

COMMUNICATION POLICY

Introduction

1. The CPRRA Committee is committed to communicating accurately, consistently and appropriately, both within and beyond our organisation, and consistent with the CPRRA's purposes as expressed in the Rules of Association.
2. The CPRRA's Privacy Policy and the Document and Recordkeeping Policy also relate to communication.

Purpose

3. This document outlines the policy and processes for the CPRRA Committee to follow in sharing information with the Committee, CPRRA members and the wider community.

Definitions

- *Communication*: the transfer of information including verbally, in writing and digitally.
- *Communication tools*: email, website, Facebook site, newsletters, Cape Paterson community noticeboard.
- *Executive*: The CPRRA President, Vice President, Secretary and Treasurer.
- *Official capacity*: any representation that the communication is on behalf of the CPRRA.

Policy

4. All communication must promote positive, cooperative and respectful relationships within the CPRRA Committee, our membership, our local community, and beyond.
5. All communication must support the CPRRA's purposes and be apolitical and non-partisan.
6. The only person authorised to speak on behalf of the CPRRA in an official capacity, such as to the media or to any government department, is the President or their assigned delegate. All written communication sent on behalf of the CPRRA to the media or to any government department must be authorised in writing by the President prior to transmission.
7. The Committee will delegate information-provision roles to Committee members as required with delegations assigned and recorded at a Committee meeting using the Delegations Form. This will include assigning the Committee members who can speak on behalf of the President and use CPRRA email addresses – for example, roles in membership, working bees, parents' group and relevant activities as they arise. The only individuals who can use broadcast lists, for example to communicate with members, are the Executive or assigned delegates.
8. Confidentiality in all communications must be respected in line with the CPRRA Privacy Policy.
9. Any mistakes should be corrected as soon as they are discovered, with an apology if required.
10. Copyright, trademarks and branding must be observed, with acknowledgment of any published material or images that are used with permission.
11. Only a Committee member can administer the CPRRA Facebook site, with access by password.
12. Any external organisation or agency wishing to publicise non-CPRRA related activities or services through CPRRA communication tools must first be approved by a member of the Executive, which will make the decision based on alignment with the CPRRA purposes.

Procedures

13. Key purposes of communication tools:
 - *CPRRA website*: preferred key presence of and information about the CPRRA.
 - *Email*: communication with membership, the Committee and others.

- *CPRRA Facebook site*: short updates of CPRRA activities, initiatives and local community events
- *Newsletters*: announcements on CPRRA activities, initiatives and local community events
- *Cape Paterson community noticeboard*: CPRRA and community information and local association notices.

Emails

14. To ensure transparency, the Secretary will prepare a new group email list after each AGM with the group email address name 'CPRRA Committee' containing only the email addresses of the current CPRRA Committee.
15. The Committee will decide any other group emails to be used, with clarity around the email address recipients decided at a Committee meeting and recorded.
16. To ensure individual email addresses of members are not shared, and to meet the CPRRA Privacy Policy, group emails broadcast to the CPRRA membership must be sent with members as 'bcc'.
17. To ensure accuracy and privacy, all broadcast lists, such as CPRRA Membership, CPRRA Committee, must be directly sourced from the CPRRA database.
18. Any email that has included a blind carbon copy (bcc) should advise the recipients of this and state the individuals or groups who have been emailed as bcc.

Facebook

19. The Facebook Administrator will check the site as often as practicable and add and remove posts as required, moderating the site to ensure content is appropriate, aligning with the CPRRA purposes.
20. When a Committee member resigns who has access to the Facebook account, the Committee must ensure the password access is secure by changing the password.

Newsletter

21. The Newsletter content will be discussed with Committee members, either at a meeting or out-of-session, and the Newsletter must be approved by a member of the Executive before emailing.
22. *Cape Paterson noticeboard*: The Secretary will add information and updates, and fulfil emailed requests, subject to space and in line with CPRRA policies.

Responsibilities

23. The CPRRA Committee is responsible for developing, implementing, reviewing and publishing this policy.
24. The Committee is responsible for approving a list of delegations.
25. Delegated Committee members are responsible for appropriately using and managing their delegated responsibilities under this policy, and reporting back to the Committee at meetings.

Authorisation

26. The CPRRA Committee adopted the Communication Policy on 12/04/2025.