



POLICY

8.2 - SERVICE MANAGEMENT: COMMUNICATION

Purpose

Better Together is committed to effective dissemination and receipt of information and communication within the organisation and with people using the service, stakeholders, and the media.

The purpose of this policy is to provide guidance to Better Together in developing and implementing communication strategies.

Applicability

This policy applies to all Board members, staff, volunteers and people using the service and encompasses:

- Purpose of communications
- Communication tools and mechanisms
- Liaison with the media

Policy Statement

Better Together is committed to;

- Ethical conduct from its management committee and staff with all internal and external communication.
- Using communication systems and equipment for the purpose of achieving the organisation's objectives.
- Ensuring that the organisation takes into consideration the communication needs of individual service users during all interactions.
- Clear, consistent and equitable communication within the organisation is essential for effective operations.
- Ensuring that any external communication, including with the media, aligning with the organisation's strategic objectives.
- Providing different methods of communication that are most likely to be understood by the service users.
- Ensuring sensitive confidential information is communicated in line with the Privacy Act and consent is always sort.
- Timely, accurate and efficient communication within the organisation.

Preamble



The service users have the responsibility to be informed of, and to espouse the philosophy of, Better Together. It will develop good communication practices so that

- External communication increases awareness and understanding of issues relevant to Better Together and the people it provides service to.
- Internal communication supports good knowledge management and operations within the organisation.
- The organisations communication mechanisms will use many varied and diverse modalities to cater to the individuals wants, needs and capabilities of whom Better Together service and communicate with. Mechanisms include but are not limited to;
 - Face to face meetings
 - Phone calls
 - Emails
 - Letters
 - Online Conference calling
 - Social media
 - Text messages
 - Forums
 - Group chat messaging