



Presidents Podium

Volume 1 Issue 3

14 July 2009



W.A. Division President Don Keene

Photo courtesy of Mandurah Coastal Times

Greetings Everybody

AGM

Next month we will have our quarterly divisional meeting and AGM.

This will be hosted by the Perth Northern Suburbs branch.

The venue is the Flinders Community Centre Broadbeach Boulevard Hillarys. The meeting will commence at 10 am.

Board Meeting

The next national board meeting will be held on 10—11th August and the proposed restructure is on the agenda.

WA Division Executive

I wish to let you know that your Division Executive met today (14 July 2009) and made decisions which will strengthen the way in which the Division will operate henceforth.

Association of Independent Retirees Western Australia Division

Web based News sheet

A new email protocol

The previous email protocol was prepared several years ago by the Perth Northern Suburbs branch, and is the document that is contained at present in the Compendium posted on the WA webpage within the AIR Website. Recently there has been a marked upsurge in the number of emails on more than one topic that have for example not followed the accepted Company communication pathway; or observed basic email etiquette; or breached other specific accepted standards

Your Executive has today adopted a new Email Protocol which is currently being posted on the WA webpage.

The revised document is published on page 2 of this newsletter

All AIR members are urged to follow the new protocol in future

The Board of the Company at present does not have an email procedure in place, and I will be submitting a copy of this approved WA protocol to the next Board meeting with a recommendation that it be adopted as the Company standard

410 Division Subcommittee

Division Policy on representation of members who hold 410 visas

The division 410 Sub Committee was formed some time ago to meet a perceived needs of a specific group of AIR members and is the only one of its type in WA Division. Only 3 branches are represented on the Sub Committee. There has been recent criticism that alleges the WA Division has made inadequate representation on behalf of 410 visa holders and shown a reluctance to adequately consult an interest group which also represents the interests of this group. Some people are members of both AIR and the interest group which may create some confusion for them regarding the roles of each organization, and lead in some cases to a perceived conflict of interest.

Your executive today made a determination of the ongoing division policy on representation of members who hold 410 visas. This has been posted on the web page.

In summary, your executive today decided that AIR will continue to pursue its current agenda to achieve permanent residency and other supplementary benefits and will continue to welcome and accept suggestions from members. However there will be no alliance with other groups on matters concerning 410 visa holder members

The 410 Division subcommittee has been disbanded today.

ASSOCIATION OF INDEPENDENT RETIREES (A.I.R.) LTD

WESTERN AUSTRALIA DIVISION.

E-MAIL PROTOCOL

Introduction

One of the basic functions of AIR is the provision of topical information to its members. Modern technology has facilitated this role with the advent of the electronic internet which can provide speedy contact with a significant number of our members.

While it provides a means of quick disbursement of information and facilitates prompt interchange of ideas it can also be prone to misuse and abuse.

This protocol has been prepared in recognition of the benefits and limitations that arise from internet use and establishes parameters for internet use associated with the conduct of AIR business by all members within the Western Australia Division.

As a Company AIR needs to establish and maintain standards for three reasons:

Professionalism – to establish and maintain a professional image by the use of proper language and procedures

Efficiency – to convey information efficiently and effectively by being concise and to the point

Protection from Liability – observance of proper practise will protect members and the Company from legal action for breaches of laws such as the Privacy Act.

Against these criteria the following issues are pertinent:

Decorum

AIR is a Company conducting business on behalf of its members. It is not a Public Forum for the espousing of personal views. All material distributed under the auspices of AIR must comply with principles submitted to and endorsed by a Branch or Division Committee or the Board using the processes defined in Directive 1/08. See *Note 1*.

Privacy

Australia has strict Privacy Laws and it is illegal to divulge personal information without the owner's concurrence. Personal privacy can be compromised by the display of personal e-mail addresses during multiple e-mail despatches such as circulars and newsletters.

The privacy (confidentiality) of Company information must be protected at all times. Thoughtless and unauthorised distribution and posting on outside sources of AIR information can discredit the user, be harmful to those we work to assist and bring the Company into disrepute.

Confidentiality and Security

Because of its structure the internet is not secure. An e-mail may be read by anyone without your knowledge or concurrence. Nothing should be written that cannot be placed on the Company notice board.

Ownership

All emails sent in connection with the conduct of the affairs of the Company are to be considered as property of the Company.

Courtesy

A message recipient should be given the courtesy of knowing to whom the message has been copied. Messages of a personal or confidential nature, or their content, must not be forwarded or repeated without the sender's concurrence.

Legal Liability

Remember that all laws governing copyright, defamation, discrimination, and other forms of written communication also apply to e-mail.

Size

Many members are still on dial-up services and cannot handle big attachments. Keep messages to one subject, short and concise.

Signatures

An e-mail should be concluded by the clear identification of the sender together with the position occupied and where possible an alternative means of contact e.g. phone or fax. See Note 3.

Disclaimers

Given the potential lack of security ALL AIR e-mails must bear a Disclaimer at the conclusion of the message.

Accordingly members conducting business on behalf of AIR are:

REQUIRED to observe the following:

1. Member's e-mail addresses are not to be acquired or exchanged except in the conduct of AIR business.
2. AIR members e-mail addresses may not be accessed for the distribution of material not directly associated with AIR business.
3. Multiple e-mail addresses must not be displayed when making multiple or bulk mailings. (This can be accomplished by identifying the recipients or group focus at the opening of the text, and sending by BCC [Blind Carbon Copying] format. See Note 2.)
4. Do not forward e-mails without the consent of the author, especially where the original message contains personal or sensitive content not intended for a wider audience. In the event of material being forwarded details of the complete distribution list must be given the author.
5. Do not use e-mail addresses obtained from AIR sources for promulgation of personal views. This must be done via the Branch Committee.

The privacy (confidentiality) of Company information must be respected at all times. Failure to do so may result in sanctions being applied to those concerned.

REQUESTED to apply the following guidelines thoughtfully:

1. Respond promptly.
 2. Use one subject per e-mail.
 3. Use a meaningful subject line and attachment names preferably starting with AIR and with a name that can be saved and thus easily retrieved at a later time.
 4. Keep text plain, simple and concise.
 5. Unless necessary, (as in some committee work) if commenting on a message, respond only to the author.
 6. Avoid the over use of capitals and exclamation marks – they can be offensive.
 7. Avoid the use of abbreviations and acronyms unless they are in common usage.
 8. Apply the usual common courtesies – please, thank you, and think about your tone and style.
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9. Check messages for spelling, grammar and punctuation before sending.
 10. Avoid the use of non standard files. If their use is unavoidable identify the format to the recipient.
 11. Disarm the 'Return Receipt' function unless absolutely necessary.
 12. Avoid the use of the "Reply All" function unless requested and it is critical.
 13. A message received in error and intended for another person should be deleted and the message sender notified.
- Do not respond to e-mails in anger, they have a habit of rebounding.

NOTES

Communication Lines are established by Board Directive I/08 which defines the process for the development of Policy issues. Simply it provides for the development of an issue by its definition and the provision of supporting material, in writing being submitted via the Branch Committee, the Branch to the Division Executive the Division and the appropriate Board committee where appropriate. A similar process is required for matters of contention. If the issue is a local matter it may be dealt with at Branch or Division level.

It is not appropriate to introduce contentious issues at a normal Branch meeting. Such issues should be referred to the Branch Committee who may refer the issue to a subsequent meeting for consideration if it is considered there may be divided views on the matter

The terms Cc and Bcc refer to Carbon Copy and Blind Carbon Copy. Addresses attached by the Cc facility indicate the names and e-mail addresses of all recipients. This information is also retained on the sending computer.

Addresses attached by the Bcc facility are not displayed to any recipient nor are they retained by the sender.

It is for this reason that bulk or Group mailings by Bcc must record on the opening line the recipient – XX Branch Committee, XX Branch members or Tom, Jack and Harry, in order that distribution is clearly recorded.

3. Sign Off examples:

James Jones
Member West Coast Branch
(08) 9234 4321

William Williams
Branch Secretary
West Coast Branch
Ph (09) 9234 4321 Fax

DISCLAIMER

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