



Australian Men's Shed Association  
SHOULDER TO SHOULDER

## *Effective Communication*

A good relationship starts with good communication and, from the Association's perspective, it would have to be the current and sometimes ineffective lines of communication with Member Shed's and shedders that is our greatest challenge.

Communication is a two way street. The information and contact details are only as good as what we get from you and once the information is received, it is the responsibility of that person to action the information.

When a Men's Shed initially registers with AMSA, we receive the following information:

Name of Men's Shed: Physical address: (Shed address) Postal Address: (if different from above) Contact Name: Contact e-mail address:
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Each year when membership and insurance renewals are due, this information can be updated, but that in itself is a huge task.

From the approximate 985 emails that are sent out in an AMSA group mail out to Member Men's Sheds, approximately 20% are either returned or we do not receive a response. This can be due to several reasons, but either way, if memberships and/or insurances are not renewed this could have serious repercussions on your Shed.

It takes AMSA, on average, 3 telephone calls to make contact with a Men's Shed, especially if an answering service is not available.

Some typical responses that we receive include:

- Invalid number
- Voicemail- messages left and no one returns call
- No voicemail
- "Bill" (for example) is not here at the moment.
- "I am on holidays at the moment; you'll have to ring ....."
- "I haven't been involved with the Shed for six months"

You can imagine the frustration. This can easily lead to a substantial amount of time being taken up endeavouring to get the message through.

*Please keep your contact details up to date with AMSA*



## WHO RECEIVES THE SHED MAIL AND EMAILS?

The information we send out is for the betterment and support of your Men's Shed. It can include important developments and opportunities for grant dollars, donations or special offers, insurance information, health matters, resources. Some of this information may be of specific importance to a Shed member.

Management Committees should be mindful of:

- ✚ *Who receives the calls, e-mails and information being sent to your Shed?*
- ✚ *Is that information being passed on?*
- ✚ *Is all the information being tabled at the Management Committee meetings?*
- ✚ *Is the recipient 'culling' information and not passing it on?*
- ✚ *Is that information then being passed on diligently to ALL members of your Shed?*

AMSA often receives calls from Shed members and during the conversation they realise that they have not been given access to information/resources that have been sent out. e.g. National Shed Development Programme opening dates; the AMSA Handbook 1<sup>st</sup> Edition that was posted to all Member Sheds, News Bulletins.

AMSA is always reviewing its means of communication.

Effective communication is vital and we cannot stress enough to Member Sheds to:

- ✚ Regularly check your Shed details on our website and if changes are necessary, e-mail [amsa@mensshed.net](mailto:amsa@mensshed.net)
- ✚ Use the new facility available in the Members Only section of the website to make changes to details
- ✚ If there are changes to Management Committee members and contact people, please inform AMSA
- ✚ Make sure that the main email contact person is checking their emails often and sharing all the information
- ✚ If the main contact person is going on holidays or absent for some reason, please nominate an alternate email address
- ✚ Provide a second email contact person
- ✚ Regularly check the AMSA website for Latest News and News Bulletins