



# COMMUNICATION POLICY & PROCEDURES

## Purpose

The purpose of this policy is to specify the various channels of communication within Complete Business Solutions Australia (CBSA), determine their intended purpose, and the roles and responsibilities of staff in accessing and using them.

## Document Control

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# Policy

## 1. Communication Objectives

- Internal communication is used to reinforce the organisation's business priorities and objectives. This involves ensuring that information disseminated to staff is valid, reliable, relevant, easy to access, and appropriate.
- CBSA aims to continue to develop and trial new communication ideas, channels, and tools to improve information sharing and collaboration between staff members.
- Staff are actively encouraged to share information within the workplace. CBSA expects that staff will use the communication channels and associated tools for business work practices and in compliance with this and other relevant policies and procedures.

## 2. Communication Channels

- CBSA has a number of communication channels for intended purposes including:
  - **Email:** Used for messages to staff, clients, and other stakeholders.
  - **Client surveys:** Used to gather information and feedback from clients for a range of purposes.
  - **Presentation:** Used to present information verbally for internal work groups such as meetings, inductions, or to external clients and stakeholders.
  - **Business documentation:** Used to present information formally in written format to staff members such as reports, policies and procedures, and other business-related documents. Also used to present information in written format to clients and other stakeholders such as business correspondence, invoices, and other business-related matters.
  - **Cloud-based collaborative tools:** Used by work groups of staff to collaborate, share, and communicate on projects online
  - **Website and social media channels:** Used to inform clients of services offered. Used by staff to access policies and procedures.
  - **Instant messaging:** Used to allow real-time communication between staff members informally.
  - **Videoconferencing:** Used for video communication between staff, clients, and other stakeholders where communication occurs remotely.
  - **Phone:** Used for real-time discussion between staff members and clients.



# Procedures

## 1. Email communication

- All email communication must be polite and professional.
- All email communication must include the following information:
  - Address the recipients of the email
  - Include any CC or BCC recipients
  - Include a date and time stamp for the email (automatically captured)
  - Specify the subject of the email – highlighting action needed
  - Content of the email:
    - Include a greeting to the audience
    - Detail the purpose of the email including sharing information, actions required and timelines
    - Complete the email using the company footer/signature

## 2. Meetings

### 2.1 Meeting Preparation

- Prior to a meeting taking place the presenter of the meeting should:
  - Identify the objective(s) of the meeting
  - Identify the audience of the meeting
  - Confirm resource availability (including meeting space, online meeting systems, audience availability etc.)
  - Schedule a time and location for the meeting location and book
  - Identify the items to be covered at the meeting to meet its objective(s)
  - Develop a Meeting Agenda
  - Distribute agenda and any previous meeting minutes (if appropriate) to the audience of the meeting prior to the meeting occurring
  - Prepare appropriate materials as required for the meeting such as documents/ handouts, equipment such as projectors and computers, catering, or any other materials required for the meeting

### 2.2 Meeting Delivery

- The presenter should conduct the meeting as per the Meeting Agenda by:
  - Providing an introduction to the purpose of the meeting
  - Taking attendance
  - Covering minutes from any previous meeting
  - Covering agenda items
  - Coming to agreement about planned outcomes.
  - Provide a closing to the meeting, thanking the attendees for their time.



- The presenter should ensure that they and the attendees show respect to other attendees by:
  - Ensuring attendees don't speak over other attendees
  - Ensuring that attendees act ethically as per the organisation's Code of Ethics during the meeting
  - Ensuring attendees answer questions posed to them openly and with honesty
  - Managing disagreements between attendees ensuring that differences of opinions are acknowledged, and that rigorous examination of all options is explored to reach a compromise
  - Keeping negotiations focused on key issues and moving forward towards a final resolution

### **2.3. Meeting Finalisation**

- Once the meeting has concluded the presenter should document the meeting using the **Meeting Minutes** template
  - Distribute the meeting minutes to all attendees
  - Upload the meeting minutes to the organisation's cloud-based storage system
  - Follow up with attendees on any actions they have been assigned during the meeting to ensure actions are completed.

-- End of Policy document --