

# Communication Procedure

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



REASON	METHOD	AVAILABILITY	POSITION	NAME
<ul style="list-style-type: none"> <li>▪ Printing/scanning requests</li> <li>▪ Booking requests</li> <li>▪ Equipment pick-up/drop off</li> <li>▪ Collection of all funds from events/appeals</li> </ul>	In person	Every day – 8.30am to close	<b>Duty Managers</b>	<b>Andrew Douglas</b> <b>Caleb Nichols</b> <b>Scott Revell</b> <b>Brad Stockdale</b>
<ul style="list-style-type: none"> <li>▪ Printing/scanning requests</li> <li>▪ Booking requests</li> <li>▪ Purchase requests (e.g., stationery)</li> <li>▪ Reimbursements</li> <li>▪ Postage</li> <li>▪ Membership queries</li> </ul>	Call the club In person Email	Mon – Fri 9am to 5pm	<b>Admin</b>	<b>Ash Edgeworth</b>
<ul style="list-style-type: none"> <li>▪ Immediate assistance needed to do your job</li> <li>▪ All non-urgent queries (e.g., large purchases not related to stationery)</li> </ul>	Phone Text	Every day. In person – email or text for availability	<b>Operations Manager</b>	<b>Nadia Couch</b>
<ul style="list-style-type: none"> <li>▪ Special events and functions</li> <li>▪ Advertising requests (e.g., Email mailouts)</li> <li>▪ All non-urgent queries (e.g., Tech support, general planning and organisation needs)</li> </ul>	Email In person			
<ul style="list-style-type: none"> <li>▪ Other Birds content creation requests (e.g., posters, brochures, signage, etc.)</li> </ul>	Form			
<ul style="list-style-type: none"> <li>▪ Immediate assistance needed to do your job</li> </ul>	Phone	Mon – Thurs 9am to 5pm	<b>General Manager</b>	<b>Chris Simsen</b>
<ul style="list-style-type: none"> <li>▪ Request to use the bus</li> </ul>	Email			