




Policy Title: INCOMING AND OUTGOING MAIL POLICY

Policy Type: ADMINISTRATIVE
 (Statutory, Financial, Administrative, Human Resources)

Policy Number: A004

Approved by Council	Last Review	Current Review	Next Review
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Implementation Department		Officer Name	
Corporate Services		Director Corporate Services	
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1. Policy Background/Scope

Mail must be dealt with in a manner which promotes the efficient and confidential handling of all incoming and outgoing mail. This Policy is to identify the procedures and Council philosophy on managing the flow of documentation both within the Aurukun administrative office and the Cairns branch office.

2. Policy Provisions

Definitions:

Incoming Mail is all correspondence, magazines, circulars, advertising material, copies of emails and packages received.

Outgoing Mail is all correspondence, magazines, circulars, advertising material, copies of emails and packages sent.

Personal Mail is all mail addressed to the individual employee. All new employees should be advised, to avoid confusion, that all personal mail should be addressed to their street address in Aurukun.

Tenders are confidential quotes for work by non-council employees that have been formally advertised in the public arena via public advertisement.

References to actions and nominated staff include both Aurukun Administration office and Cairns branch office

Responsibilities:

Managing Incoming and Outgoing Mail

- The Receptionist opens mail and hands to EA, and is responsible for managing and recording all Incoming mail on a daily basis
- The Administration Manager/Receptionist, or delegate, is responsible for managing and recording all Outgoing mail on a daily basis.

Collecting Incoming Mail

- The Administration Manager/Receptionist, or delegate, is responsible for collecting the mail from the post office box.
- When mail is collected from the post office box to bring back to the council office, it must be placed in a bag to ensure it is not lost.

3. Procedures

Incoming Mail

The Receptionist must sort all the external and internal incoming mail as soon as it arrives.

Check incoming mail for:

- Damage or opened mail/packages
- Contents and enclosures (Gifts over \$100.00)
- Suspicious appearance or sounds

Action required for damaged or opened mail:

- Report to the addressee immediately
- **If items are missing, follow the procedure for missing contents.**

Action required for mail with missing contents:

- If relevant, organise for replacement items to be sent.
- If required, complete and submit insurance forms for damaged or missing items.

Action required for suspicious mail:

- Suspicious mail should not be handled.
- Notify the Chief Executive Officer immediately.

Sort mail into bundles:

- (a) Mail marked **Urgent** or sent by express post
- (b) Mail marked **Confidential**
- (c) Routine Council mail
- (d) Returned mail
- (e) Parcels
- (f) Magazines, circulars and advertising material.
- (g) Cash and cheques
- (h) Personal mail
- (i) Tenders
- U) Internal mail

(a) Urgent council mail:

- Give priority to **urgent council mail** over routine mail:
 1. Open mail (but not **Confidential** mail)
 2. Date stamp mail
 3. Distribution stamp mail
 4. Record in the ***Aurukun Mail Register***

5. If there are **cheques** in the mail, it is to be sent to Cairns Office via Internal mail for banking.
6. Deliver urgent council mail to the CEO for allocating distribution and file numbers. CEO returns to the Executive Assistant to distribute

(b) Confidential council mail:

- Do not open **confidential council mail**
 1. Date stamp the outside of envelope
 2. Record in the ***Aurukun Mail Register*** information on the outside of envelope
 3. If you open confidential in error, reseal it and attach a note, stating it was "Opened in error" and your signature
 4. Deliver confidential council mail to the CEO for allocating distribution and file numbers. CEO returns to the Executive Assistant to distribute

(c) Routine council mail:

1. Open mail
2. Date stamp mail
3. Distribution stamp mail
4. Record in the ***Aurukun Mail Register***
5. If there is **cash and cheques** in the mail, it is to be sent to Cairns via Internal mail for banking
6. Deliver routine council mail to the CEO for allocating distribution and file numbers. CEO returns to the Executive Assistant to distribute

(d) Returned mail:

- If returned mail appears to be **Human Resources:**
 1. Do not open envelope
 2. Date stamp envelope
 3. Record in the ***Aurukun Mail Register***
 4. Place in the Human Resources Manager office or placed in pigeon hole
 5. If opened in error, reseal it and attach a note, stating it was "Opened in error" and your signature

- Other returned council mail:
 1. Date stamp envelope
 2. Staple the envelope to the letter if it contains the return address.
 3. Record in the ***Aurukun Mail Register***.
 4. Place in relevant pigeon hole

(e) Parcels

1. Date stamp parcel
2. Open parcel (but not **Confidential** parcels)
3. Record in the ***Aurukun Mail Register***
4. Email the relevant work area that they have a parcel and where it is (with the Executive Assistant or in their pigeon hole, if it fits)

(f) Magazines, circulars and advertising material

- Deliver **magazines, circulars and advertising material** to the relevant work area or their pigeon hole for distribution (attach a *Distribution List - Appendix one* with names of those to see document if more than one);

(g) Cheques

Refer to instructions under (a) or (c)

(h) Personal mail:

- Do not open personal mail
- Do not record personal mail in the ***Aurukun Mail Register***
- If you open personal mail in error, reseal it and attach a note stating it was "**Opened in error**", as well as the date and your signature
- Place in relevant pigeon hole

(i) Tenders process:

1. All tenders envelopes should be marked "**Tender**" with the tender number when they arrive at council
2. The Tender Envelope ***should not be opened*** but rather date stamped and placed in the Tender box unopened.
3. If opened in error, the tender should be referred to the CEO for a decision

U) Internal mail:

- Date stamp envelope
- Open mail (but not if **Confidential**)
- Record in the ***Aurukun Mail Register***
- Place in relevant pigeon hole or hand deliver to CEO and Directors

Outgoing Internal Mail

All outgoing Aurukun Administration Office Mail and Cairns branch office mail should be correctly placed in the marked trays on the Executive Assistants desk.

Administration Manager/Receptionist or delegate is responsible for collecting outgoing mail from the Executive Assistants desk.

Action required for internal mail

- Items must be registered in the ***Aurukun Mail Register*** and placed the red internal bag
- Bag is then required to be delivered to the airport and any bags from the Cairns office collected from the airport.
- The sending of the bag is on an "as needed" basis

Outgoing External Mail

- All outward external mail must be sent on a daily basis and be recorded in the ***Aurukun Mail Register***.
- Any outgoing mail marked 'urgent,' 'confidential', 'registered' or express must catalogued to that effect in the ***Aurukun Mail Register*** and be sent via that specified mailing system.
- Mail to local residents from council should remain at the post office for the allotted time and every attempt made to contact the recipient. If the recipient is known to be in the community, **do not** mark 'Return to Sender' as per Australia Post policy.

4. RELATED DOCUMENTATION

- Aurukun Mail Register (H:\04 Corporate Services\Reception
- Cash and Cheque per post register

APPENDIX ONE:

CIRCULATION LIST Please read/review attached materials and forward to next person on the list.			
NAME	WORK AREA	DATE REVIEWED	COMMENT