

COMMUNICATION AND E-MAIL POLICY

Policy Title:	Communication and E-Mail
Policy Type:	Risk Management

POLICY

COMMUNICATION INCLUDING USE OF E-MAIL

This document serves to provide guidance about communication within the club and minimise the effort on all concerned.

- The Secretary (usually) or other Management Committee member or Operational or Service Delivery volunteers (where the item has not been sent to the Secretary) will generally forward all correspondence received from sources external to WPC to all members of the Management Committee and any others on a needs to know basis.
- Similarly all correspondence being sent external to WPC Cricket will be copied to all members of the Management Committee and any others on a needs to know basis.
- Hard copies of correspondence will be presented at club meetings for perusal.
- Correspondence including e-mail discussions between Committee members and others in the club are to be copied to appropriate people but not necessarily to all.
- Avoid using 'Reply All' to messages when not everyone will need to see your reply.
- Use the current club contacts lists to determine who is most appropriate to send messages to or make contact with.
- Use club positional e-mail addresses in preference to personal addresses.
- E-mail is a powerful communication tool but should not to be used as a substitute for personal telephone calls. E-mails sent and replied to during the course of executing ones duties must be done in a manner that is respectful and in consistent with the appropriate codes of conduct and behaviour.
- Consider the most appropriate method of communication and be considerate of minimising e-mail traffic and reducing the impost on other volunteers.
- For situations such as team selection or player moves arrangements it is often the best method is to have discussions with the range of people affected individually by phone and then once all is arranged confirm with everyone affected via one or two e-mails.
- The Secretary is available to provide advice about communication or other club protocols or customs. Often a phone call is the best way to quickly get the answer required.
- The Webmaster will provide accountability and control over material published on our club's website. A similar role will be undertaken by the Facebook Administrator for the club's Facebook page.