

MEETING MINUTES

Attendees: Amy, Beth, Carla

1. **Scheduling processes** - Staff usage of two trackers (Web Tracker, Outlook) is causing confusion through creating double bookings and has led to an incident this week with one of Beth's clients. Having spoken to IT, merging the two calendars is not possible. Amy suggests using only one to clear up the confusion. Web Tracker is preferable as it is web-based and everyone can access it.

Actions:

- a) Amy to create a tutorial on using Web Tracker.
 - b) Beth will update her policies to ensure all staff will use Web Tracker instead of Outlook.
 - c) Communications – e-mail and staff meetings training ASAP. Amy to send out the e-mail to all staff.
2. **Email practice** – please label appropriately by adding suitable subject headings and marking with appropriate priority. Beth suggests a policy is needed to determine what 'high priority' constitutes.

Actions:

- a) Beth and Carla to meet tomorrow to discuss the policy and communicate by Thursday. Amy will also communicate this via the staffwide e-mail regarding scheduling.
3. **Office Party** – Beth and Carla to support in planning and recruiting more organisers.