

**West Preston Baptist Church**  
**Policy & Process document**  
**CHURCH COMMUNICATION**

The purpose of this policy is to:

- Provide a statement on the various methods of communication, their place and appropriate use within the church.

**Policy:**

There is a number of communication methods used to distribute information to the congregation. These include:

**1) Weekly notice:**

This is for general information about the life of the church and may include upcoming events, rosters, or other general church matters. The format may be in hard copy or via email. The content is to be endorsed by a member of the Diaconate.

**2) Emails:**

Emails are the best method to distribute general information. However, when dealing with sensitive issues, emails are to be discouraged in favour of face-to-face communication.

- **to whole congregation:** Email notices sent to the whole congregation must only be sent with approval of a member of the Diaconate. All names are to be listed as a Bcc (Blind Courtesy Copy), to assist with privacy of email contact details. The Secretary (or delegate) is to be the keeper of the church 'email list'.
- **To committees or small groups (including activity groups):** these emails must be sent with the approval of the recognised co-ordinator or leader. They should only be sent to those people on the committee or small group. A 'cc' courtesy copy should always be sent to the church Minister. The Leader or co-ordinator is to be the keeper of the group email list.
- **To individuals (or small numbers of people) within the church:** emailing other people within the church is a normal method of communication. General email etiquette should be followed.

**General email etiquette:**

- Don't 'shout' at people or 'threaten' them. Don't use all capital letters, (UPPERCASE), or oversized fonts.
- Avoid angry outbursts. Don't send or reply to email when you are angry. Wait until you have calmed down, then compose the email.
- Don't *Reply to All* unless necessary. Think twice about sending a reply to everyone. Perhaps only selected people need to see your reply email.
- Don't send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks and don't forward virus hoaxes and chain letters.
- Use cc: field sparingly.

### **3) Church Website:**

Any information to be put on the church website must be approved by a delegate appointed by the Diaconate.

### **4) Congregational meetings:**

The purpose of Congregational meetings is to provide a forum for two-way communication between the Church Leadership team, and the Congregation by:

- a) Informing the congregation of the general operational issues at the church – particularly financial and ministries.
- b) Seeking feedback from the congregation on any issues / suggestions raised.

A second purpose of Congregational meeting is to formally vote / discuss particular issues (as they arise) that need the support of the Church Members.

The Congregational meeting will be lead by a member of the Diaconate.

Minutes of these minutes are to include as a minimum:

- Date of meeting
- Name of attendees (and whether they are voting members)
- Description of any motions / agreements / decisions made – including who proposed and seconded the motion.
- Copies or summaries of any reports tabled.
- List of General business discussed.

Distribution of minutes

- The minutes will be formally accepted by the Deacons on behalf of the congregation, as a true reflection of the meeting.

### **5) External communication:**

These are official church communication (including emails and letters) to any external party on behalf of the church. Such correspondence is to be sent only from the Diaconate (or a person delegated by the Diaconate). A copy is to be sent to the church Secretary, to be kept in official records.

Hard copy letters are to use official church letterhead which includes ABN, address, other contact information. The keeper of the official church letterhead is to be the Church Secretary.

### **6) Policy & Procedures:**

It is important to communicate church policies to the congregation. It is intended that Policies are presented (in whole or in summary version) once each year at Congregational meetings.

A suggested presentation schedule is shown below:

Congregational meeting			
Q1 – Feb	Workplace Safety	Membership	Police & working with children checks
Q2 – May	Misconduct and conflict management	Emergency Procedures	
Q3 – August	Communication	Privacy policy	Pastoral care
Q4 (&AGM) - Nov	No policies are presented at the AGM.		

**NOTE:** The Hall Hire, Record Keeping and Financial policies are not presented to the congregation, as they have information relevant to the Treasurer and Diaconate only.

**Safe church matters are addressed at every church meeting.**

## 7) Church mobile phone use

The church has a mobile phone number, and this is forwarded to the Minister's phone if desired.

## Control

Document revision	
Review Period:	24 months
Next review due:	April 2021

Document control					
Version number	Description	Author / review	Position	Approval Date:	Approved by:
1	Development of policy	Paul Hicks	Deacon Secretary	5 April 2011	Diaconate
2	Update from annual review	Paul Hicks	Deacon Secretary	14 May 2012	Diaconate
3	Update from annual review	David Buesnel	Minister	14 May 2013	Diaconate
4	Update from annual review	David Buesnel	Minister	20 May 2014	Diaconate
5	Annual review	David Buesnel	Minister	23/4/15	Diaconate
6	Biannual review	Cathy Arter	Deacon	17/4/17	diaconate
7	Biannual review	Elizabeth Williams	deacon	1/4/19	diaconate
8	Biannual review	Paul Hicks	Deacon	6/9/2021	diaconate