Internal Communications



IM-002-01

Internal Communication Procedure

Version 1.0

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IM-002-01 Version 1.0 July 2021

Internal Communications



Table of Contents

ntroduction	3
Management and Members	3
Members to Management	3
Within Management Team	4
Management and Outside Organisations	4
OTHR and Local Community	4
OTHR and Wider Community	5
OTHR Members	5

IM-002-01 Version 1.0 July 2021

Internal Communications



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
- 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.

IM-002-01 Version 1.0 July 2021

Internal Communications



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.

IM-002-01 Version 1.0 July 2021 Page 4 of 5

Internal Communications



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.

IM-002-01 Version 1.0 July 2021 Page 5 of 5