

# ALL USER EMAILS POLICY®

## DOCUMENT SUMMARY/KEY POINTS

- All User Emails can be distributed across the Sydney Children's Hospitals Network by key staff.
- This policy provides staff and third party organisations with guidelines and criteria that must be adhered to, to ensure that only relevant and appropriate messages are disseminated to all user email list groupings across the Sydney Children's Hospitals Network.
- For more information on email etiquette, please see the [Email Etiquette and Management Practice Guideline](#).

## CHANGE SUMMARY

- N/A – new document.

## READ ACKNOWLEDGEMENT

- All staff are to be aware of this policy.
- Managers are to read and acknowledge they understand the contents of this policy. Managers are responsible to bring this policy to the attention of staff.

<b>Approved by:</b>	Director, Clinical Governance	SCHN Executive
<b>Date Effective:</b>	1 <sup>st</sup> April 2017	<b>Review Period:</b> 3 years
<b>Team Leader:</b>	Manager	<b>Area/Dept:</b> Public Affairs, SCH

## Introduction

It is important that a broad range of work related information is effectively communicated to staff across the Sydney Children's Hospitals Network (SCHN). Aside from internal communication methods such as newsletters and noticeboards, some staff may wish to communicate information via all user emails.

This policy will provide staff and third party organisations with guidelines on the use of the all user email function at the SCHN.

## All User Emails

### All User Email Lists

Key all user email list groupings which currently exist across the SCHN include:

- Sydney Children's Hospital, Randwick (SCH) Email Users: All staff with email accounts at SCH;
- The Children's Hospital at Westmead (CHW) Email Users: All staff with email accounts at CHW, and;
- SCHN Email Users: All staff with email accounts across the SCHN.

### Access to All User Email function

A select number of staff are authorised and able to send all user emails within their facility or across SCHN. All SCHN Executive, Clinical Program Directors and key Public Relations staff across SCHN have access to this Outlook capability and can distribute appropriate, approved messages.

### Criteria for All User Email distribution

Only communication considered to be urgent, essential or of interest to all staff can be sent to all user email list groupings. All requests are considered on a case by case basis.

Before all user emails are considered, every effort should first be made to disseminate information via other communication avenues. This includes SCHN intranet site, quarterly SCHN newsletter *Network News*, the *Chief Executive Update* (if relevant and appropriate), site noticeboards, other email groups such as Department Heads or Cost Centre Managers and The Children's Hospital at Westmead's *Banded Bear Bulletin* and Sydney Children's Hospital, *Randwick's Pulse*.

- Examples of communication that **can be sent** to an all user email list grouping:
  - Communication of approved training and education opportunities;
  - Communication from the SCHN Executive, including key announcements, and;
  - Limited communication regarding hospital organised events e.g. Grand Rounds, Party Day, Celebration Week.
- Examples of communication that **cannot be sent** to an all user email list grouping:
  - Communication regarding lost items, and;

- o Specific events or activities not relevant to all staff on that particular all user email list.

## Approval to Send an All User Email

Only communication that has been approved for dissemination by a SCHN Executive member, Clinical Program Director or Public Relations representative can be sent to an all user email list grouping. In the first instance, staff are encouraged to seek advice and approval from their Clinical Program Director. If their Clinical Program Director is unavailable, advice and approval can be sought from Public Relations or a SCHN Executive member. Ideally, this approval must be received in writing and can only be disseminated by the approver or their nominated delegate.

## All User Email template/s

All user emails can only be disseminated in the relevant corporate branded SCHN, CHW or SCH generic email template. To access a generic template, contact the Public Relations department at either Hospital site.

For some campaigns that have been approved by Corporate Branding, templates can follow that particular campaigns look and feel eg. Celebration Week, MEMORY. However, for the most part all user templates should follow the generic template.

## Length of All User Email

All user emails must be direct and brief. Only key information should be included such as date, time, location, a brief overview of the message and a contact for more information. Attachments should be avoided where possible.

Unnecessarily long emails or emails over 500KB in size will not be approved for distribution.

## Third Party Requests

In some cases, third party organisations including charities such as Sydney Children's Hospital Foundation may ask for messages to be communicated to staff via email.

All requests of this kind, including emails targeted to sub email groups e.g. Department Heads, must be sent to a Public Relations representative for review, approval and dissemination.

## Additional information

For more information on email etiquette, please see the [Email Etiquette and Management Practice Guideline](#).