

Wellington Baptist Church

Communications Policy

Everyone communicates in different ways and in WBC we together try to make this work as well as we can.

As a church family we use paper communication, telephone, email, social media (includes Messenger and WhatsApp), and SMS, websites – and we even talk to each other!

Communication takes place from the Church Office to Church Members and Congregation, and it takes place amongst ourselves. The majority of our ministries operate (rotas and group emails) via Church Builder (our church management website), and this should be the standard, however some ministries seem to use SMS and/or WhatsApp.

However, each method carries limitations, and some individuals can be better at communication than others. Factors in this can for some be shyness or inhibition, whilst others seem to be natural talkers, and some can be loud and dominate conversations.

Dangers with communication are when assumptions are made, or careless language used and when we rush or are not sensitive to others in the use of words and when we don't consider how particular words might cause hurt or misunderstanding. Also, electronic communication can lack the emotion of face-to-face contact, and can appear dry, lacking understanding and compassion or confrontational.

It's therefore important that everyone thinks carefully about how and when they communicate with each other, use appropriate boundaries and are careful, gentle and wise with the words they use and the words they don't use. Where mistakes are made, things said that shouldn't be, or when carelessly spoken, that apology is quickly made.

We recognise that communication can also take place without words. We also understand that some may struggle with certain elements of communication because they can't necessarily hear, read, see or engage easily with electronic forms of communication. Also, in WBC we have numerous different nationalities where English is not their primary language, and where there are also cultural differences.

Recognising that many are rarely far from a mobile communications device, we will be careful about when we communicate and draw careful and respectful boundaries about when we message or email each other, knowing that everyone has rest, recovery, family or sleep time. A suggestion here might be to not message after 9pm, unless in an emergency. In all cases, it's important therefore to think before we send.

This could also apply to face-to-face conversations when the church family gathers where we need to think carefully as to whether this is the most appropriate moment to have particular conversations.

- We will all seek to make every communication the best that it can be, so that everyone feels fully communicated with well and fully understands.
- We will also seek to make communication safe and affirming.
- We seek to communicate slowly and thoughtfully and not in a hurry, giving careful thought to the words we use.
- We will seek to be good listeners and to invest as much in listening and reflection as communicating.

- We will not have adults communicate via electronic means with those of a minor age.
- We will be careful as to when we communicate and not break healthy boundaries.
- We will not use aggressive, defamatory, undermining, sarcastic, racist or sexist or any form of words that infringes safeguarding.
- We will always be gentle, affirming and encouraging to one another.
- We will always respect confidentiality and never reveal anything private or pastoral unless permission has been given.
- We will also think carefully about the right method of communication for what needs to be communicated, being mindful that some methods can lack the gentle and careful means needed to express emotive information and which may actually be best done face to face. Specifically, we will not use electronic communication if what is required is an important pastoral conversation that merits face to face contact.

Agreed at the AGM July 2026



Signed by Rev S Griffiths

Pastor