

NA-009 Information and Communications

The ability to communicate both internally and externally is a basic indicator of the vitality and effectiveness of any organisation. This policy is intended to establish a uniform high standard of communications for Board members to follow. Noting foremost that all information released to the public domain is done so on the authority of the Chairman. It is fundamental that care should be used in preparing any communication such that it is simple, relevant, accurate and unambiguous.

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 guidance presented here 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. Where a member is in doubt he/she should refer it to the executive for guidance.

Internal Communications

Where possible, 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. Telephone contact is difficult to deal with in this way, however the inevitable following written confirmation or summaries should be handled as outlined in the opening sentence.

Internal Reports

At the direction of the Chairman, Board members and co-opted members shall provide reports to the Board for activities undertaken by them on behalf of the Board.

External Communications

External communications will be at 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 shall request the interest of members to prepare a draft response. Members shall refrain from volunteering if they know of a conflict of interest. Also volunteers must guarantee to complete the draft by a date set by the Chairman. All draft communication will be circulated to members for comment before release by the Chairman.

Formal communications to CASA are to be directed to the Group General Manager, Personnel Licensing, Education and Training. Other general enquires may be directed to Albert Fleming of the Air Transport Group.

CASA Report

The NANDTB activities are recorded in the general business documents, minutes of meetings, reports and correspondence. Each year a summary report shall be provided to CASA under the authority of the Chairman. 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

This report will be published on the internet, firstly on the Board's web site, and where appropriate either the CASA web site or other suitable site.

Amendments to Documents

Board procedures will require changes from time to time to remain relevant and accurate. All proposed changes are to be brought to the attention of the secretary. The amendment will be undertaken by the secretary as a result of action items from Board minutes, or on the authority of the Chairman. Documents shall show a revision status and date of issue.

If a change affects material shown on the web site, the secretary will notify the webmaster to change the web site accordingly.