



COMMUNICATION POLICY

This document is the Communication Policy (the "Policy") referred to as Appendix 4 in the Standing Resolutions of the Probus Club of Rouse Hill Inc. (the "Club") and forms an integral part of those Standing Resolutions.

PREAMBLE

Electronic communication is essential for sharing club news and information with our members. Our communication will be timely, appropriate and related to club business.

A. METHODS OF COMMUNICATION

A range of electronic tools are used to communicate with members.

The Club's communication will protect members' privacy, maintain clear boundaries and ensure that bullying and harassment does not occur.

The Club Committee, in conjunction with the Website Coordinator and the Facebook Page Coordinator will retain control over material published on the Club's website, Facebook and any related discussion groups or social media websites.

1. Email

The club has an email account which is used to communicate with members of the club, or to communicate within the Committee as required.

The club membership officer may use a separate email account to communicate to members, including but not limited to, membership details, activities or other matters as requested by the Committee or as required by Interest Group Leaders or Outings Committee Members.

The Club Committee will delegate a member or members of the Committee to manage and make initial responses to emails received in the Club email account. This person or persons will be responsible for making decisions on the initial action to be taken with each item of mail received. For example, some may be responded to immediately or be sent to an individual to action, whereas others may need specific responses prepared by the Committee.

General emails from members regarding the day-to-day running of the Club, general enquiries, membership enquiries, outings or activities etc will not be included as Correspondence for Committee Meeting Agendas.

2. Website

The Club website (<https://www.probussouthpacific.org/microsites/rousehill>) will include current and past information on activities, social events, committees, club documents including policies, constitution, standing resolutions, forms and general member information.

No identifying information will be published unless specific permission has been granted by the member concerned. Where names are required only first names will be included.

If members do not want their photo published they should notify the Secretary in writing who will then advise all Interest Group Leaders and Outings Committee as applicable. The member is also expected to step aside when photos are being taken at club events.

No offensive content or photos will be published.

Members are invited to provide information to be uploaded to the website or to suggest improvements.

3. Facebook Page & Other Social Media Sites

The Club Facebook page is a closed page. Only Rouse Hill Probus Club current members can participate.

The Facebook Page Coordinator will add members who request to join the Page and remove members no longer belonging to the Club.

WhatsApp Groups may be used for communication between members participating in Outings and Interest/Activity Groups. The Group Leader will delete the conversation at the conclusion of the event.

No statements will be made that are misleading, false or likely to injure a person's reputation.

No statements will be made that might bring the Club into disrepute.

Abusive, discriminatory, intimidating or offensive statements will not be tolerated. Offending posts will be removed and those responsible will be blocked from the site.

B. CORRESPONDENCE ITEMS FOR THE COMMITTEE MEETING AGENDA

1. Emails from 3rd Parties

These may have already been forwarded to an appropriate Club member for action, or had an initial response sent – and may include such emails as proposed Outings or other Events or communications from Probus South Pacific Limited.

2. Emails from club members resigning from the club

3. Complaints from members – will be forwarded to the Executive Committee in the first instance for discussion and an initial action plan developed.

4. Any other Correspondence as deemed appropriate or required by any Committee Member.

5. Any formal correspondence received by hard copy mail – except membership forms or payments.

C. CORRESPONDENCE ITEMS FOR THE GENERAL MEETING AGENDA

At each Committee meeting Correspondence items will be raised and discussed as necessary and the Committee will agree on what will be added to the agenda for the next or subsequent General Meeting for member information.