

CITE Managed Services

Communication Policies and Procedures

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Purpose and objectives

This document outlines the formal communication guidelines at CITEMS. These guidelines apply to all Service Desk teams and team leaders.

CITEMS is committed to working effectively as a team, by monitoring the effectiveness, measuring success and compliance, maintaining improvements in our communication strategies and facilitating the knowledge sharing among team members.

General meeting requirements

When planning and conducting team meetings, relevant personnel must ensure each meeting complies with the following key requirements:

1. Acknowledgment and safety:

- Meeting organizer must start the meeting with an acknowledgment (see below) that the meeting takes place in the country of the traditional owners.

Acknowledgment

I would like to acknowledge and pay my respects to the traditional custodians of this land on which we are meeting today, the Wadjuk peoples of the Noongar Nation and their Elders past and present.

I also would like to extend this respect to other indigenous people who are present here to today.

- Provide instructions regarding emergency exits and procedures.

2. Meeting purpose:

- Meeting purpose must be documented in the agenda or in the meeting invitation.

3. Meeting Agenda:

- Meeting Agenda must include all topics to be discussed.
- Team members must review and agree on the Meeting Agenda prior to the meeting.
- Informal meetings do not require a Meeting Agenda to be prepared.

4. Professional conduct:

- Meeting participants must arrive on time.
- Meeting discussion must stick to the Meeting Agenda.
- One person must speak at any given time.
- Any feedback provided as part of the team communication process must be constructive and based on facts and team member's performance.

5. Decisions:

- Any decisions must be made based on the results of the open discussion and solicitation of opinion from ALL members.
- Team must contribute to generating alternative solutions.
- Team members must be allowed to provide feedback regarding any unresolved issues.

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6. Meeting Proceedings

- Meetings must be recorded, and recordings retained for a duration of 12 months.
- Assigned Communications Coordinator must upload the recordings to the company's SharePoint in a relevant area.

Communication protocols

- Team must communicate use various methods most suitable for the situation (e.g. emails, phone, virtual platform, face-to-face).
- Teams must use only the approved platforms and tools for communication and collaboration:
 - **Approved platforms for virtual meetings:**
 - **Primary:** Microsoft Teams
 - **Alternative:** Slack, Cisco WebEx, Discord
 - **Approved platforms for electronic communication:**
 - **Primary:** Company email (Outlook)
 - **Approved collaboration tools:**
 - **Primary:** SharePoint, OneDrive, OneNote
 - **Alternative:** GitHub, Trello
- Team members must take all reasonable steps to ensure they respond to messages and inquiries promptly:
 - Within 24 hours to all regular emails
 - Within 1-2 hours to Urgent/Important emails if response is required
- Team members must advise their team in advance of any tasks they are unable to complete, so that alternative arrangements can be made.

Communication Roles and Responsibilities

All newly formed teams must assign the following roles to all team members.

(Note: each team member may be assigned to fulfill multiple roles)

- **Team Leader**
 - Prepares Meeting Agenda,
 - Guides the team through agreed discussion topics,
 - Ensures responsibilities or tasks are delegated (assigned) to relevant team members,

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- Facilitates decision making process and resolution of differences in opinions,
 - Summarises the key meeting outcomes and decisions,
 - Plans for the follow-up meeting.
- **Communications Coordinator**
 - Monitors team to ensure meeting guidelines and protocols are adhered to,
 - Determines what areas in team communication and collaboration could be further improved,
 - Seeks feedback from the team members regarding the use and efficiency of communication and collaboration tools and platforms,
 - Develops new protocols to further improve the effectiveness and legal compliance of the team communication strategies.
- **Time and record keeper**
 - Keep track of time during the meeting discussion to ensure agenda items are discussed and finalized in a timely manner,
 - Takes accurate notes of key meeting discussion, decisions and outcomes,
 - Distributes the notes to all team members after the meeting.

Frequency of remote work and use of virtual platforms

Work may be carried out remotely or via virtual platforms in the following situations:

- Employees must conduct work from the office at least 3 days of the week and take up to 2 days during the week to work from home.
- In case if COVID-19 restrictions come into effect in the area, employees' schedule will be adjusted to working remotely full-time.
- In all other circumstances, remote work must be carried out as agreed with the Line Manager.
- Employees can participate freely in any virtual meetings scheduled between the staff members and team leaders.

Working from a remote site

Under the Occupational Safety and Health Act (1984) and Occupational Safety and Health Regulations (1996), an employer must provide a safe working environment and duty of care as far as practicable towards employees. The same applies to the home-based and other remote worksites:

- Regardless of the work arrangements (working on site or working remotely) as a CITE MS Employee you must:
 - Ensure your own safety and health,
 - Ensure your actions do not cause injury or harm to others,
 - Follow your manager's instructions and any relevant WHS policies and procedures,
 - Follow the CITEMS ICT policies and procedures,
 - Take care of and use correctly any PPE provided by CITEMS,
 - Report any hazards, injuries and ill health to your Line Manager as soon as possible,
 - Cooperate with your Manager and employer when they require you to do something for safety and health at the workplace.
- CITEMS Employees must have a clearly designated area to carry out any work-related activities from.
- Employees must complete the **Remote Work Site Assessment Form** prior to commencing remote work.

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Remote Work Site Assessment Form

Employee's name	Surname / Last Name
Employee's ID	Use your Student ID
Manager's name	Use your Lecturer's name
Frequency of working from a remote site arrangements:	
Agreed team meeting days (Mon-Fri)	Weekday
Agreed team meeting time (08:00am – 5.30pm)	Time

To ensure you are working in a suitable environment, complete the checklist to ensure your work area satisfies the Safety, Health and Organisational obligations

Workstation	Yes	No
Do you have an appropriate workspace to undertake work at home?		
Is the workspace adequate for the tasks to be performed?		
Do you have a suitable chair (adjustable height/back rest)?		
Other OSH considerations	Yes	No
Is the floor space free from tripping hazards?		
Is the computer and other electrical items protected by an RCD/circuit breaker?		
Are all electrical leads, power boards etc, in good working order?		
Telephone/communication devices readily available for effective communication?		
Do you have a working Internet/Wi-Fi connection?		
Do you have the IT equipment (computer, laptop, tablet, etc.) to operate and work from home?		
Do you have up to date Anti-Virus scanning software installed on your device?		
Do you have all current PC/MAC required updates? (Standard Windows/Apple updates, System updates, Critical Patches, etc.)		

To assist you with setting up a safe working environment at home, use the following guides:

- [Worksafe WA – How to set your workstation](#)
- [Worksafe WA – Workstation ergonomics self-assessment](#)

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Communication schedule

Message	Communicator	Audience	Frequency
Progress reporting	Team Leaders	Teams, Project manager	Fortnightly
Team meetings	Teams	Teams	Weekly

Or as defined by the Line Manager.

Team roster and communications plan

Once the team has been established, all team members must discuss and agree upon their communication roles.

The section below is to be filled in and retained for record keeping purposes.

Team name	<i>Type in your team name here</i>	
Team meeting purpose	<i>What is the overall goal of your planned team meetings?</i> <i>What do you wish to achieve through these meetings?</i>	
Team roles	Role	Assigned to / Name
	Team Leader	<i>Name of the team member</i>
	Communications Coordinator	<i>Name of the team member</i>
	Time and Record Keeper	<i>Name of the team member</i>
Agreed team meeting days (Mon-Fri)		<i>Weekday</i>
Agreed team meeting time (08:00am – 5.30pm)		<i>Time</i>

Policy Governance

This policy has been developed in line with the following regulatory and organisational requirements:

Regulatory requirements:

- Australian Human Rights Commission Act 1986
- Human Rights and Equal Opportunity Commission Act 1986
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Spent Convictions Act 1988
- Equal Opportunity Act 1984
- Fair Work Act 2009
- Occupational Health and Safety Act 1984
- Occupational Health and Safety Regulations 1996

Organisational requirements:

- Staff Code of Conduct
- ICT Security Policies and Procedures