

## **NA-009 Information and Communications**

**Policy:** It is NANDTB policy to use a uniform high standard of communications, taking care when preparing communications such that they are relevant, accurate and unambiguous.

### **General**

All Board information released to the public domain is done so on the authority of the Chairman. The advent of email has led to a blurring of that which should be recorded and retained and that which is in essence, conversation. Good judgement is needed in distinguishing between the two. The Board's policy is that provided a reasonable summary of ideas and a final position is recorded, there need not be a record of every correspondence. The overriding factor in deciding what should be retained is the significance of the communication to the business of the Board. The secretary is responsible to retain records of correspondence.

### **Internal Communications**

When appropriate, internal communications should be cc to all members. This does not compel the cc recipients to reply, but keeps everyone informed and sets a standard of transparency. It also allows the opportunity for members to contribute to the subject. At the direction of the Chairman, Board members and co-opted members shall provide reports to the Board for their activities.

### **External Communications**

External communications will be on the authority of the Chairman regardless of who is tasked with their preparation. The professionalism of the Board is judged in part by its communication style, therefore all communication be it to individuals, organisations or the Regulator, shall be friendly but business like. On receipt of an enquiry which can not be dealt with expeditiously by the Chairman or Secretary, the secretary may request assistance from members to prepare a draft response.

Formal communications to CASA are to be directed to the nominee shown on the Deed of Agreement. Other general enquires may be directed to Richard S. Allen Airworthiness Engineering Branch.

#### *CASA Report*

The NANDTB activities are recorded in minutes of meetings, reports and correspondence. Reporting to CASA will be in accordance with Clause 11 of the Deed of Agreement. An annual report shall be provided to CASA under the authority of the Chairman and a summary of the report will be published on the Board's web site. As a minimum it will include the following:

#### Membership

- Description of the Board's current program
- Progress of the Board's program
- Planned future program

Summary of meeting minutes  
Finance

*AINDT Federal Secretariat Procedure*

The AINDT provides an official address for the Board at the office of its Federal Secretariat. The AINDT office staff are to follow the guidelines below when dealing with Board correspondence.

1. All NANDTB correspondence, including telephone correspondence, received by the AINDT secretariat is to be redirected to the NANDTB Secretary within two working days, regardless of the addressee shown on the correspondence.
2. All hard copy correspondence received is to be date stamped and forwarded to the NANDTB secretary.
3. The AINDT is free to set up any system which automatically retransmits electronic correspondence to the NANDTB secretary.