



Healesville Community Renewable Energy Inc Communications02 - Correspondence Policy

Policy Id	Communications02	Version	02
Policy Type	Communications	Subject	Correspondence Policy
Approved	May 2025	Scheduled review	May 2028

1 Introduction

Correspondence is an important component of Healesville CoRE's operating model. It is important that high standards of correspondence are maintained so that any messages are conveyed effectively, meaningfully and unambiguously.

Correspondence can be by any medium such as paper, media publication, internet, electronic (USB Flash Drive, SD Memory card, external hard drive, etc), chat or email. This policy applies to any medium of correspondence.

2 Purpose

The purpose of this policy is to summarise key components and practices of correspondence that lead to effective, non-ambiguous imparting of information in a consistent manner.

3 Policy

3.1 Correspondence In

Any person receiving correspondence on behalf of Healesville CoRE should aim to open the correspondence within three business days, and respond where required, within five business days.

Sometimes the matters raised in correspondence are complex and require detailed investigation. A summary of the investigation should be documented for future reference. The fact of the investigation should be advised to the Central Committee for information sharing purposes. Any outcome may become formal Healesville CoRE documentation and should be stored with the appropriate level of confidentiality.

Constructive criticism that may improve understanding should be welcomed when delivered with respect and tact. Destructive criticism is designed to harm people or the organisation and is not to be practised. All Healesville CoRE participants have the responsibility to foster an understanding of others' differences in order to create an environment where those differences contribute to a better organization.

Correspondence received by Healesville CoRE will be filed, if appropriate, as per the Records Management Policy.

At the discretion of the correspondence recipient, correspondence received may be copied internally,

If any Healesville CoRE representative replies externally to correspondence that is Healesville CoRE related, then that correspondence must be copied to the Secretary (secretary@healesvillecore.org.au) and recorded as Correspondence Out for the organisation if appropriate. This need not apply to day-to-day ongoing work correspondence that may lead to an outcome after discussion and negotiation. The Central Committee does not need to know all detail of business-related interaction that a member may have on behalf of Healesville CoRE. If any outcome from the discussion or negotiation, is suggested or agreed, and the outcome affects or influences Healesville CoRE operations, then that outcome should be copied to the Secretary as described above.

Unsolicited advertisements may be deleted without response.

3.2 Correspondence Out

Healesville CoRE representative should produce clear, concise and accurate correspondence.

All correspondence should be supported by sound business facts and practices.

At the discretion of the person producing any outward correspondence, that correspondence may be copied to other Healesville CoRE member/s.

Any correspondence that is output on behalf of Healesville CoRE will be filed, if appropriate, in accordance with Records Management Policy.

4 Related Documents

Communications06 - Media Relations Policy

Governance04 – Records Management Policy