

BANJUP RESIDENTS GROUP CIVILITY AND COMMUNICATIONS PROTOCOLS

BRG members are decent, well-meaning people who work together to improve the security, safety, and amenity of Banjup and Jandakot for all residents. Whether in committee, at general meetings, or with neighbours, BRG members strive for civility in their relations with each other and with the wider community.

1) Guidance for Considerate Conduct by All Members

- a) Listen to others
 - Pay attention to what others are saying and try to understand their viewpoint
- b) Think the best
 - Believe that others are of goodwill and are seeking decent and equitable outcomes. Believe that mistakes are not intentional.
- c) Be inclusive
 - Seek outcomes that accommodate the great majority of views.
- d) Build cooperation
 - Speak civilly and build empathy. Rely upon evidence and logic. Avoid emotional confrontation.
- e) Do not speak ill
 - Speaking ill of others injures yourself more.
- f) Give and accept compliments
 - Recognise a job well done and give timely compliments. Accept compliments gracefully. Do not effuse.
- g) Apologise earnestly
 - Apologise as soon as a mistake is found or an offence given. Do not hide mistakes. Be unreserved and do not try to shift blame back onto others, including those injured.
- h) Accept and give constructive criticism
 - Be open to advice from others, believing it well meant. Conversely, give advice only if it helps improve matters.
- i) Gently remind others to be considerate
 - Recognising that none of us is perfect but all of us wish to mean well, gently but actively remind others of the importance of considerate conduct.

2) Committee Procedures for Communication with All Members

- a) For all email communications, the personal email addresses of members must be in the "Bcc" field and removed from any nested emails.

- b) The content of emails, letters, or flyers sent to all BRG members must be considerate and must be approved by committee members beforehand.
- c) Telephone or face-to-face communications with members should be conducted considerately.

3) Committee Procedures for Communication with Government and Corporations

- a) The content of emails or letters sent to government, corporations, or media must be civil and must be approved by the Committee beforehand.
- b) Telephone or face-to-face communications with government or corporations should be conducted civilly.

4) Committee Procedures for Communication between Committee Members

- a) Office bearers of the BRG (President, Vice President, Secretary, Treasurer) should use Gmail for all email correspondence to preserve the 'corporate memory' of the BRG.
- b) The personal email addresses of ordinary committee members may be shown in the "To" field of emails between committee members. In all other emails, such addresses must be in the "Bcc" field and removed from any nested emails.
- c) Committee members should check their email daily to keep aware of developing matters and to be ready to respond as need be
- d) Emails may be marked 48 hours, 24 hours, or Immediate, signifying the period within which a reply is needed. Committee members should be alerted to 'Immediate' emails by a text message from the email originator.
- e) Emails needing a non-urgent reply should stipulate the reply timeframe.
- f) An email originator may assume that the absence of a timely reply implies approval of the substance of the email.
- g) All emails between committee members should be considerately worded.
- h) No emails or text messages should include matters of a personal or of a critical nature.
- i) Telephone or face-to-face communications between committee members should be conducted considerately.