

Communication Policy & Procedures



Koala Corporation

Communication Policy & Procedures



Purpose

The purpose of this policy is to specify the various channels of communication within Koala Corporation, determine their intended purpose, and the roles and responsibilities of staff in accessing and using them.

Policy

1. Communication objectives

- ◆ Internal communication is used to reinforce the organisations business priorities and objectives. This involves ensuring that information disseminated to staff is valid, reliable, relevant, easy to access, and appropriate.
- ◆ Koala Corporation 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. Koala Corporation 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

- ◆ Koala Corporation 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.

Communication Policy & Procedures



- Video-conferencing: 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. 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
 - 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 prior to the meeting occurring.
 - Prepare appropriate materials as required for the meeting such as handouts, equipment such as projectors and computers, catering, or any other materials required for the meeting

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 organisations Code of Ethics during the meeting
 - Ensuring attendees answer questions posed to them openly and with honesty

Communication Policy & Procedures



- 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

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 organisations cloud-based storage system following Koala Corporation's Document Management Policy & Procedures.
 - Follow up with attendees on any actions they have been assigned during the meeting to ensure actions are completed.

Related policies, procedures, forms, and documents

The following are related to this policy:

- ◆ Koala Corporation Privacy Policy & Procedures
- ◆ Koala Corporation Information Technology Policy & Procedures
- ◆ Koala Corporation Document Management Policy & Procedures
- ◆ Koala Corporation Meeting Agenda Template
- ◆ Koala Corporation Meeting Minutes Template
- ◆ Koala Corporation Code of Ethics

Document Control

Document No. & Name:	Koala Corporation Communication Policy & Procedures
Quality Area:	Internal Management – (IM)
Author:	Koala Corporation
Status:	Approved
Approved By:	Ann Wallace
Approval Date:	26/10/2018
Review Date:	27/10/2018