



Healesville Community Renewable Energy Inc

Communications04 – Email Policy

Policy Id	Communications04	Version	1.0
Policy Type	Communications	Subject	Email Policy
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1 Introduction

Healesville CoRE has the domain name healesvillecore.org.au and uses this for organisation emails.

Email is used extensively for Healesville CoRE communication and activities. Members of the organisation must base usage of their Healesville CoRE email account on a consistent model.

2 Purpose

The purpose of this policy is to provide guidelines on the preferred use of Healesville CoRE's email system. The intention of this document is to outline what Healesville CoRE regards as correct and acceptable uses of the email facilities and what are the responsibilities of all email Users.

Healesville CoRE utilises email or messaging for its electronic communication. Email communication is provided through Google Mail or through CiviCRM. Messaging communication is provided through Google Chat. Factors such as bulk emailing, communicating with volunteers, groups, campaign groups, communication internally or with outside independent organisations, etc should be considered when choosing electronic communication. Healesville CoRE Electronic Communications Policy addresses this subject.

3 Policy

Healesville CoRE provides a Healesville CoRE email account to be used for Healesville CoRE purposes, to authorised people.

The use of Healesville CoRE email services becomes a formal record for Healesville CoRE and must be used for Healesville CoRE correspondence only.

Healesville CoRE uses the G-Suite Google Mail (Gmail) facility for business communication emails. Healesville CoRE uses the CRM application (CiviCRM) for customer relationship communication and mass emails such as newsletter to all members..

Healesville CoRE email addresses are created for an **individual** or for a **role**. An individual email address is firstname.lastname@healesvillecore.org.au. A role email address is role@healesvillecore.org.au; if the role is multiple words, then each word is separated by a dot.

A **role** email address is specifically for that role. This role email address must not be used for emails that are not a subject or activity for that role. If the role user has any need to use email for individual purposes as opposed to role purposes, then that should not be through a role email address. The role email address ownership is passed over to different people when they assume that role. Consequently, all of the correspondence in and out will be owned by and can be seen only by the new role occupier. The previous office bearer will no longer have access to that correspondence.

Members should be aware of email usage neatness and consider the following behaviour, such as:

- the title of the email should reflect the contents therein. Don't forward an older email because it has the desired addressees but has an incorrect subject heading;
- do not send unnecessary attachments. Send links and/or use shared drives;
- do not write emails in capitals;
- if you forward emails, state clearly what action you expect the recipient to take;
- limit replies to those who need to know the information being conveyed to respect others' time and inbox capacity;
- in general, don't forward emails without permission, or at least review the content that will be forwarded to avoid sending sensitive information;
- respond to emails, both internally and externally, within a reasonable (or specified) timeframe.

Actions should be taken to minimise emails ending up in a recipients Spam or Junk folder. These include:

- Make sure the "Subject" field matches the topic as per the first paragraph
- Make sure you have the full name, address and contact details for Healesville CoRE as a header or footer
- Make sure you have a paragraph which explains why the recipient is receiving the email from you
- Avoid having a lot of text in large letters/blazing colour etc

Members should create an email signature that includes:

- member name;
- contact phone number;
- title;
- Healesville CoRE;
- <http://www.healesvillecore.org.au>.

Members represent Healesville CoRE whenever they use their assigned email address. They must not:

- sign up for illegal, unreliable, disreputable or suspect websites and services;
- send confidential data without authorization;
- send unauthorized marketing content or solicitation emails;
- send insulting or discriminatory messages and content;
- intentionally spam other people's emails;
- send offensive or inappropriate emails;
- use the email for an illegal activity;
- include language or images related to race, gender, age, sexual orientation, pornography, religious or political beliefs, national origin, or disability;
- forge or attempt to forge email messages;
- Healesville CoRE has the right to monitor emails.

Email is often the medium of hacker attacks, confidentiality breaches, viruses and other malware. Members must:

- select strong passwords with at least eight characters (capital and lower-case letters, symbols and numbers) without using personal information (e.g. birthdays.);
- remember passwords instead of writing them down;
- change their email password every two months.

Members must always be vigilant to catch emails that carry malware or phishing attempts. Members must:

- avoid opening attachments and clicking on links when content is not adequately explained (e.g. "Watch this video, it's amazing.");
- be suspicious of clickbait titles;
- check email and names of unknown senders to ensure they are legitimate;
- look for inconsistencies or style red flags (e.g. grammar mistakes, capital letters, excessive number of exclamation marks).

Any security concerns with respect to our systems or software, or any viruses or data network attacks, weaknesses or unexplained system changes should immediately be reported to the IT Manager or to the Governance Officer.

Report the receipt of any inappropriate email with prohibited content to the IT Manager or to the Governance Officer.

4 Related Documents

Communications06 - Media Relations

Communications07 - Digital Communication

Governance12 - G-Suite Framework

Management01 – Central Committee Structure

Management02 – Healesville CoRE Subcommittees

Person03 - Bullying

Person04 - Sexual harassment