Communication Policy and Procedures

HiFlex Physio

Policy

HiFlex Physio specialises in offering group exercise programs, personal fitness services, and dance classes. The purpose of this Communications Policy is to standardise the communication channels within the company.

This policy ensures that important information is disseminated amongst the HiFlex Physio staff in a way that is easily accessed, accurate, and appropriate in content. This process is done is in accordance with legislative requirements and standards of best practice.

Communication Channels

Employees are highly encouraged to utilise all communication channels for work-related purposes. They must comply with this policy and other applicable policies and legislation. Failure to do so may result in disciplinary action. News and updates within HiFlex Physio that related to ongoing company activities and events can be shared using the following communication channels.

Bulletin Board

To disseminate significant announcements relevant to employees' interests in an easily accessible location. This includes upcoming training sessions and current employment vacancies.

Emails

To inform all staff about important information as well as to promote upcoming events and activities. Each staff member will have their own personal email assigned to them using the HiFlex Physio internal email system. All employees must read emails regularly to be updated on company news and announcements.

Social Media

To be used by committee members to collaborate and communicate about ongoing projects online.
This enables each member to conveniently share and comment on ideas about company activities and events.

Surveys

To collect information and feedback directly from HiFlex Physio staff. It enables every member of the staff to contribute feedback and ideas for improving the work environment and employee engagement.

1300 555 222 hiflexphysio.com.au 222 Wandoo St Brisbane 4000

Procedures

HiFlex Physio's communications policy is a framework for all communications within all operations. This applies to everyone working with information and communications within the organization. This includes the following scenarios:

Scenario	Process
Handling Complaints Raised by Clients	1. Listen to the client's complaint 2. Empathise and apologise for the grievance 3. Offer options for possible solutions 4. Execute the solution chosen by the client 5. Follow-up with the client if the complaint is resolved
Handling Issues Raised by Employees	1. Listen to the employee's complaint 2. Empathise and apologise for the grievance 3. Offer options for possible solutions in accordance with organisational policies 4. Execute the solution chosen by the employee 5. Follow-up with the employee if the complaint is resolved
Lack of Factual Communication	1. Confirm the reliability of the source of information 2. Checking the facts before disseminating information 3. Use tools and software to verify published information 4. Check if the information has been altered from its original version

Scenario	Process
Failure to Disperse Information	1. Standardise the approach or method for dispersing a specific type of communication 2. Determine which communication channels work best with the approach 3. Ensure that each information is clear, concise, and complete to avoid misinterpretation 4. Ensure that your message is received, processed, and retained by asking for feedback
Regular Performance and Training Reviews	1. Schedule the review ahead of time to ensure that there will be ample time 2. Give credit to the individual being reviewed by acknowledging strengths and contributions to the organisation 3. Reflect on the individual's objects, goals, and targets 4. Ensure that there is an incentive to reward the excellent performance 5. Set specific objectives for development, rewards, or other measure 6. Document the performance review in electronic files or paperwork
Encouragement of Employee Feedback on Business and Administrative Decisions	1. Communicate the needs and priorities of the organisation through meetings, newsletters, emails, etc. 2. Seek views and opinions of employees by encouraging a two-way flow of information 3. Review and improve strategies for communication flow of ideas and information 4. Consider ideas for rectifications and asses against organisational goals and objectives 5. Disseminate the decision and reasons why back to employees and representatives 6. Once the change has been implemented, invite feedback on the process to improve the next consultation process

Scenario	Process
Regular Staff Meetings and Communication with Employees	1. Determine the frequency of staff meetings based on the number of employees, location of employees, and workload 2. Determine the participants by analysing if it will be a productive use of their time 3. Select action items that would be of interest to the widest cross-section of employees 4. Prepare agenda ahead of time that includes the purpose of the meeting, its expected duration, how much time will be allocated to each action item, the decisions that must be made by the end of the meeting. 5. Schedule the meeting based on the participants' availability 6. Seek feedback on how to improve meetings to make them more engaging
Establishment of Employer/Employee (and Employee Representative) Committees	1. Establish the functions of the committee 2. Define the committee membership 3. Elect the representatives on the committee 4. Specify details and makeup of designated work groups 5. Renegotiate designated work groups if there are changes to employee numbers, nature of work conducted, environment, location, hazards in the workplace, hours worked, or languages spoken by employees