

# NSW Clay Target Association Inc.

## COMMUNICATION POLICY

### POLICY STATEMENT:

NSW Clay Target Association's management / executive acknowledges that open and effective communication with all service customers is vital for good relations, quality management and the effective management in the sport of clay target shooting.

### Communication processes:

#### Business and Private Communication Mail Services

- All incoming business mail shall be collected regularly, authorised items shall be opened, date stamped and delivered to the required addressee.
- Mail addressed by name, title or position and marked "Personal" or "Confidential" will be delivered unopened to the person or person occupying the position or the person acting in the position unless authorised to be opened.
- All incoming business mail deemed urgent will be dealt with within two working days after consultation with the Executive.
- All incoming mail that needs to be discussed at a general meeting will be listed on the correspondence schedule and a copy to be sent to all executives within two working days. The correspondent to be notified of this action within two working days.
- All mail with outcome shall be filed and kept for the legislated period.
- Private mail, that is mail addressed to an individual member, will be forwarded to the addressee.
- All outgoing mail must be enveloped and clearly addressed, dispatched regularly.

#### Emails

- All incoming business emails shall be opened and forwarded to all executives; executives not on email will be sent a copy by mail within two working days.
- All incoming business emails deemed urgent will be dealt with within two working days after consultation with the Executive.
- All incoming emails that need to be discussed at a general meeting will be listed in the correspondence schedule, the correspondent to be notified of this action within two working days.
- All incoming emails and outcome shall be filed electronically for the legislated period.

#### Facsimile Messages

- All incoming facsimile business messages shall be forwarded to executives or addressee, as necessary.

- All incoming facsimile messages deemed urgent will be dealt with within two working days after consultation with executive.
- All incoming facsimile messages that need to be discussed at a general meeting will be listed in the correspondence schedule, the correspondent to be notified of this action within two working days.
- All incoming facsimile messages with outcome shall be filed for the legislated period.

### Invoices

- All invoices when opened will be date stamped recorded into the accounting system (MYOB) which will record. Invoices to be paid within 14 working days.

### Telephone Phone Etiquette

- All employees are to use correct phone etiquette, demonstrate courteous and efficient phone service at all times when answering business calls. Employees are to state “New South Wales Clay Target Association” followed by their name to inform the caller who they are addressing.

### Telephone Messages

- All incoming business calls are to be documented and actioned as necessary.

### Employee Use of Official Telephone

- Employees are not permitted to use the organisations official telephones for personal calls except in case of emergency.
- Inward personal telephone calls to employees are to be kept to a minimum.
- Personal use of electronic services to be minimised where possible.

### RESPONSIBILITIES:

State Secretary shall:

- Ensure that strategies are in place for effective communication with all Executives, customers and service providers.
- Ensure all employees comply with this policy.

### SIGNATURE

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Mark Rogers  
President

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Kathleen Dawe  
Secretary

Approved February 2012  
Review June 2020