



Internal Communication

Purpose

To ensure that effective and efficient internal communication is established and maintained within Coastal Care (CC).

Scope

This policy applies to all staff of Coastal Care.

Policy

CC is committed to fostering a culture of open and effective communication among all staff and stakeholders. Effective communication is essential to achieving our mission and goals, ensuring quality service delivery, and enhancing employee satisfaction and engagement.

Procedure

Communication channels

CC will establish and maintain a variety of communication channels to ensure that all staff can access relevant information and updates in a timely manner. These channels may include:

- Staff meetings
- Email
- Intranet
- Bulletin boards
- Noticeboards
- CC newsletter
- Staff induction and training programs
- Performance review meetings
- One-on-one meetings with managers or supervisors

Communication protocols

CC will establish clear and consistent protocols for internal communication to ensure that all staff are aware of what is expected of them when communicating with each other. These protocols may include:

- Appropriate language and tone of communication
- Respectful and courteous communication
- Confidentiality and privacy of information

<i>Internal Communication POLICY PROCEDURE</i>		<i>Version:</i>	1.0-23
<i>Endorsed by:</i>	CEO	<i>Effective Date:</i>	12/04/2023
<i>Person Responsible:</i>	Service Manager	<i>Next Revision Date:</i>	12/04/2025



- Timeliness and responsiveness
- Clarity and accuracy of information

Communication responsibilities

CC will assign clear communication responsibilities to all staff to ensure that everyone is aware of their role in promoting effective internal communication. These responsibilities may include:

- Regularly checking email and other communication channels
- Responding to communication in a timely and appropriate manner
- Sharing relevant information with colleagues and stakeholders
- Participating in staff meetings and other communication forums
- Providing feedback on communication channels and protocols

Communication feedback

CC will regularly seek feedback from staff on the effectiveness of internal communication channels and protocols. This feedback will be used to continuously improve internal communication practices and ensure that they remain relevant and effective.

Communication training

CC will provide regular communication training to all staff and volunteers to ensure that they have the skills and knowledge required to effectively communicate with each other and with stakeholders. This training may include:

- Effective communication strategies
- Conflict resolution techniques
- Active listening skills
- Written communication skills
- Diversity and cultural sensitivity

Monitoring and evaluation

CC will regularly monitor and evaluate the effectiveness of internal communication practices to ensure that they are meeting the needs of staff and stakeholders. This monitoring and evaluation may include:

- Regular staff surveys
- Feedback from stakeholders
- Analysis of communication data
- Review of communication protocols and channels

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VARIATIONS

Coastal Care reserves the right to vary, replace or terminate this policy from time to time.

RELATED DOCUMENTS

- Organisational Chart
- Position Descriptions
- Social Media Use
- Client Communication
- Privacy and Confidentiality

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