

Communications (internal)

Category:	Administration	Version:	1
Date of Issue:	01-11-08	Contact:	Administration Officer

Purpose

To ensure that a high level of internal Northey Street City Farm communication is consistently maintained.

Policy

1. All workers and key volunteers are encouraged to learn the internal communication systems so that messages, ideas and issues can be exchanged in a timely and clear fashion.
2. All attendees of the Team Reps meetings are to read the minutes of all teams and committees.

Procedures

1. The Farm email accounts

The Farm email is password protected and accessible by key administration staff.

Incoming email

Incoming emails will be forwarded to the relevant people. The administration officer, or other designated workers are responsible for moving, deleting, or forwarding any incoming emails from the main Farm email address. Should anyone else wish to use this account for official communication, please ask the administration workers.

Outgoing email

Information is distributed by the administration workers at their own discretion to individuals and to three informally defined groups as follows:

- a. 'The Inner Loop' (very dedicated members who are CC'd almost everything, including all team minutes),
- b. The Members' Network,
- c. Friends of the Farm (all of the above, plus anyone who has provided their email address—mostly restricted to monthly eNews newsletters).

2. Wall calendar

The wall calendar located in the office is to be used by workers and key volunteers to mark upcoming events that other Farm workers and volunteers may need to be aware of or involved in (for example, team meetings, school tours, festivals, visits, conferences, etc.). The calendar is maintained by the Operations Team.

3. Pigeon holes

All workers and key volunteers are allocated a pigeon hole so that the administration workers can distribute mail and hardcopy letters/printouts to the relevant person. Please ensure these are kept cleared i.e., not used for long-term storage.

4. Notice board

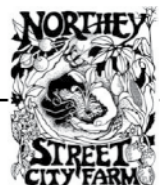
The notice boards on the verandah are for notices and flyers communicating information specifically on Farm business.

General notices, also available for use by the broader community, can be displayed on the general notice board near the office. These can be displayed for a maximum of three months.

5. Mail & faxes

The mail is collected on days that the administration workers work. All incoming mail addressed to

northey street city farm



policy and procedures manual

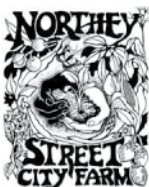
The Farm (except mail marked "Personal & Confidential") is opened by the administration workers and distributed in pigeon holes. Other letters, such as those addressed to people who have given The Farm address as their home address, are dated and then left on the shelf of the whiteboard for collection. After one month, if they have not been collected, they are returned to sender.

Incoming faxes are placed in pigeon holes as appropriate.

Outgoing mail and faxes are to be placed on The Farm letterhead and posted in envelopes stamped with The Farm address. Stamps are available for Farm mail. Requests for large mail-outs and post purchases can be arranged with administration workers.

6. **Phone message bank & message clipboard**

In the absence of an administration worker, checking the phone message bank and recording messages is the responsibility of other key workers. Messages are recorded on the message clipboard in the office. All key workers are to check the clipboard regularly and respond to messages in a timely manner.



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