

Guidelines for Visiting Delegations Policy

Purpose

The RTA receives a large number of requests each year from international and interstate delegations. The guidelines are for all staff who may receive a delegation request or are involved with meeting an international or interstate delegation.

Note: Read these guidelines in conjunction with PN 040 Visiting Delegations Policy.

Guidelines

1. All delegation requests are coordinated through the Communication Services Unit. The purpose of this is to provide a central point of reference and prevent duplication (as visit requests are sometimes sent to more than one person). This also applies to requests to visit the Transport Management Centre (non-commercial visits), Crash Lab and regional areas.
2. Any delegation request received directly by a staff member from an external agency or organisation wanting to visit the RTA must be forwarded when received to the Communications Officer, Corporate Communication. A reply to the delegation regarding whether the visit will proceed should not be given. Corporate Communication will liaise with the section who will be hosting the delegation and the invited delegation.
3. Staff members who are invited to present to a delegation at a location outside the RTA should also forward the request to the Communications Officer, Corporate Communication.
4. Delegations should provide a minimum of four weeks notice prior to their proposed visit date however this does not always occur. Every effort will be made to accommodate official government requests which fall within the four week timeframe, however four weeks notice is preferred.
5. For all non-official, non-government and official, government requests, the appropriate section area/s will be asked if they have the resources available to meet with the delegation within their daily workload.
6. When a section area/s agrees to meet with a delegation, Corporate Communication will proceed with confirming the arrangements for the visit. Once arrangements are in place, the Communications Officer will prepare a memo seeking approval for the visit. This will be sent to the relevant Director for approval. If approved, a letter will be sent to the delegation confirming the details of the visit.

7. When a section area/s is unable to meet with a delegation, they are to provide in writing (email sufficient) to the Communications Officer the specific reasons why a staff member cannot meet with the delegation. The Communications Officer will then prepare a memo to the Manager Communication Services and relevant Director recommending the visit be declined. If this recommendation is accepted, a letter will be sent back to the delegation declining the visit.
8. Non-official government visits are required to pay a fee as outlined in the Visitors Policy. Delegations are asked to bring their cheque on the day of their visit. If a presenter receives a cheque from a delegation, this must be forwarded to the Communications Officer for banking after the visit. The funds are used by Corporate Communication to provide corporate merchandise.
9. Any feedback received from a delegation will be passed on to the presenter/s.

Responsibilities

For all international delegation visits which have been approved to proceed, the role of the **Communications Officer, Communications Services Unit**, is to:

- Arrange the meeting room.
- Provide the section area/s with a copy of the approval memo and letter (outlining where the delegates are from, the purpose of their visit, number of delegates, areas of interest, whether an interpreter will be present, etc).
- Prepare an agenda for the delegate's visit if multiple section areas or presenters are participating.
- Provide advice on what type of presentation is required by the delegation (ie. formal powerpoint presentation or informal question and answer session, etc) and the correct style guidelines to be used when preparing powerpoint slides.
- Provide corporate gifts for official government visits (when appropriate and relevant).

For meetings that take place in the North Sydney office, the **Communications Officer**, will also:

- Arrange a data projector (if required).
- Greet the delegation on their arrival and show them to the meeting room to allow the presenter time to set-up and prepare.
- Provide any appropriate collateral (eg. Annual Report).

The **section area/s who are presenting** should:

- Provide their own laptop (if doing a powerpoint presentation).
- Bring copies of any relevant handouts available from their section to give to the delegation.
- Advise the Communications Officer if the delegates need to adhere to any OHS requirements if they are going on a site visit (eg. clothing, shoes, etc).
- Ensure an RTA staff member remains with the delegation at all times on site visits.
- Arrange and pay for catering for the delegation.

For meetings which take place outside of the North Sydney office the **section area/s who are presenting** should also:

- Provide their own data projector (if required).
- Arrange for a representative to greet the delegation on their arrival and show them to the meeting room.
- Provide general RTA handouts (if appropriate).

Definitions

Official international delegation: Request from overseas government department has come through the relevant embassy in Australia.

Non-official international delegation: Request has come through a private organisation (including travel agency) either in Australia or from overseas, or from an overseas government department but not through the relevant embassy in Australia.

Additional information

Contact details: The Guidelines for the Visiting Delegations Policy are maintained by Customer Service Directorate, Communications Services Unit. Initial contacts regarding these guidelines should be with the Communications Officer.

Effective date: 01 July 2011 the guidelines are effective.

Review date: July 2012 as the review date for these guidelines.