

COMMUNICATION POLICY

POLICY NO: 33

PURPOSE

This policy ensures that all communication activities within the Yarrowong Neighbourhood House Inc trading as Yarrowong Mulwala Community & Learning Centre (YMCLC), registration code 21765, environment are timely, accurate, professional, and compliant with regulatory requirements. It supports effective information dissemination and interaction among internal and external stakeholders, fostering clear understanding and cooperation.

The objective of this policy is to maintain structured, multi-directional communications that facilitate transparent operations and upholds the integrity and accountability of YMCLC. It aims to ensure that all official communication – written, verbal, digital and published is managed professionally and in accordance with applicable standards and regulations.

This policy applies to:

- Employees, volunteers, Board of Management members, temporary workers, contractors and agents.
- Current, prospective and former students.
- Trainers, assessors and RTO personnel.
- Government agencies.
- Industry and community stakeholders.

PROCEDURE

1. Types of Communication

Communication within and beyond YMCLC includes diverse methods. Each method must be clear, accurate, and approved. The types of communication are:

- Web-based: information shared through the YMCLC website must be current and reflect the organisation's approved programs, policies, and updates.
- Marketing and publications: this includes brochures, flyers, newsletters, emails, newspaper and printed or electronic student notices. All content must be authorised prior to release.
- Social media: platforms such as Facebook, LinkedIn, Instagram or others are used for updates and student engagement. Only approved staff may post content after formal review.
- Information sessions: conducted for students or agents (e.g., open days, orientation events). Any material presented (slides, handouts, speeches) must be pre-approved.
- Induction sessions: communication during staff or student induction must align with official YMCLC material and be consistent with current policies.
- Regulatory reporting: notifications such as location changes or operational updates to authorities must be communicated formally in writing or online as required.
- Official meetings: this includes agendas, notices, reports and records of board, department, or compliance meetings.

- Grievances and complaints: communication in response to or concerning complaints must follow the RTO's Complaints and Appeals policy and be documented.
- Internal upward/downward communication: correspondence between staff, Executive Officer, management, and board members must be consistent, respectful, and structured.
- External stakeholder communication: all interactions with regulators, law enforcement, the media, and public bodies must be conducted via the Executive Office or authorised delegates only.

2. Dissemination of information

To maintain consistent messaging and accuracy:

- Website management: YMCLC website is regularly reviewed. Any updates or uploads must be reviewed and authorised before publishing.
- Social media platforms: managed by delegated staff. Posts must be reviewed and comply with branding and factual accuracy protocols.
- Printed marketing collateral: brochures, posters, and advertisements must be approved before printing or distribution.
- Public Events and information days: all materials used in such events must be pre-approved.
- Staff, Board of Management members and student inductions: the induction content must be standardised and aligned with approved policy documents.
- Changes to agreed services: where there are any changes to agreed services, YMCLC will advise students as soon as practicable via email, announcement on Learner Management System or in person, face-to-face. This includes in relation to any new third-party arrangements, changes in ownership or changes to existing third party arrangements, and qualifications being superseded.
- Meeting documentation: minutes, reports, and agendas must be formally documented and securely stored.
- Student, staff or other disciplinary notices: these must be delivered in line with the Discipline Policy, documented appropriately, and kept confidential.
- Telephone and email communication: voicemail greetings and email signatures must follow standard YMCLC templates and be updated regularly.
Wherever possible, emails will be sent to individual students, however from time to time it may be necessary to send out a group email to a cohort of students. In this instance, YMCLC will utilise the "BCC" (blind copy) option to ensure that student's email addresses remain private.
- Course enquiries or expressions of interest will be entered into the Student Management System enquiries tool with as much information about the prospective student as possible. All enquiries or expressions of interest are to be followed up within five working days from the date of receipt, using the prospective student's preferred method of communication.

3. Confidentiality and Privacy

- YMCLC is committed to protecting the privacy and confidentiality of all stakeholders.

- Any communication involving personal, academic, or sensitive information will be conducted in accordance with the Privacy Act 1988 and the Australian Privacy Principles.
- Staff must not share personal information without written consent or a lawful reason, such as a formal request from a government body or court subpoena.
- All external information requests must be directed to the Executive Officer. Unauthorised disclosure of information may result in disciplinary action.
- Personal information collected during communication processes will be used solely for its intended purpose and handled securely.

RELATED DOCUMENTS

Staff handbook
Student handbook
YMCLC brand strategy

RELATED LEGISLATION

Archives Act 1983
Australian Privacy Principles
Health Privacy Principles HR Act
Health Records Act 2001 (Vic) HR Act
Information Privacy Act 2000 Victoria
Information Privacy Principles PDP Act
Privacy Act 1988
Privacy and Data Protection Act 2014 (Vic)
Protective Security Policy Framework

RELATED POLICIES

Complaints and Appeals Policy
Privacy Policy
Records Management Policy

APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Executive Officer
Advisory Board to Approval Authority	Board of Management
Administrator	Training Manager
Next Review Date	

Approval and Amendment History	Details
Original Approval Authority and Date	21/11/2021 new policy created based on feedback from external auditor.
Amendment Authority and Date	21/03/2023 removed reference to Moodle, minor wording changes. 09/05/2023 Board of Management update and review. 21/12/2023 Board of Management updated to new policy format. 14/10/2025 V2 Board of Management reviewed and updated.
Notes	