



TENPIN BOWLING ASSOCIATION OF WESTERN AUSTRALIA INC



Department of
Local Government, Sport
and Cultural Industries



COMMUNICATION AND RECORD MANAGEMENT POLICIES

PREFACE

Welcome

Our documents, charters, policies and procedures are reviewed annually or as required. If you have any feedback or find a discrepancy in our documents can you please email us or contact us on our website so we can rectify the error. Please be mindful that all changes will be tabled at the next executive meeting to be reviewed.

TBAWA supports all competitions hosted by Zone Bowling, Independent Centres, Tenpin Bowling Australia and local associations. We uphold both the state's and national constitutions and all rules and regulations outlined by Tenpin Bowling Australia and other associated acts or regulations.

TBAWA is committed to providing and supporting events for all ages and promotes an alcohol and smoke free environment at all of our events including sponsored events. TBAWA recognises equal opportunities for all members and volunteers and encourages participation across all divisions. TBAWA will not promote or tolerate bullying or violence by members or official, or against both athletes, volunteers and spectators.

The State government through the Department of Local Government, Sport and Cultural Industries is a major supporter of Tenpin Bowling Association Inc, in Western Australia. Sport and recreation builds stronger, healthier, happier and safer communities

Please help us in our commitment to our members and promote the values of our sport

Thank you



Tahnee Ridley

Tenpin Bowling WA President

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1 Introduction

1.1 Purpose

This Communication and Record Management Strategy outlines the standards for official representatives of the Tenpin Bowling Association of Western Australia Inc (TBAWA) and/or employee(s) and other volunteers, when sending, receiving and recording electronic correspondence. These identified standards contribute our association be more effective in the delivery and recording of communication both internally and externally and identifying correct record management practices.

1.2 Objectives

The objectives of this policy are to

- Identify types of electronic communication methods
- Identify electronic records and other communications
- Inappropriate and/or unacceptable communication and correspondence
- Approved record keeping
- Document Control
- Approved templates and communication methods for members and other key stakeholders

1.3 Related Documents

- Social Media Policy
- Risk Management Policy
- Record Management Policy



2 Communication Channels

Communication and correspondence have many forms in the business world, with 90% of the correspondence sent and received for TBAWA being electronic. Effective communication both internally and externally is vital for good governance, effective record management, correspondence management and tracking and delivering concise, professional and prompt information. TBAWA has put in place the approved channels for our stakeholders and officials to use when sending correspondence and receiving correspondence. This includes media publishing on our website and social media accounts

2.1 Types of electronic/digital correspondence

- Emails to and from an official TBAWA email address
- Text Messages
- Electronic Messaging such as group chats
- Social media postings
- Facebook interactions that includes the chat link on our Facebook page
- Scanned documents
- Photographs and/or media recordings
- Publishing on www.tenpinresults.com.au
- Publishing notices, images, forms, hyperlinks and calendars on www.tenpinwa.org

2.2 Official Correspondence

Official correspondence consists of, but not limited to

- Emails or letters to Tenpin Bowling Australia Limited to do with tournaments, financials, member management, complaints and other official business
- Official communications between and internal stakeholder(s) and Local Government, Sport and Cultural Industries and representatives that includes, but not limited to financials, training, grants, complaints and booking of meetings rooms.
- Grievances and complaints to and from members
- Correspondence in from government agencies, sponsors, consultants and other business partners and replies that outline official decisions

2.3 Approved Channels for Internal Correspondence

All internal correspondence between board members and internal stakeholders including Tenpin Bowling Australia Limited, must be sent from the approved TBAWA email domain. All approved email domains will end in @tenpinwa.org. It is acceptable for internal stakeholders to communicate via text messages, Facebook or other social media platforms for daily communications, however all official business, decisions and/or financial transactions must be conducted using the following platforms

- Approved TBAWA email address and
- Recorded in the Action Register and/or Correspondence log and

- M-Files- TBAWA electronic record system or
- Electronic Bank Transfer

All correspondence received must be send to the secretary and other relevant parties carbon copied in for recording in the appropriate register

2.4 Approved Channels for External Correspondence

The following are considered appropriate communication methods when addressing external stakeholders and members in an official compacity

- Approved TBAWA email address
- Approved TBAWA business letter with TBAWA letterhead
- With another TBAWA board member or authorised representative when addressing matters of a serious nature in person

Un-official communication considered appropriate with members

- Facebook
- Website publishing
- Tenpinresults publishing
- TBAWA official Facebook Page, chat feature
- Text Messages
- Approved TBAWA Email address

***TBAWA volunteers, officials, managers, coaches and board members are reminded of the appropriate conduct and channels to adopt when dealing with minors, and it is always recommended to address a minor in the presence of the parent or another adult. Please refer to the [child safe sport framework](#) for more information

3 Communication Standards

When internal stakeholders send and receive official correspondence the state secretary is to be carboned copied into the email for good record management practices. The secretary will be stored appropriately.

When correspondence in/out is recorded, the following standard is to be observed

- All financial correspondence and/or financial information including grants and acquittals are to be maintained by the state treasurer
- All financial correspondence and/or financial information including tournament and event financial records are to be stored in the TBAWA's RMS, in the treasurers allocated folder, with the exception of MYOB. No financial records will be kept in other folders.

When sending our correspondence in an official capacity, the following standards to be kept at a minimum

- Approved TBAWA Template or Official Form to be used as required
- Your signature block to be included
- Send from TBAWA official email, no personal emails
- Date to be included in business letters
- Contact details or person for replies. Email is acceptable, phone numbers optional
- Ensure the secretary is updated as required and the appropriate register or log is updated

3.1 Inappropriate and/or unacceptable communication standards in an official capacity

- Derogatory remarks or comments to another stakeholder, member or member of public
- Sharing sensitive or confidential TBAWA business to others outside of the board or subgroup
- Making unsolicited negative comments about the association, the sport, members and/or other internal or external stakeholders
- Vivacious comments and personal opinions that is considered inappropriate to a reasonable person and/or not representing the interest of your official position or the sport
- making or sending fraudulent, unlawful, or abusive information, calls, mail or messages. Intentionally creating, sending or accessing information that could damage TBAWA's reputation, be misleading or deceptive, result in victimisation or harassment, lead to criminal penalty or civil liability, or be reasonably found to be offensive, obscene, threatening, abusive or defamatory
- Intentionally transmitting, communicating or accessing pornographic or unlawful web content, explicit material using TBAWA intellectual property.

- Transmitting communications or accessing any material which may discriminate against, harass or vilify any stakeholder or member or any member of the public
- Intentionally creating, transmitting, distributing, or storing any offensive information, data or material on TBAWA electronics that violates Australia or State regulations or laws.
- Accessing TBAWA information, which is not related to the stakeholder's responsibility, and/or disturbing such information
- Posting or disturbing content or on behalf of TBAWA that is unlawful or unapproved on a social media site in such a way that would be unlawful or contrary to TBAWA's policies, code of conduct or damage TBAWA's reputation

3.2 Emails

Only TBAWA business related emails should be captured in the Record Management System – M-files. Business related emails are not to be archived using other archive management systems. Business related emails must not be stored on network drives, personal desktops or devices. All approved TBAWA Email domains will have access to save and add emails in and out directly into M-files. Stakeholders are to observe the following standards

- TBAWA M-file naming convention
- A direction relating to a course of action;
- An email and attachments, that supports or gives meaning or context to a core business activity or transaction;
- The master copy of an agenda, minute, paper or report; or
- Business correspondence received from external sources

3.3 Approved Signature Block

TBAWA signature block standard must include the following

- First and Last name
- Position within the association
- TBAWA Logo
- Approved DLGSCI and Lotterywest logo
- Approved WASF logo
- Website address
- Facebook Link
- Phone contact- optional
- Electronic signature- optional

3.4 Recommended Communications & Recording

The following are recommended for some daily business and yearly correspondence

ITEM	CORRESPONDENCE
Entry Forms	Create a formbuilder123 form Publish on website Advertise on Facebook Send email blast
Financials	Official Emails & Invoices
General Member Enquiry	Official Email
Upcoming general meetings	Send email blast
Official Meetings	Official Emails Approved agenda and minute template
Request of information from other business, Local Government or TBAL	Official Emails TBAWA Business letterhead Correspondence log
Upcoming events for members	Send email blast
Annual General Meeting	Approved Official Notices Official Emails Publish on website Advertise on Facebook
Annual State Dinner and Awards Night	Send email blast Publish on website Advertise on Facebook Send email blast



4 Record Management System

TBAWA has established a Record Management System (RMS). M-files. This is an electronic data base to track, monitor and update all TBAWA's correspondence, records and official documents.

Business communications, correspondence, information and documents sent / received electronically are official TBAWA records. Such records must be maintained in an electronic form, in TBAWA's RMS, M-files and not unnecessarily deleted. All paper correspondence and/or documents must be scanned into the RMS and stored in the storage facility. All electronic records that is stored in the RMS are subject to the same scrutiny as hardcopy records, in relation to access to information legislation, and 'discovery' during legal processes. Accordingly, all TBAWA officials are responsible for ensuring their electronic communications and other electronic records are to be dealt with in accordance with TBAWA Record Management Policy.

4.1 M-Files

All electronic correspondence kept in the cloud-based RMS, follows a check in and out system and revision system that is expected to be observed. The following standards are to be kept

- When working on a document, the user to "check-out" the document to avoid duplications and "check-in" the document when finished. Ensure all changes are saved and a new revision number is recorded electronically.
- When using a template, rename your document as per the naming convention for M-files, and leave the template unused

All M-files that are stored in this RMS, will be allocated a M-File number when created. This number is to be recorded in all policies and where possible, in the footer of all other documents

4.2 Security and Access to Records

All stakeholders and members should be alert to the possibility that electronic communications can be intercepted externally and traced or recorded internally – there can be no expectation of privacy to our members and the association. Password protection should be used on TBAWA electronic devices and maintained in the password vault in M-Files. Passwords should not be divulged to others.

When internal stakeholders are on leave or is otherwise absent, and other officials are likely to require access to information and records, contacting an administrator for M-files will have authorised access.

4.2.1 Password Vault

The password vault is located M-files encrypted servers, requiring authorised M-file administrators access this. This vault has a register that contains passwords for TBAWA network. This is to be maintained by the authorised M-file administrators. As good business an external copy should be forwarded to TBAL, annually or as required, in the event the association winding up and/or lost passwords

4.3 Document Control

All official correspondence and communications by both internal and external stakeholders are considered the official records of TBAWA and must be stored in the RMS, M-files. It is cumbersome of these stakeholders when reviewing policies and official records that the document control section at the end of the document be updated according.

4.3.1 Document Revision Convention

All approved final versions are to be represented as whole numbers. 1.0,2.0,3.0 etc. When the document is under revision and in draft, the revision number reflects this with fractions. 1.1,1.2,2.1,2.2 etc.

5 Templates and Forms

TBAWA have approved templates for general business that are reviewed annually. All membership forms, entry forms, surveys, ordering forms and EOI'S are to be created electronically and published online. When sending out official correspondence, recording incoming correspondence and tasking, ensure the following templates are used, located in M-files.

TEMPLATE	DESCRIPTION/HYPER LINK
Action Register & Decision Log	Used by the state secretary to record all actions and decisions made in an official capacity at meetings and out of session. Reviewed as a standing agenda item on the executive agenda
Communication and Correspondence Log	Used by the state secretary to record all correspondence in and out and stored in M-files Reviewed as a standing agenda item on the executive agenda.
Policy Register	Used to log all policies, review dates and amendments. Reviewed as a standing agenda item on the executive agenda
President AGM report template	Report template for AGM
TBAWA & ATBSO Calendar	A3 calendar template- annual
TBAWA Duty Statement	Template for internal stakeholder duties and responsibilities
TBAWA Newsletter	Template for newsletter
TBAWA Policy Document	Template for all policies, strategies and plans created
TBAWA Executive Report	Report template for AGM
TBAWA Volunteer Application	Template for expression of interest or new appointed position or team managers, coaches, support personnel for vacancies. See formbuilder123 for electronic version
TBAWA Business Letter & Letterhead	Template with letterhead for all business correspondence
TBAWA State Team Roll-Off Form	Template for all state team roll-offs for all divisions- see individual divisions for accreditation. See formbuilder123 for electronic version
TBAWA State Championships Form	Template for state championships and masters for accreditation. See formbuilder123 for electronic version
TBAWA Executive Minutes	Minutes
TBAWA Executive Agenda	Standing agenda
TBAWA General Meeting Minutes	Minutes
TBAWA General Meeting Agenda	Standing agenda
TBAWA, AGM Office of Bearer	Office of Bearer vacancies as per the constitution
TBAWA, AGM Official Notice	AGM official notices as per the constitution

5.1 Formbuilder 123

Formbuilder is an electronic form building software that is used to convert paper entry forms and other documents into electronic communication. This software also allows the user to make payments when required

6 Approval

All policies are reviewed every two years or as business requires. All major changes and/or scheduled reviews will be tabled for discussions at the next executive meeting and endorsed by the board. Policies are tracked and reviewed as per the policy review schedule that is monitored by the Governance and Compliance Officer or the Secretary in the absence of a GCO, ensuring the M-files number is correct and the latest version is in M-files. Final approval is to be completed by the President.

Endorsed:

Version no	Executive Member(s)	Date of Endorsement	Next Review
1.0	Amanda Ladlow	July 2016	July 2018
2.0	Tahnee Ridley & Kim Lawson	August 2018	August 2020
3.0	Sharon McKellar	Feb 2020	Feb 2022

Approved:

Name:	Tahnee Ridley
Position title:	TBAWA President
Signature:	
Date:	

Register:

M File ID	Entering Person	Policy Register updated?	Date completed

Document Version History

Version no	Primary author(s)	Description of version	Date completed
1.0	Amanda Ladlow	Initial Communication policy	July 2018
2.0	Tahnee Ridley	Review policy, merged to new template	August 2018
3.0	Tahnee Ridley	Review policy, added record management principles	Feb 2020