



# COMMUNICATION POLICY

## Purpose

This policy aims 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

Document No. & Name:	Communication Policy & Procedures
Quality Area:	Internal Management – (IM)
Author:	Complete Business Solutions Australia (CBSA)
Status:	Approved
Approved By:	Henry Thomas
Approval Date:	26/10/2020
Review Date:	27/10/2021



# Contents

<b>Purpose</b> .....	1
<b>Contents</b> .....	2
<b>Policy</b> .....	3
1. Communication Objectives .....	3
2. Communication Channels.....	3
<b>Procedures</b> .....	4
1. Meeting Preparation .....	4
2. Meeting Delivery.....	4
3. Meeting Finalisation .....	5
4. Related Documents.....	5



# Policy

## 1. Communication Objectives

- Internal communication is used to reinforce the organisation's business priorities and objectives. This involves ensuring that staff information 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 staff to use the communication channels and associated tools for business work practices and comply with this and other relevant policies and procedures.

## 2. Communication Channels

CBSA has several communication channels for intended purposes.

1. **Email:** Used for messages to staff, clients, and other stakeholders.
2. **Client surveys:** Used to gather information and feedback from clients for various purposes.
3. **Presentation:** Presenting information verbally for internal workgroups such as meetings, inductions, or external clients and stakeholders.
4. **Business documentation:** Present information formally in written format to staff members, such as reports, policies and procedures, and other business-related documents and present information in written form to clients and other stakeholders, such as business correspondence, invoices, and other business-related matters.
5. **Cloud-based collaborative tools:** Used by staff workgroups to collaborate, share, and communicate on projects online.
6. **Website and social media channels:** Used to inform clients of services offered and used by staff to access policies and procedures.
7. **Instant messaging:** Used to allow real-time communication between staff members informally.
8. **Video-conferencing:** Used for video communication between staff, clients, and other stakeholders where contact occurs remotely.



9. **Phone:** Used for real-time discussion between staff members and clients.

## Procedures

### 1. Meeting Preparation

Before a meeting takes place, the Chairperson should:

- identify the objective(s) of the meeting
- identify the audience of the meeting
- schedule a time and location for the meeting location
- identify the items to be covered at the meeting to meet its objective(s)
- ensure that they have reserved/booked out facilities required for the meeting
- develop a Meeting Agenda and distribute this to the audience of the meeting before the meeting occurs
- prepare appropriate materials for the meeting, such as handouts, equipment like projectors and computers, catering, or any other materials necessary.

### 2. Meeting Delivery

The Chairperson 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
- agreeing to planned outcomes.
- give 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 ensure that differences of opinions are acknowledged and that rigorous examination of all options is explored to reach a compromise
- keeping negotiations focused on critical issues and moving forward toward a final resolution.

### 3. Meeting Finalisation

Once the meeting has concluded, the presenter should document the session using the **Meeting Minutes** template.

1. Upload the meeting minutes to the organisation's cloud-based storage system following CBSA's Document Management Policy & Procedures.
2. Distribute the meeting minutes to all attendees.
3. Follow up with attendees on actions assigned during the meeting to ensure activities are completed.

### 4. Related Documents

- *Privacy Policy & Procedures.*
- *Information Technology Policy & Procedures.*
- *Document Management Policy & Procedures.*
- *Meeting Agenda Template.*
- *Meeting Minutes Template.*
- *Code of Ethics.*

-- End of Communication Policy & Procedures document --