If you are emailing a group of stakeholders, you must enter your own email address in the “TO” field and enter the parents’ email addresses in the “BC” field. This prevents recipients from gaining unwanted access to other stakeholders’ email addresses

**TELEPHONE MESSAGES**

- All phone messages / voicemail should be responded to within the next business day
- Personal mobile numbers should only be disclosed to stakeholders with the approval of the owner. Should this be agreed to, then messages must be responded to by the next business day

**WRITTEN**

- Any urgent written correspondence received from stakeholders should be responded to within two working days
- All other written correspondence should be responded to within five working days

**AUTHORISATION (FOR AND ON BEHALF OF THE BOARD)**

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Chairman of the Board

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Secretary of the Board

Date of approval by the Board:

27 June 2015