



Membership Package

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Immunisation Alliance Western Australia

Vision

To create a society in which every person who can be vaccinated is vaccinated.

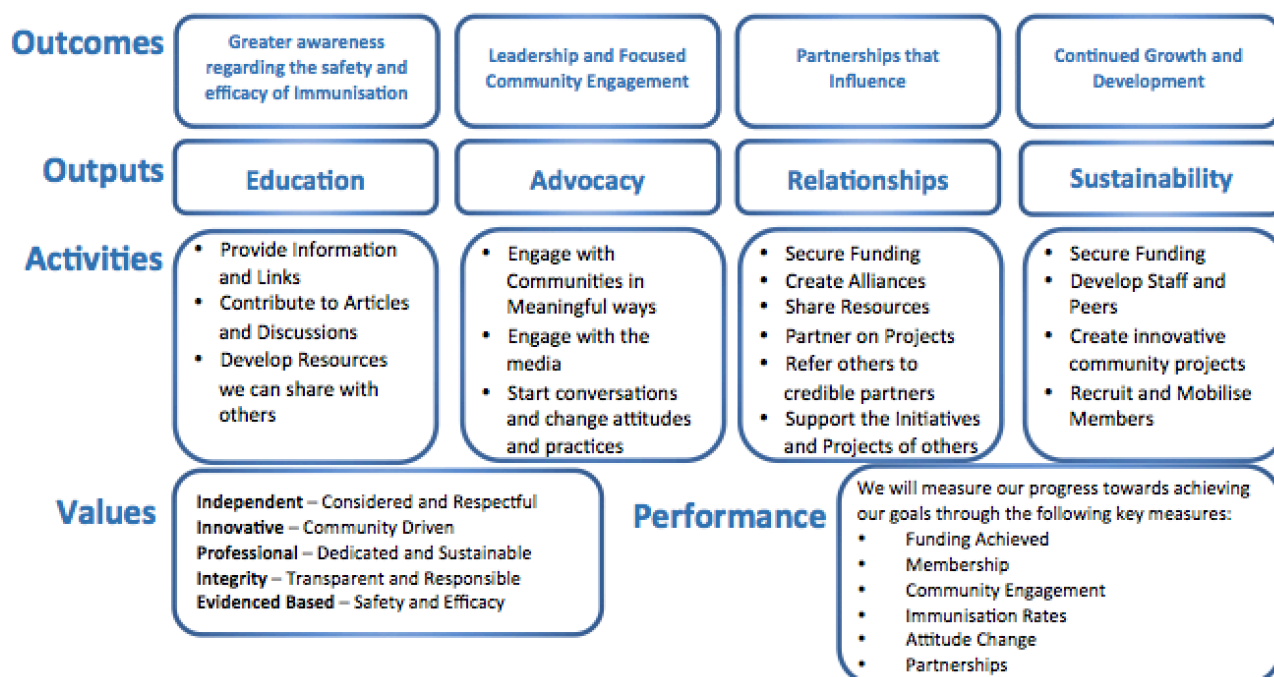
Mission

To be an authentic and independent community voice supporting immunisation.

Overview

The Immunisation Alliance Western Australia (IAWA) is an Australian not-for-profit organisation based in Perth, Western Australia. It was established in September 2007 by the WA Department of Health – Immunisation Section of the Communicable Disease Control Directorate and is based on similar coalition models used internationally. In 2010 IAWA became an independent organisation incorporated in Western Australia. The IAWA is made up of a number of representatives from community associations and interested individuals, with a purpose to improve the health of Western Australians through immunisation.

Our Strategic Plan 2014-2018



The Executive Committee

The Executive Committee:

- Implements the IAWA's strategy and policies decided by the members;
- Proposes new strategy and policies to the members;
- Monitors the organisations activities, the operations of the IAWA , the IAWA working groups and all IAWA projects;
- Reviews reports and draft budgets.

Chairperson

Cassandra Collyer

Elected to position: August 2016

Responsibilities:

- To ensure the Executive Committee functions within the Vision of the organisation;
- To ensure the organisation is managed effectively;
- To provide support and supervision to the executive committee members;
- To represent the organisation.

Secretary

Sharon Swaney

Elected to position: August 2016

Responsibilities:

- Ensuring meetings are effectively organised and minuted;
- Maintaining effective records and administration;
- Assisting with communications and correspondence.

Treasurer

Bharti Morar

Elected to position: May 2011

Responsibilities:

- General financial oversight;
- Advise on the organisations fundraising strategy;
- Financial planning and budgeting;
- Financial reporting;
- Bookkeeping and financial record management.

Project Officer/s

Currently vacant

This role will vary depending on the projects at hand and may include:

- Public relations duties such as answering phone calls, responding to emails and redirecting queries where necessary;
- Maintaining database records;
- Preparing and placing advertisements and media statements;
- Involvement in the development and printing of information materials;
- Maintaining and updating the website;
- Organising meetings and functions;
- Preparing agendas, and notifications of meetings;
- Attending meetings and taking minutes as required;
- Coordination of fundraising efforts;
- General office duties including word processing, photocopying, binding, filing, maintaining office supplies, coordinating inward and outward mail;
- Enhancing our social media presence;
- Liaising with suppliers and industry; and
- Other duties as directed.

The role and expectations of IAWA Members

IAWA membership is voluntary and members are under no obligation to attend meetings or actively participate in any organisational proceedings.

Members of the IAWA play an integral role in supporting the organisation's strategic direction and vision. This can be achieved through:

- Increasing public trust in immunisation;
- Eliminating myths associated with immunisation programs and vaccines;
- Providing the public with factual information about immunisation;
- Working together to develop an approach to increase community support for immunisation programs.

Members are expected to abide by the ethical standards of IAWA, which are to:

- Act in good faith, honestly and with reasonable care at all times;
- Act in and serve the best interests of the organisation as a whole;
- Be impartial and strive for objective judgement;
- Not cause the reputation of IAWA to be in disrepute;
- Abide by normal social and business courtesy;
- Display integrity, independence of mind and practice sound judgement;
- Preserve confidences and maintain confidential information;
- Avoid conflict of interests or the perception of a conflict of interest;
- Display ethical conduct in all areas of responsibility;
- Be loyal to IAWA in public and abide by its decisions.

Member Meetings

1. Purpose

- 1.1 IAWA member meetings are convened for the purpose of achieving our shared vision through discussion, sharing information and planning.

2. Scope

- 2.1 All IAWA members are invited and encouraged to attend or participate in the member meetings.
- 2.2 Phone conferencing may be made available to members or guests unable to attend.

3. Responsibility

- 3.1 IAWA Secretary is responsible for the:
- Distribution of meeting agenda via email prior to the scheduled meeting;
 - Minute taking;
 - Distribution of meeting minutes via email within ten working days of the meeting;
 - Organising guest speakers if required.
- 3.2 The IAWA Chairperson or delegate shall chair the member meetings.
- 3.3 The following reports will be tabled but are not limited to:
- Vaccine Trails Group
 - Communicable Disease Control Directorate

Reports will be made available to all members as a part of the meeting minutes.

4. Where

- 4.1 The Cockburn Integrated Health Centre 11 Wentworth Parade Success, or an alternative venue as advised.

5. When

- 5.1 As agreed upon by members, but typically monthly, on the third Tuesday of the month.

6. General Business

- 6.1 General Business will include but not be limited to:
- Review of Strategic action plan;
 - Discuss strategies to achieve IAWA vision.

Information on Immunisation – Websites

In addition to the IAWA website – www.immunisationalliance.org.au, the following websites provide general information on immunisation:

National

- Immunise Australia
<http://www.immunise.health.gov.au/>
- National Centre for Immunisation Research and Surveillance (NCIRS)
<http://www.ncirs.edu.au/>
- Australian Childhood Immunisation Register
<http://www.medicareaustralia.gov.au/public/services/acir/index.jsp>
- Chain of Protection
<http://www.chainofprotection.org/>
- National health and medical Research Council (NHMRC)
<http://www.nhmrc.gov.au/>

State Health Departments

- Queensland
<http://www.health.qld.gov.au/immunisation/consumers/default.asp>
- New South Wales
<http://www.health.nsw.gov.au/publichealth/immunisation/index.asp>
- Australian Capital Territory
<http://www.health.act.gov.au/health-services/community-health/community-health-services/children-parenting/child-immunisation/>
- Tasmania
http://www.dhhs.tas.gov.au/peh/communicable_diseases_prevention_unit/immunisation
- Victoria
<http://www.health.vic.gov.au/immunisation>
- South Australia
<http://www.health.sa.gov.au/pehs/immunisation-index.htm>
- Western Australia
<http://www.public.health.wa.gov.au/1/51/2/immunisation.pm>
- Northern Territory
http://www.health.nt.gov.au/Centre_for_Disease_Control/Immunisation/index.aspx
- Meningitis Centre
<http://www.meningitis.com.au/>

Pharmaceutical Companies

- Baxter
http://www.baxter.com/press_room/factsheets/vaccines/
- CSL
<http://www.csl.com.au/>
- GlaxoSmithKline
[ww.gsk.com.au/products_vaccines.aspx](http://www.gsk.com.au/products_vaccines.aspx)
- Pfizer
<http://pfizer.com/vaccines/>
- Sanofi pasteur
http://www.sanofipasteur.com.au/sanofi-pasteur2/front/index.jsp?siteCode=AVPI_AU

International

- World Health Organisation
<http://www.who.int/ith/en/>
- United States Centre for Disease Control and Prevention
<http://www.cdc.gov/>

Other Community Organisations

- Immunization Action Coalition
<http://www.immunize.org/>
- San Francisco Immunization Coalition
<http://www.sfimmunize.org/>

Policy Portfolio

The following policies are considered as "Statements of Intent" or "Commitments" by the IAWA.

- A. Confidentiality Policy
- B. Privacy Policy
- C. Code of Ethics Policy
- D. Code of Conduct Policy
- E. Internet Etiquette (netiquette) Policy
- F. Grievance and Harassment Policy
- G. Equal Opportunity Policy
- H. Competing Material Interest Policy
- I. Email Signature Policy
- J. Media Communication Policy
- K. Social Media Policy (To be developed)

A) Confidentiality Policy

3. Purpose

- 1.1 To outline IAWA general principles relating to confidentiality.

4. Scope

- 2.1 The following guidelines are to be adhered to by all members.

3. Responsibility

- 3.1 All members.

4. References

- 4.1 National Privacy Principles extracted from Schedule 3 of the Privacy Act 1988 (Cwlth) as amended on 14 September 2006.

5. Definitions

- 5.1 Confidential information for this purpose shall include, but not be limited to, product information, client information, organisation policies and procedures and financial information (including results, budgets and other financial plans and systems) not already available to the public as well as other intellectual property rights (“IP”). Confidentiality applies to verbal and written information, as well as information stored on computers.

6. Descriptions

- 6.1 The purpose of the Confidentiality Policy is to establish member responsibility for the confidentiality of information.

A member shall not, either during or after the term of membership disclose, use or attempt to use confidential information relating to the organisation without previous consent in writing.

All notes, memoranda, records and writings made by the organisation relative to the affairs of the organisation shall remain the property of the organisation.

- 6.2 Confidentiality and IP Rights of Others
Members shall respect the confidentiality and IP rights of others, where it is under a legal obligation to do so and where relevant IP rights exist.

IAWA absolutely prohibits the use of the organisation for any purpose, which constitutes an infringement of copyright.

B) Privacy Policy

Purpose

1.1 To outline IAWA general principles relating to personal information.

1. Scope

2.1 Circumstances under which personal information is collected, stored, used and disclosed by IAWA.

3. Responsibility

3.1 All IAWA members are responsible for ensuring confidential information is handled correctly.

4. References

4.1 National Privacy Principles extracted from Schedule 3 of the Privacy Act 1988 (Cwlth) as amended on 14 September 2006.

5. Definitions

5.1 the Privacy Act definition of personal information is:

"... information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion."

<http://www.privacy.gov.au/aboutprivacy/what>

6. Descriptions

6.1 General Description

6.1.1 IAWA adheres to the National Privacy Principles.

6.2 Complaints Handling & Grievance Handling

6.2.1 Any complaints in relation to IAWA's handling of personal information should be directed to the Chairperson or nominated person. In most cases the complainant will be asked to lodge their complaint in writing and identify themselves so that IAWA can respond to them personally.

Unless a complaint can be dealt with immediately to the satisfaction of both parties, IAWA will provide a written response to the complaint within 30 days of its being received.

If an individual believes their complaint has not been appropriately handled by IAWA, they should contact the Office of the Privacy Commissioner – Privacy Enquiries Line 1300363992 or go to www.privacy.gov.au

6.3 Violation

6.3.1 Violation of privacy will be considered as gross misconduct and grounds for instant revocation of membership.

6.4 Storage

6.4.1 All confidential records are to be kept locked in a cabinet.

The following information is from an extract provided by the National Privacy Principles from Schedule 3 of the Privacy Act 1988 as amended to 14 September 2006 and amended where applicable to incorporate IAWA's responsibilities.

Data Security

An organisation must take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access modification or disclosure.

- All personal information held by IAWA will be:
 - if in paper form, received and stored in a secure, lockable location;
 - if in electronic form, password and firewall protected;
 - accessible by staff only on a "need to know" basis.
- We will destroy or permanently de-identify personal information that is no longer required by the organisation.

Openness

An organisation must have a policy document outlining its information handling practices and make this available to anyone who asks.

- This policy will be made available to any person requesting access to it.
- If requested by an individual, we will provide more detail about our information-handling practices (i.e. what personal information of theirs is held and how it is handled by IAWA).

Access and Correction

Generally speaking, an organisation must give an individual access to personal information it holds about that individual on request.

Under normal circumstances this organisation will provide an individual with access to their personal information within 30 days of receiving a request for access.

- There will be no fee associated with lodging a request for access; however, a small but reasonable administration fee may be charged.
- Provision of access to a person's personal information will be undertaken in a way that is appropriate to the person's particular circumstances, e.g. use of interpreters etc.
- If an individual believes that information held by IAWA is inaccurate or incomplete, IAWA will take steps to amend or correct the information.
- Some exceptions where IAWA may refuse access include:
 - If it reasonably believes that a person's health or life may be seriously threatened or at risk by releasing the information; or
 - If access would be unlawful or would prejudice a legal investigation; or
 - If access would have an unreasonable impact on others' privacy.

Identifiers

Generally speaking an organisation must not adopt, use or disclose, an identifier that has been assigned by a Commonwealth government 'agency'.

Anonymity

Organisations must give people the option to interact anonymously whenever it is lawful and practicable to do so.

Where it is lawful and practicable to do so, IAWA will allow individuals to provide information anonymously.

- An individual who chooses to access the services of IAWA anonymously will be advised of any potential consequences resulting from their decision e.g. where the lack of a contact name or address may jeopardise care in an emergency situation.

We will not automatically preclude an individual from participating in the activities of the organisation because they request anonymity.

Trans-border Data Flows

An organisation can only transfer personal information to a recipient in a foreign country in circumstances where the information will have appropriate protection.

IAWA will only transfer personal information about an individual to someone who is in a foreign country if:

- the individual consents to the transfer; or
- we have taken reasonable steps to ensure that the information will not be held, used or disclosed .

Sensitive Information

An organisation must not collect sensitive information unless the individual has consented, it is required by law, or in other special specified circumstances, for example, relating to health services provision and individual or public health or safety.

Therefore IAWA will only collect sensitive information (as defined under the Act) about an individual, if:

- the individual consents; or
- the collection is required by law.

For example, IAWA will comply with this principle for the collection of sensitive information for the purposes of our member database.

C) Code of Ethics Policy

1. Purpose

1.1 IAWA has a policy for all members regarding the ethical operations of the organisation.

2.1 To explain the policy relating to ethical behaviour.

2. Scope

2.1 The following code is to be adhered to by all IAWA members.

3. Responsibility

3.1 All members.

4. References

4.1 n/a.

5. Definitions

5.1 The **code of ethics** sets out the general principles about the organisation's beliefs on matters such as values, quality and privacy.

6. Descriptions

6.1 Justice

6.1.1 *Justice* means being impartial and using power fairly for the common good. It means not abusing, discriminating against or exploiting people.

The Code

To meet the minimum standards of conduct and integrity, all employees must:

- Act impartially and in the public interest;
- Treat all people equally and fairly, recognising that fairness can involve treating people differently, according to circumstances;
- Act without fear or favour and be open and accountable;
- Protect people's right to equal opportunity;
- Protect people's right to due process;
- Report fraud, corruption and maladministration;
- Act openly and promptly to help resolve complaints;
- Refrain from using any circumstance or information connected to official duties for personal profit or gain;
- Declare any interest that may conflict with the performance of duty; and,
- Comply with any applicable code of conduct.

6.2 Respect for Persons

6.2.1 *Respect for persons* means being honest and treating people courteously, so that they maintain their dignity and their rights are upheld. It means not harassing, intimidating or abusing people.

The Code

To meet the minimum standards of conduct and integrity, all employees must:

- Respect people's dignity and well-being;
- Treat others with courtesy, consideration and sensitivity;
- Respect diversity;

- Be honest;
- Respect people's right to seek advice and support;
- Inform others about decisions and actions that affect them;
- Share information wherever permissible;
- Protect privacy and confidentiality; and
- Respond promptly to enquiries.

6.3 **Responsible Care**

6.3.1 *Responsible care* means protecting and managing with care, human, natural and financial resources. It means decisions and actions do not harm the short and long-term well-being of people and resources.

The Code

To meet the minimum standards of conduct and integrity, all employees must:

- Assume responsibility for the best deployment and use of human, natural and financial resources;
- Seek the efficient and effective use of assets and avoid waste;
- Minimise risk and harm;
- Be conscientious and scrupulous in the performance of duties;
- Co-operate to achieve what is best for the community;
- Be open and accountable for decisions and actions, and consult those affected, where possible;
- Maintain records sufficient to enable review by others; and,
- Develop skills and competencies in accordance with responsibilities, and help others to do so.

D) Code of Conduct Policy

1. Purpose

1.1 To outline IAWA general principles relating to code of conduct.

2. Scope

2.1 The following guidelines are to be adhered to by all members.

3. Responsibility

3.1 All Members.

4. References

4.1

5. Definitions

5.1 A **code of conduct** is a set of rules outlining the responsibilities of or proper practices for an individual or organisation. (Reference: http://en.wikipedia.org/wiki/Code_of_conduct).

6. Descriptions

6.1 Personal behaviour – IAWA members will:

- act ethically and with integrity;
- act according to the legislative requirements, policies and ethical codes that apply;
- make decisions fairly, impartially and promptly, considering all available information, legislation, policies and procedures;
- treat members of the public and colleagues with respect, courtesy, honesty and fairness, and have proper regard for their interests rights, safety and welfare;
- not harass, bully or discriminate against colleagues, members of the public;
- contribute to a harmonious, safe and productive organisational environment; and
- serve the organisation by fulfilling our purpose and statutory requirements.

6.2 Communication and official information – IAWA members will:

- not disclose official information or documents acquired through the organisation, other than as required by law or where proper authorisation is given;
- not misuse official information for personal or commercial gain for myself

- or another;
- respect the confidentiality and privacy of all information as it pertains to individuals.

6.3 Fraudulent and corrupt behaviour – IAWA members will:

- not engage in fraud or corruption;
- report any fraudulent or corrupt behaviour;
- report any breaches of the code of conduct; and
- understand and apply the accountability requirements that apply.

6.4 Use of public resources – IAWA members:

- be accountable for official expenditure;
- use publicly-funded resources diligently and efficiently.

6.5 Record keeping and use of information – IAWA members will:

- record actions and reasons for decisions to ensure transparency;
- ensure the secure storage of sensitive or confidential information;
- comply with our record keeping plan; and
- where permissible, share information to fulfil our role.

6.6 Conflicts of interest – IAWA members will:

- ensure personal or financial interests do not conflict with the ability of the organisation to perform it's official duties in an impartial manner;
- manage and declare any conflict between my personal and public duty; and
- where conflicts of interest do arise, ensure they are managed in the public interest.

E) Internet Etiquette (netiquette) Policy

1. Purpose

- 1.1 To outline IAWA general principles relating to Email Etiquette. These guidelines on email etiquette are designed to assist in communicating effectively.

2. Scope

- 2.1 The following guidelines apply to all members.

3. Responsibility

- 3.1 All Members.

4. References

- 4.1 The information contained in this policy has been adapted from The Australian Film, Television and Radio School – Guidelines on Email Etiquette - <http://www.aftrs.edu.au>.

5. Definitions

- 5.1 **Netiquette** (short for "network etiquette" or "Internet etiquette") is a set of social conventions that facilitate interaction over networks, ranging from Usenet and mailing lists to blogs and forums (<http://en.wikipedia.org/wiki/Netiquette>).

5.2 **IAWA Mailing list** – this is the mailing list that is available for use by all IAWA members, bearing in mind the points outlined in this policy.

6. Descriptions

- 6.1 To help with this please remember:

- an email is of no use if it's not read;
- people are busy and don't want to receive irrelevant emails;
- emails are more effective if simply written;
- emails, especially to people outside IAWA, should always be professional;
- laws applying to copyright, harassment, obscenity and defamation apply to emails (sending or forwarding one libellous or offensive remark in an email can result in a court case against you and IAWA), and on some occasions it is better to speak directly to someone.

6.2 **Addressing the email**

Please check that you are sending your email to the correct person or group.

6.3 **Email sent to the wrong person?**

If you find an email has been misdelivered send an apology to the person or

group.

6.4 Using “to” and “cc”

You should only use “to” for the people you are directly addressing. You should use “cc” for the people you are indirectly addressing e.g. for their information only. Use “cc” sparingly and only if that person needs to know about the topic. Indiscriminate copying of email clogs inboxes and encourages people to ignore messages they should read.

6.5 When do I use “bcc”?

When you use the “bcc” field the other recipients of the email cannot see everyone the email has been sent to.

It is best to use the “bcc” field when sending bulk email.

6.6 Using “reply to all”.

Please be careful in using “reply to all”. Make sure all the people you are replying to are actually interested in your reply. Quite often you only need to reply to the sender. Using “reply to all” at the wrong time could be very embarrassing for you and annoying for others.

6.7 Using “high priority”, “urgent” and delivery and read receipts

Save “urgent” and “high priority” for things that really are. If you get a reputation for overusing them you won’t be believed when you really need to be.

6.8 The subject line.

Always include a short but relevant subject line. This shows up in the recipient’s inbox and people decide whether to delete the email on that basis. Include as much information as is necessary for it to be meaningful for both you and the recipient.

6.9 Writing emails.

As a general rule emails should be personally addressed and the content should be relevant to the recipient. Basic courtesy should apply. Begin and finish each message with an appropriate greeting and don’t forget to say please and thank you. Be careful not to appear over-familiar with the recipient, especially if they are a stranger.

6.10 Layout

Reading from a screen is more difficult than reading from paper and long emails can discourage recipients. An easy to read layout is very important. Use short

paragraphs with blank lines between them. When making separate points number them or use bullets so they are easily identifiable. Avoid using tabs as different programs show them differently.

Remember that when you use formatting in your emails the recipient might not be able to see the fonts and layout as you intended. Some only receive plain text so use rich text and HTML sparingly. If you use colours make sure they are easy to read on the background.

Don't use too many fancy backgrounds or large pictures as not every recipient will be able or want to view them and they significantly increase the size of the email file.

6.11 Writing the email

Some tips for writing your email so it will be read, understood and acted upon.

- Keep to one subject per email wherever possible to avoid confusion.
- Try to match your message length to the tenor of the conversation e.g. keep quick replies short.
- Be concise and to the point. People are less likely to read everything in a long email and may miss important things.
- Keep your sentences to 20 words at most. They're easier to read onscreen.
- Use correct grammar, punctuation and spelling. This shows professionalism. Emails without correct punctuation are hard to read and the meaning can be changed. Do not correct grammar, punctuation and spelling in the emails you receive.
- Spell out the month to avoid confusion e.g. 24 Jun 2008.
- Try and use gender neutral language.
- Separate opinion from facts.
- Make links clickable.
- Use extreme caution with humour and sarcasm. Without voice inflection and body language email messages are easily misinterpreted.
- Never write and send an email when you're upset with the recipient. Emails last a long time, can be printed out and circulated, and can become more important than ever intended.
- Check your email before you send it out!

6.12 Abbreviations, acronyms and emoticons

Only use abbreviations and acronyms if you are sure your recipients will know what they mean. This is especially important with internet-related abbreviations and acronyms such as LOL. If recipients don't understand them they will be, at

best, confused.

One of the problems with email is the lack of voice inflection, facial expression and body language you would normally have in a face-to-face conversation. Emoticons (smiley faces) are often used to clarify intent. Be careful not to overuse emoticons or send them to recipients who may not be familiar with them. If you feel you need to use an emoticon to soften a comment – don't make the comment.

6.13 Signatures

The signature is the small block of text at the end of your message. It should identify you and provide contact information (other than the email address). If you choose to add a quote, keep it short. It shouldn't be longer than the message. The signature can also be an opportunity to advertise something that is coming up in the near future, but make sure you remove it after the event.

6.14 Attachments

Being able to attach documents to emails is a great feature but do not abuse it. Don't send large attachments without the recipient's permission. This can slow down mail, lock them out of their mailbox, or be rejected by the system. Split the attachment across more than one email if necessary. Be aware that some people will not open an attachment unless they are expecting it as they are concerned about viruses.

6.15 Forwarding

Think before you forward an email and explain to the recipient why you are sending it.

You should get permission from the author before forwarding an email, make sure you acknowledge their words, and keep the words and meaning exactly as they intended. Also keep in mind that you may be infringing copyright laws.

Be careful you are only forwarding messages to those that want to receive them. If you forward an email to a more appropriate person e.g. to answer a query, make sure you let the sender know who to expect a reply from.

6.16 Message threads

When you reply to an email you should only include the original email in your reply i.e. use "reply" instead of "new mail", if the full text is required to give context, but be mindful of the length the message can become and the burden this can place on the recipient and the system. At the very least, however, you should include sufficient information from the original email (denoted as such) to provide context for your response and to mean the recipient doesn't need to spend time trying to find the original email.

6.17 Email responses

Check your email regularly and respond as soon as practical, even if it is just an acknowledgement that lets the sender know you've received their message.

Ignoring an email is discourteous.

When replying to an email you should answer all questions and try to pre-empt further questions. People will be appreciative.

If you receive a message intended for another person, forward it with a brief explanation. Don't just ignore it.

If you send an email that doesn't need a response, indicate this in the subject line or text e.g. "FYI" or "no reply necessary".

Email is about dealing with communication when you are able to, so don't assume you are being ignored if you don't get a response in 10 minutes. Plan ahead. For urgent matters it is often better to phone.

Be patient. Wait before re-sending a message or following it up.

Never assume a message has been read just because you sent it. Follow up important emails with a phone call.

If you receive an email that makes you angry, don't reply immediately. You may regret it. Take some time then re-read the email. Consider that you may have misinterpreted the sender's meaning. If you still feel you need to respond, think about having a conversation instead (break the cycle of message and response) or have someone objective pre-read your response. Remember – once an email is sent it can't be recalled.

6.18 Spam and related

- Never answer spam. Your response will confirm your email address. Delete the message instead as it may contain viruses.
- Don't forward chain letters. They are hoaxes. Delete them as soon as you receive them as they may contain viruses.
- Immediately delete emails with attachments from senders you do not recognise. They are probably spam and may contain viruses.
- Do not click open web links in messages from unknown sources.

6.19 Confidentiality

You should be aware that there is no such thing as a completely private email. At the very least most can be read by the service provider and all can be subpoenaed. Do not use email to discuss sensitive or confidential information, especially not with third parties. Also be sure not to make personal remarks about a third party. Email messages have a habit of coming back to haunt you.

6.20 When it's not appropriate to send an email

Email is an enormously effective and convenient way of communicating. There are, however, times when it is much more appropriate to discuss things personally either by phone or face to face. These include:

- when the matter is urgent and it can't wait until someone reads their email;
- during negotiations;
- to communicate complaints or dissatisfaction, and
- to deliver bad news.

Communicating in person rather than with email will allow the opportunity to quickly clear up misunderstandings or show that you care about a recipient's feelings.

F) Grievance and Harassment Policy

5. Purpose

1.1 IAWA has guidelines for the management of members' grievances and harassment issues and/or complaints.

6. Scope

2.1 The following guidelines apply to all members.

3. Responsibility

3.1 IAWA Executive.

4. References

4.1 n/a.

5. Definitions

5.1 A grievance can be about anything done, or not done, by members, which you feel affects you unfairly or unjustly. A grievance can also be about discrimination, harassment, or any other related decision or behaviour which you think is unfair, unjust or upsetting.

6. Descriptions

6.1 IAWA recognises the value and the importance of full discussions in the management of misunderstandings and preserving harmonious working relations.

This policy aims to ensure that members are treated justly and fairly, by providing a straightforward process for dealing with complaints of discrimination, bullying, sexual harassment and vilification.

Every possible effort shall be made to settle any grievance or complaint between members as expeditiously as possible. The grievance will be dealt with fairly and in good faith: there will be no victimisation as a result of making a complaint.

Members are encouraged to discuss grievance and harassment issues with the IAWA Chairperson. The grievance does not have to be in writing.

Issues with regard to the Chairperson are referred to the Secretary or Treasurer.

Any content about the grievance will be treated in strict confidence.

6.2 If a complaint is made against you, be assured that you will not be prejudged. You will have an opportunity to tell your side of the story. You may nominate to have a support person with you throughout all grievance proceedings. Each complaint will be dealt with in a timely manner as is possible in the circumstances.

Formal Complaint

If you do decide to make a formal complaint, this can be done by putting the complaint in writing and reporting it to the Executive Committee. You may have a fellow member attend the meeting with you when you report the complaint. The written complaint should contain a description of the incident(s), decision, behaviour in question, the time and date of the incident(s), the names of any witnesses, your signature; and date of the complaint.

The Investigation

Once a formal complaint is made, the matter will be investigated by the IAWA executive Committee.

The Chairperson or delegate will then interview you, any witnesses, the person against whom the complaint is made. You and the person against whom the complaint is made may have a support person with you when the interview is being conducted.

What are the Outcomes?

If the investigation reveals that your complaint is a valid one, a number of actions may be taken, depending on the nature of the complaint. The person against whom the complaint is made may be required to give you a written apology; he/she may be given a written warning, or have their membership relinquished.

If the complaint is found to have been completely fabricated, appropriate action may be taken against you. A written apology to the person complained about, an official warning, or your membership relinquished, depending on the seriousness of the allegations.

6.3 Outside Agencies

If you are not satisfied with the way in which your grievance was handled you may take it to an outside agency, such as the Human Rights and Equal Opportunity Commission or the Anti-Discrimination Board.

G) Equal Opportunity Policy

1. Purpose

- 1.1 IAWA has guidelines regarding equal employment opportunity.
- 1.2 To explain the general procedures relating to equal employment opportunity.

2. Scope

- 2.1 The following guidelines are to be adhered to by all IAWA members.

3. Responsibility

- 3.1 All members.

4. References

- 4.1 n/a

5. Definitions

- 5.1 n/a

6. Descriptions

- 6.1 IAWA is an equal opportunity organisation. Except where required by law, IAWA members practices shall not be influenced or affected by a members or stakeholders sex, race, colour, religion, national origin, pregnancy, age, marital status, physical disability, or any other characteristic protected by law. IAWA shall not discriminate against members or stakeholders with a sensory, physical or mental impairment.

H) Competing Material Interest Policy

1. Purpose

1.1 To explain the general procedures relating to conduct that may be considered to be competing with the IAWA's interests.

2. Scope

2.1 The following guidelines are to be adhered to on an organisation-wide level.

3. Responsibility

3.1 All members.

4. References

4.1 n/a.

5. Definitions

5.1 n/a.

6. Descriptions

6.1 Members have an obligation to conduct business within guidelines that prohibit actual or potential competing interest. This policy establishes the policy within which IAWA wishes the organisation to operate. The purpose of this policy is to provide general direction so that members can seek further clarification on issues related to the subject of acceptable standards of operation.

An actual or potential competing interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that member or for a relative as a result of IAWA organisational dealings.

Potential competing interests are those that have a likelihood to occur, or may appear to have an actual competing interest, or have the likelihood of a competing interest.

No "presumption of guilt" is created by the mere existence of a relationship with outside entities. However if a member has any competing material interest it is imperative that he/she disclose to the executive committee as soon as possible the existence of any actual or potential competing interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where a member or relative has a significant ownership in a firm with which IAWA does business but also when an member or relative receives any kickback, bribe, substantial gift or special consideration as a result of any transaction or business dealings involving IAWA. Personal gain may also result from an employee taking advantage of confidential information or other information by reason of his/her official position.

If, at any time the member becomes aware that they, directly or indirectly, have an interest, proprietary or otherwise, which competes or which might compete with

responsibilities to the member, the member must disclose to the executive committee the nature, character and extent of such interests and indicate steps that the member proposes to take to resolve or deal with the competing interest. Should a mutually acceptable resolution not be achieved, either party may invoke dispute resolution.

I) Email Signature Policy

1. **Purpose**
 - 1.1 To explain the general procedures relating to use of the IAWA Email signature.
2. **Scope**
 - 2.1 An IAWA Email Signature will be used at all times by any member corresponding with external stakeholders.
3. **Responsibility**
 - 3.1 Executive Committee or delegate.
4. **References**
 - 4.1 n/a.
5. **Definitions**
 - 5.1 n/a.
6. **Descriptions**
 - 6.1 The following is an example of an IAWA Email signature

Name

Position – Immunisation Alliance WA

Email: chair@immunisationalliance.org.au

Website: <http://www.immunisationalliance.org.au>

J) Media Communication Policy

1. Purpose

1.1 To explain the general procedures relating to communicating with the media.

2. Scope

2.1 The following guidelines are to be adhered to on an organisation-wide level.

3. Responsibility

3.1 All members must ensure that all existing and new promotional materials are developed and maintained in accordance with the method described below.

4. References

n/a

5. Definitions

5.1 Media - defined as any communication emanating from IAWA to a third party where the dissemination of that communication is likely to be at the local, community and sector level. This is usually via:

- Newsletters or other information generated internally such as pamphlets, information sheets, and external circulars.
- Media releases or comments for commercial or community print/electronic/radio media.
- Poster or verbal presentations at conferences, seminars and events.
- Broad distribution email.
- Any other communication that may have a wide audience outside of IAWA.

6. Descriptions

6.1 General Requirements

- Where appropriate, an approved IAWA logo should be present in all visual /print presentations.
- In all cases, IAWA is to be presented in a positive, professional manner.
- Any agreement to participate in providing information for external commercial and community media articles, presentations, newsletters and circulars must be approved in advance by the executive committee.
- All external commercial and community media articles, presentations, newsletters and circulars are to be approved in advance by the executive committee.

The Immunisation Alliance WA wishes to thank all its members for their commitment and support to the collaborative actions and visions supported by IAWA.

