



# CORRESPONDENCE PROCEDURE

Review Date: 04/09/2017

## Introduction

A high volume of correspondence passes through the centre.

Well maintained records enable the service to function efficiently and contribute to transparency and accountability.

## STEP 1

Emails are opened and mail is collected from the post office box and opened by the Nominated Supervisor or Certified Supervisor.

Only these staff members or an executive committee member will open mail. They will initial items received by post.

## STEP 2

Significant emails and post received will be recorded in the "Correspondence Register". The record will include:

- *Date received*
- *Delivery method*
- *Sender*
- *Subject*
- *Where the document is filed.*

## STEP 3

Significant correspondence leaving the service will be documented in the rear of the register by the Nominated Supervisor, Certified Supervisor or administration officer at the time of dispatch.

Qualification/Explanation:

**Significant mail/emails** include, but are not restricted to:

- Directives, responses, requests between the centre and funding, governing and regulatory bodies
- Correspondence which may shed light upon or contribute to any issue of importance (legal or otherwise).

**Significant mails/emails** do not include:

- Invoices or other financial records which already form part of our financial files/folders;
- Newsletters or publications
- Fundraising material
- Junk mail
- Other material judged to be of a trivial nature which does not require filing.

**Adopted by the Management Committee**

**Signed by: Naomi Simpson, President**

**Date Signed: 04/09/2015**

**REVIEW DATE: 04/09/2017**