



28 November 2018

Community Engagement Strategy 2021

Minimum standards for consultation

Community and stakeholder engagement is a key strategic pillar in the RDA Strategic Plan for 2021. This includes developing a Community Engagement Strategy that provides direction and purpose to how the organisation communicates with its stakeholders to empower positive relationships through increased consultation and shared goals with State Members.

Purpose

RDA Australia (RDAA) recognises feedback from its members that they wish to be consulted in greater depth and regularity on a range of issues. These guidelines have been established to provide a clear framework for the Board of RDA Australia to regularly seek the opinions, feedback and ideas of State Member organisations and Associate Member Centres, on behalf of all their members.

Proposed Minimum Standards:

General Communication

- The RDAA Board will nominate specific State Relationship Liaison Officers to maintain a regular and open communication with Members.
- The RDAA Board Liaison Officers will attempt to call each State/Associate delegate once per calendar month. This call will ideally take place after the monthly state board meeting but prior to the monthly national board meeting.
- A list of RDAA Board Liaison contacts and State/Associate delegate contacts will be provided to members on a regular basis (generally monthly).
- A follow up e-mail will be sent to the state delegate after the phone call summarising any concerns, feedback or ideas raised to ensure the accuracy of the discussion.
- Monthly RDAA board minutes will be circulated with the executive team of each State/Associate Member boards (where contact details have been provided to the RDAA Office) to keep members advised of the current items on the national agenda.
- Where a specific concern, feedback or idea has been raised by a State/Associate member delegate, this will be addressed in an e-mail from the corresponding Board Liaison Officer, subject field expert or nominated RDAA staff member. Additional feedback and further discussion will be welcomed.

Specific issues for Consultation

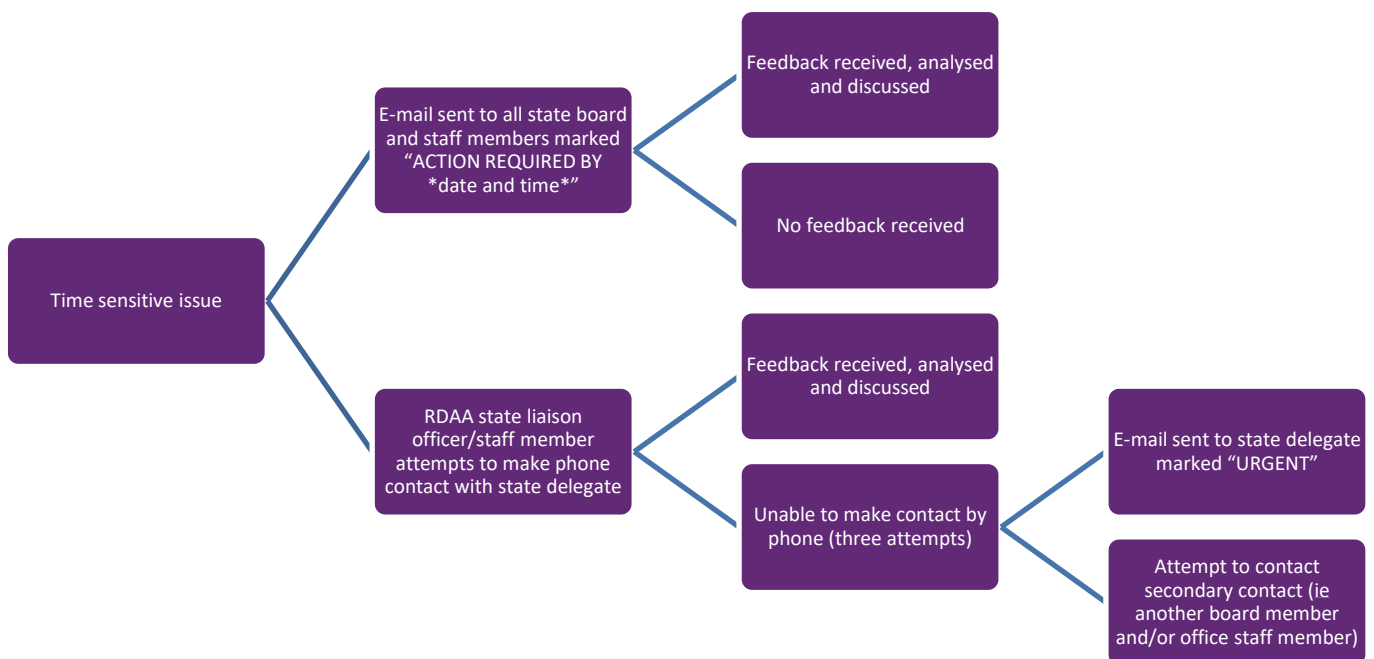
- Where an issue arises that requires time sensitive feedback, an e-mail will be sent to the relevant contact people with the title of: ACTION REQUIRED BY <date and time>, or PLEASE REPLY BY <date and time> in the subject heading of the email.
- The RDAA Board Liaison Officer OR an RDAA staff member will contact the State/Associate delegate by telephone to discuss the issue and request feedback if a response by email is not forthcoming. If the RDAA representative is unable to make contact after three attempts, a second e-mail will be sent marked 'URGENT'. If communication is unable to be established, attempts will be made to call the secondary contact (other board member or state office representative).



Feedback

- RDAA Board meetings will include a standing agenda item for Community Engagement where feedback from members will be summarised and discussed at the monthly RDAA Board meeting.
- A response will be provided to members regarding the outcome of discussion regarding any feedback:
 - Further investigation/consultation required
 - Accepted and actioned
 - Dismissed with reason why

Figure 1: Flow chart depicting flow of information



Appendix: Communications Protocol matrix

POLICY AND PROCEDURE RATIFICATION	
Draft procedure circulated for comment on:	5 Dec 2018
Response due by:	18 Jan 2018
Procedure ratified according to the RDA Australia Constitution at a Board meeting on:	30 Jan 2019
Review procedures: This policy will be reviewed for effectiveness on a regular basis.	Review Date: 11 December 2019 Next Review: 31 December 2020



RDA Australia Communications Protocol 2018-19

Appendix to Community Engagement Strategy. This is the operational document that supports the dissemination of information by the RDA Aust office.

	RDAABoard	State Delegates	State EOs	Full & Associate Member Boards	Coaches	Other
Strategic/Governance						
Notice of AGM	*	*	*	*	State Offices, Life mbers, Auditor, ASC	
Notice of General meeting, agendas and minutes	*	*	*	*		Life members
Notice of Strategic Planning meeting	*	*	*	*		
Minutes of RDA Board monthly meetings	*	*	*	*		
Strategic and Annual Operational plans	*	*	*	*		
RDA Constitutional matters and documents	*	*	*	*		Life members
Policy and procedural updates	*	*	*	*		
Notice of national sponsorships agreements	*	*	*	*		
Operational						
National office operating hours	*	*	*	*	*	State Offices/Admin
Insurance certificates of currency and queries		*	*	*	Upon request	State Admin/Coach Coord
Annual National Survey		*	*			Now done by database
Annual Survey Results	*	*	*	*		ASC
Changes to National procedures	*	*	*	*	*	State Offices/Coach Coord
Events Calendar	*	*	*	*		Coaching Coord
National Directory contacts	*	*	*	*		Website
Spotlight	*	*	*	*	*	Website, public
Coaching accreditations, certificates, updating database			*		*	State Coaching Coord
Coaching accreditation renewal notices					*	State Coaching Coord
Program Delivery						
Selection of delegates to Disciplines Committee		*	*	*		State Coaching Coord
Notice of Disciplines Committee meetings, agendas etc			*	*		Chair of committees PD Delegates, Coach Coord
Minutes of Disciplines Committee meetings		*	*	*		Discipline Committee Members, Coach Coord



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Notice of National Competitions		*	*	*	*	State Coaching Coord Website, EA, VIP's
Notice of National Coaching Workshops		*	*	*	*	State Coaching Coord
Coaching Newsletters		*	*	*	*	State Coaching Coord

General Communications Protocols

RDA Australia will provide advice and information of a general nature to enquiries received in the RDA Australia Office and will refer enquiries of a specific nature to the State or Territory Association or RDA Centre. Enquiries by email of relevant interest at a State level will be copied to the State or Territory Office. Advice on the Member Protection Policy and complaints handling will be provided by the RDA Australia Office and complaints received will be managed according to that policy. **All media enquiries with the potential for negative media coverage must be referred immediately to the RDA Australia Office without comment at a State, Territory or Centre level.**

Special Communications Protocols

Working parties on projects or committees

Members working on sub-committees for specific projects (e.g. Brand Management, Constitutional Review, updating Coach Training materials and resources) will meet and communicate separately from the above protocols. For good governance, minutes of meetings should be taken, tasks allocated and timelines set for tasks to be completed. A representative from the working party will report on their progress to the relevant meeting of State or Territory Delegates.

- (a) Strategic working parties will report to the RDAA Board (either through the Executive Officer or an allocated Board member) and at meetings of State and Territory Delegates.
- (b) Operational working parties will report to the National Chief Executive Officer and results will be communicated to the RDAA Board at monthly meetings.
- (c) Program Delivery working parties will report to the Chair of Program Delivery and the RDAA Board and results will be shared with State Delegates at National meetings. Minutes of National Disciplines meetings will be shared according to the protocols described above.