



## THE ORDER OF AUSTRALIA ASSOCIATION

### VICTORIA BRANCH

PO Box 18389, Collins Street East, Melbourne Vic 8003

## POLICY: GUIDELINES FOR OAA EMAIL USE

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### Use these simple rules for professional and personal email usage

The following guidelines are considered best practice email etiquette. Please keep them in mind for your e-mail traffic for OAA purposes:

**Consider email thread before forwarding emails.** Your email correspondent may have sent you a message you would like to forward to others in your network, but the original sender may have included comments that they would not want shared. Don't assume - please ask the sender before automatically forwarding the email.

**Be sparing with group e-mail and the Reply All button.** Send group e-mail only when it's useful to every recipient. Use the "reply all" button only when compiling results requiring collective input and only if you have something to add. Recipients get quite annoyed to open an e-mail that says only "Me too!" Copy only people who are directly involved. Sending it to everyone may simply be contributing to an already cluttered Inbox and can be very annoying for busy people.

**Use BCC** when sending to a large distribution list, so recipients won't have to see a huge list of names before they read your message. More importantly, it is a breach of privacy to send a list of names in a 'cc' without first obtaining the permission of each addressee.

**Remember that e-mail isn't private.** E-mail is considered company property and can be retrieved, examined, and used in a court of law. Unless you are using an encryption device (hardware or software), you should assume that e-mail over the Internet is not secure. Never put in an e-mail message anything that you wouldn't want to see on social media. Remember that e-mail can be forwarded, so unintended audiences may see what you've written. You might also inadvertently send something to the wrong party, so always keep the content professional to avoid embarrassment.

**Use sentence case.** USING ALL CAPITAL LETTERS LOOKS AS IF YOU'RE SHOUTING. Using all lowercase letters looks lazy.

(End)