



# Outwards Correspondence Policy

Responsible Unit:	Information Management	Version:	1.3
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## 1 Introduction

Correspondence is a critical mechanism for formal business communications at the City of Greater Bendigo. It is important for the City of Greater Bendigo to ensure that correspondence is being sent by authorised officers and that the content of the correspondence accurately reflects the views of the City of Greater Bendigo.

Staff should be aware that correspondence can have legal implications. Adherence to this policy is important for public confidence in the information being released by the City of Greater Bendigo.

## 2 Scope

This policy applies to all outwards correspondence sent by the organisation including letters, faxes and emails on behalf of Council. The policy outlines the responsibilities of officers sending out correspondence.

## 3 Definitions

Term	Definition
Correspondence	Letters, emails, faxes.
Email	Electronic mail which is the transmission of messages over communication networks.
Authorised Officer	Staff which have been given authority through their position or written delegated authority.
CEO	Chief Executive Officer.

## 4 Policy

Correspondence should not be sent unless under the signature of the relevant authorised officer. Authorised officers are usually the CEO or a Director, or unit manager as approved by their Director.

Correspondence must include clear evidence of the role of the officer in sending the correspondence. This is usually achieved by including the officer's name and title after their signature at the bottom of the letter.

Correspondence to the Prime Minister, Premier, other Government Ministers, Members of Parliament, Department Heads, CEO or senior officer of a statutory authority, person holding a statutory office, or CEO of a council are subject to specific guidelines, which are attached to this policy in Appendix I.

Correspondence is to be formatted using the guidelines identified in the City of Greater Bendigo's "Writing Guide", which is available on the Intranet.

All correspondence is a corporate record and must be registered in the corporate records system.

## 5 Appendix I

5.1 The Chief Executive Officer should sign correspondence to the following:

- (a) Prime Minister
- (b) Premier

5.2 The Chief Executive Officer or Director should sign correspondence to the following:

- (a) a Government Minister;
- (b) a Member of Parliament;
- (c) a Department Head;
- (d) the CEO or senior officer of a statutory authority;
- (e) a person holding a statutory office;
- (f) the CEO of a Council

### 1. ADMINISTRATIVE UPDATES

It is recognised that, from time to time, circumstances may change leading to the need for minor administrative changes to this document. Where an update does not materially alter this, such a change may be made administratively. Examples include a change to the name of a Business Unit, a change to the name of a Federal or State Government department, and a minor update to legislation which does not have a material impact. However, any change or update which materially alters this document must be made through consultation with the staff Consultative Committee and with the approval of EMT or where required, resolution of Council.

### 2. DOCUMENT HISTORY

Date Approved	Responsible Officer	Unit	Change Type	Version	Next Review Date
<i>February, 2023</i>	<i>AVN</i>	<i>Communications</i>	<i>Administrative update</i>	<i>V5</i>	<i>February 2027</i>