IM-002-01

Internal Communication Procedure

Version 1.0

Issued July 2021

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1. Introduction

Communication of information to effectively manage the operation of OTHR occurs at a number of levels:

a) Management to members.

b) Members to Management.

c) Between and within the Management team.

d) Between Management and outside organisations.

e) Between OTHR and the local community.

f) Between OTHR and the wider community.

g) Between OTHR members.

2. Management and Members

Communication between management and members occurs primarily through:

a) A monthly Newsletter - this is produced and circulated by email or by direct mail for those members not having an email address.

b) Inclusion of the Newsletter in OTHR's website.

c) At the General Meetings of OTHR for which all members are invited to attend.

d) Specific mail-out (or email) for special purposes.

e) Articles contributed to the local and district media (press, radio, and television.

f) Telephone communication of a limited nature for specific purposes.

3. Members to Management

Members are able to communicate to management primarily through:

a) Attendance at the General Meetings.

b) Direct communication using the published address of the Secretary: PO Box 299 Oberon NSW 2787

c) Direct communication with specific management by means of published and exchanged email addresses.

d) Interaction with the Management team during work sessions.

e) Telephone communication of a limited nature for specific purposes.

4. Within the Management Team

The primary means of communication within the management team is through:

a) Email correspondence.

b) Management Committee Meetings.

c) Correspondence for special purposes.

5. Management and Outside Organisations

Management communicates to outside organisations such as Councils, State and Federal Government authorities, businesses etc. through:

a) Direct written correspondence.

b) by telephone.

c) Presenting papers at conferences and forums.

d) Meeting with representatives of the rail industry, other heritage operators and the safety regulator (ONSR).

e) Attending courses run by the rail industry, heritage co-ordinating bodies (e.g. RHA, ATHRA, THNSW, ORH) and safety regulators.

f) The OTHR Website which provide information relating to SMS documentation. This is the primary means of providing the regulator (ONRSR) with access to current OTHR safety documents.

g) OTHR's general website.

6. OTHR and the Local Community

OTHR communicates to the local community through:

a) Articles contributed to the local and district media.

b) Flyers distributed in the district or posters displayed in the district particularly for special events.

c) Participation in public displays at local events which usually involves members in attendance and information displays.

d) Management representatives making informative presentations at clubs, Council meetings, OBTA etc.

7. OTHR and the Wider Community

OTHR communicates to the wider community through:

a) OTHR's website.

b) Reciprocal links with other heritage and rail organisations.

c) Distribution of brochures describing OTHR for display at diverse places in the wider community.

d) Contributions to represent OTHR accurately on Rail Heritage Forums.

8. Between OTHR Members

Members communicate with each other through:

a) Attendance at working bees.

b) During OTHR operations.

c) General meetings.

d) Social Events.

e) Community displays.

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