



Portarlington Neighbourhood House

Workplace Communication Policy



DEFINITIONS

Workplace communication refers to the workplace exchange of information and the discussion of issues relevant to the operations of the House by the Management Committee, Coordinator, staff and volunteers. It can be through both overt means such as official meetings, discussions, emails, reports and the like and more casual forms of day to day communication.

PURPOSE

The Portarlington Neighbourhood House is committed to a productive and satisfying work environment that operates efficiently and effectively. The House believes clear, respectful, accurate, coordinated and timely workplace communication between the Management Committee, Coordinator, staff and volunteers is very important.

This policy is intended to provide a framework for good communication within the work environment of the Portarlington Neighbourhood House. The purpose is to ensure Management Committee members, Coordinator, staff and volunteers are well informed, understand how the House operates, support each other, carry out their daily tasks efficiently and effectively and are focused on the issues the House is dealing with and the strategic vision it is working towards.

The policy applies to workplace communication between Management Committee members, Coordinator, staff and volunteers. The policy does not apply to communication with the participants in the House services and programs or external communications with stakeholders or the media.

This policy should be read in conjunction with the *Confidentiality and Privacy Policy*, the *Staff Development and Performance Policy*, the *Conflict and Grievance Resolution Policy*, and the *Anti-discrimination, Harassment and Bullying Policy*.

POLICY

The Portarlington Neighbourhood House will endeavour to ensure that Management Committee members, Coordinator, staff and volunteers are fully and accurately informed in a timely way of all relevant activities, policies, issues and plans to enable them to be as effective as possible in their role. *Procedures are outlined in page 3 of this this document.*

The Portarlington Neighbourhood House will ensure that Management Committee members, Coordinator, staff and volunteers are aware of their responsibility to develop and maintain good communication practice.



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The Portarlington Neighbourhood House will monitor and improve as necessary its procedures for what, to whom, how and when information is disseminated or discussion is undertaken.

The principle of a two way flow of information and discussion will be incorporated in communication procedures, providing for feedback and sharing of opinions.

Workplace communication will be conducted free of discrimination, harassment and bullying.

Workplace communication will be respectful of confidentiality and privacy.

For safety and operational efficiency, Coordinator, staff and volunteers will use House notification procedures to advise each other of their planned whereabouts each week, and any unexpected changes to schedules, including absences from House premises.

PROCEDURES

Generally

Ensure that Management Committee members, Coordinator, staff, and volunteers are informed of the current House strategic plan and its key objectives.

Prepare written information in plain English.

Provide information using options such as, but not necessarily limited to:

- Coordinator's Report
- Regular staff meetings
- Forums and retreats
- One to one meetings
- Email notices/newsletters
- Electronic diary
- Phone messaging
- Social media
- Staff newsletters
- House activity calendar
- Notice boards
- Policies
- Handbooks and Instruction Manuals

Give preference to face to face communication or the telephone as the main means of communication.

When taking messages:

- Repeat the information to make sure it is correct;



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- Note the time, the message details, the sender's name, phone number, position, email or address as appropriate;
- Provide or forward the message to the recipient as soon as possible; and
- If necessary, check later that the message has been received

Confirm important information and decisions in writing for the record and/or so that the information can be referred to from time to time.

Prepare and display a House activity calendar for staff and volunteers that includes any relevant staff or volunteer names and contact details for particular activities.

Prepare a House policy book and make it readily available to staff and volunteers.

Prepare, or otherwise provide, operational handbooks and instruction manuals and make them readily available to staff and volunteers.

Devise and require Coordinator, staff and volunteers to use a whereabouts notification system that includes their location, duration of activity, and if absent from the House premises, their departure and expected return times.

Management Committee Communication Roles and Responsibilities

Keep the Coordinator up-to-date in a timely manner with the activities, requirements and decisions of the Management Committee.

Share important information and issues in a timely and accurate manner with all members of the Management Committee.

Communicate all workplace relevant matters to staff and volunteers through the Coordinator.

Only deal directly with staff and volunteers on workplace relevant matters in specific and defined circumstances such as serious workplace concerns that involve the Coordinator.

Coordinator Communication Roles and Responsibilities

Prepare and provide comprehensive induction information to new staff and volunteers.

Conduct a staff development and performance discussion process with each staff member at least once each year. Offer the same process to volunteers if circumstances permit.

Actively provide accurate, relevant and up-to-date information to staff and volunteers.

Ensure that staff and volunteer views are heard and considered.

Use consistent, regular and open methods for delivering information and obtaining the views of staff and volunteers.



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Hold regular staff and volunteer meetings.

Brief staff and volunteers at staff meetings on relevant Management Committee decisions.

Notify staff and volunteers of locations, contact details and departure and expected return times when you will be away from the House.

Reporting back to Committee on day to day activities.

Staff and Volunteers Communication Roles and Responsibilities

Notify the relevant people if information appears inaccurate or unclear.

Provide accurate and timely information on any matter in which you are involved or become aware of to all relevant people.

Notify the Coordinator, other staff and volunteers of locations, contact details and departure and expected return times when you will be away from the House.

ADOPTION AND REVISION HISTORY

Include policy versions, approvals, review dates etc. here. Reviewed on : February 2017
Due to be Reviewed on : **FEBRUARY 2018**

This policy was adopted by the Management Committee of Portarlington Neighbourhood House on

Signature

Signature

Print name

Print name

Position

Position