

# Communication Procedure

Please use the following communication channels when seeking assistance from one of the Wangaratta RSL Staff.



NAME	POSITION	AVAILABILITY	METHOD	REASON
<b>Chris Simsen</b>	<b>General Manager</b>	Mon – Thurs 9am to 5pm	Phone	▪ Immediate assistance needed to do your job
			Email	▪ Request to use the bus
<b>Nadia Couch</b>	<b>Operations Manager</b>	Every day. For in person, email, or text for availability	Phone Text	▪ Immediate assistance needed to do your job ▪ All non-urgent queries (e.g., large purchases not related to stationery)
			Email In person	▪ Special events and functions ▪ Advertising requests (e.g., Email mailouts) ▪ All non-urgent queries (e.g., Tech support, general planning and organisation needs)
			Form	▪ Other Birds content creation requests (e.g., posters, brochures, signage, etc.)
<b>Ash Edgeworth</b>	<b>Admin</b>	Mon – Fri 9am to 5pm	Call the club In person Email	▪ Printing/scanning requests ▪ Booking requests ▪ Purchase requests (e.g., stationery) ▪ Reimbursements ▪ Postage ▪ Membership queries
<b>Andrew Douglas</b> <b>Brad Stockdale</b> <b>Caleb Nichols</b> <b>Scott Revell</b>	<b>Duty Managers</b>	Every day – 8.30am to close	In person	▪ Printing/scanning requests ▪ Booking requests ▪ Equipment pick-up/drop off ▪ Collection of all funds from events/appeals