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| Policy Number | A.6 |
| Policy Name | Communications |
| Version | 002 |
| Approved by the AGM on | |
| Scheduled review date | October 2025 |

1. Policy

- 1.1. GBWA is committed to modelling and practicing positive relationships and communications that value, nurture and protect young people in a way that reflects the Christian gospel.
- 1.2. GBWA values relationships and connection with all who are a part of our community. These include all members – girls and Leaders – families, churches, and all other stakeholders with whom interaction occurs.
- 1.3. GBWA is committed to positive and respectful communication between all members of the GB community.

2. People

- 2.1. The State Commissioner is responsible for
 - 2.1.1. Communication between GBWA and GBA Board
 - 2.1.2. Forwarding GBA communication as appropriate, to members within WA including, Board members, Regional Coordinators, Leaders, Partner Churches, Participants and Families.
 - 2.1.3. Communication between BBWA and GBWA
- 2.2. The Board is responsible for communicating with:
 - 2.2.1. NAC Representatives
 - 2.2.2. Forwarding all operational communication to Regional Coordinator's for their followup.
- 2.3. The Operations Manager is responsible for communicating with:
 - 2.3.1. All Members
 - 2.3.2. Partner Churches
 - 2.3.3. Participants and Families
- 2.4. All Members are responsible to
 - 2.4.1. Ensure that all communication meets the Code of Conduct and GBA Values.
 - 2.4.2. Ensure that all communication follows the requirements outlined in all GBA Policy and Procedures, particularly the Dispute Resolution, Child Safety and Electronic Communication & Social Media Policies.
 - 2.4.3. Communicate using appropriate means to ensure clear reception and delivery of intent and meaning of content.

3. Procedure

- 3.1. Communication will be delivered by various means including but not limited to email, electronic, phone, text, face to face and postage.
- 3.2. The Board is responsible for the strategic direction and decisions of the organisation.
- 3.3. Operational matters are to be communicated to the Regional Coordinators and Leaders as appropriate.

- 3.4. Any formal communication with GBA, GB Pacific Fellowship or GB International should be through the State Commissioner, in line with the GBA Communications Policy.
- 3.5. All email communication regarding GB matters should be sent through GBA email addresses.

- 3.6. All bulk emails will be sent using BCC. All care must be taken to ensure that email addresses are not shared and are used in accordance with the GBA Privacy Policy.
- 3.7. Emails from Leaders to girls must be sent on GBA email address cc to Company email address and to parents.
- 3.8. Video Conferencing at all levels of GBWA must be through GBA emails and TEAMS.
- 3.9. When a formal communication is required;
 - A formal letter to be sent via email or post.
 - An acknowledgement to be provided within 1 week of receiving the communication.
 - The Operations Manager will forward to the appropriate person
 - A formal response, outlining actions followed or to be taken including due dates, to be sent within 3 weeks
 - An acknowledgment of the response being received to be provided within 1 week

4. Papers

Girls' Brigade Australia Code of Conduct
GBA Child Safety Policy and Guidelines/Procedures
GBA Communication Policies and
Procedures GBA Style Guide

Date of approval at GBWA AGM _____

Signature of State Commissioner _____
The Girls' Brigade Western Australia

Appendix A.6.a : **General Contacts**

Girls Brigade Western Australia Office
Postal: PO Box 109 Belmont 6984
Mobile: 0478641144

| <i>Group</i> | <i>Email Address</i> |
|-------------------------|--|
| GBWA State Commissioner | wasc@girlsbrigade.org.au |
| GBWA Board | wasc@girlsbrigade.org.au |
| GBWA Office | gbwa@girlsbrigade.org.au |

