

# Interchange Policy & Procedure Manual

## ► Policy 4.22 Communications (Internal & External)

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DATE OF BOARD ENDORSEMENT	27 MAY 2008 (Reserved for Board)
LAST REVIEW DATE	JANUARY 2015
NEXT REVIEW DATE	JANUARY 2017
CURRENT VERSION	V1.2

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### **Reference Documents**

- Interchange Technology Policy (Policy 5.1)
  - Interchange Bullying, Aggression, Violence & Harassment Policy (Policy 4.22)
  - Interchange Grievance Procedure (Policy 4.18)
  - Interchange Social Media Policy (Policy 4.23)
  - Interchange Code of Conduct
  - National Standards for Disability Services (Standards 1, 4 & 6)
  - Australian Law regarding Defamation & Libel.
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### **Policy Statement**

Communication plays an essential role in the conduct of our business. How you communicate with people not only reflects on you as an individual but also on Interchange as an organisation. This Policy sets out clear guidelines regarding communications between staff, with customers and associated individuals and, with business contacts.

With the exception of communication via Social Media which is covered by the Social Media Policy, all methods of communication are covered by this Policy.

### **Guidelines**

Interchange staff and volunteers and contractors must adhere to all elements of this Policy. The principles of behaviour relating to internal and external communication include:

- ✓ Respect for the law;
- ✓ Respect for other people;
- ✓ Respect of the Interchange's mission and values;
- ✓ Integrity;
- ✓ Honesty; and
- ✓ Responsibility

All Interchange employees and volunteers have a general duty of care and are responsible for being aware of, and complying with this Policy. This will include:

- Ensuring their communication complies with this Policy.
- Respecting the values, mission and purpose of Interchange.

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- Refraining from any communication that damages the reputation of Interchange or of an Interchange employee, volunteer or customer. Any concerns that might result in potential or real damage may only be brought directly and privately to the attention of management.
- Refraining from gossip whether of a positive, neutral or negative nature.
- Concerning themselves only with their own actions, behaviour and communication unless by doing so they will be ignoring a real threat to Interchange and/or an individual's (employee, volunteer, customer or member of the public) wellbeing.
- Respecting the Interchange Privacy Policy and treating all confidential or sensitive information appropriately.
- Not mentioning or discussing Interchange's customers, staff, volunteers or work practices on their personal web pages, e-mail, Facebook, Twitter, Linked-In or other messaging facilities or social media networks.

## **IMPORTANT POLICY ON STATEMENTS TO THE MEDIA**

Only the Chairperson of our Board of Directors and the Chief Executive Officer are authorized to make statements or give interviews to the Media (Newspapers, Radio, Television or any other form of public media). All other staff, volunteers, Directors or other parties are expressly forbidden from making any comment about Interchange, its clients or operations to any public media organisation unless authorized to do so.

### ***Breaches***

Failure to comply with this Policy may result in any or all of the following:

- Disciplinary action up to and including termination as determined by relevant Managers in line with existing policies.
- Legal action, including action to recover civil damages and penalties.