



UMTSHEZI

Municipality

Communication

Policy

Communication Policy

Policy Objective

The purpose of this policy is to ensure that communication across Umtshezi Municipality is well co-ordinated and effectively managed. The communication should be enhanced through optimized engagement with internal and external stakeholders, effective management of resources and visionary leadership.

Internal Stakeholders

Internal stakeholders include Councillors and employees. However, more emphasis are placed on employees to strictly adhere to this Policy since any deviations will not be tolerated.

There must be an effective means of information sharing and managing of information e.g. create a shared folder for communication.

Regular meetings should be encouraged. The contacts should be periodic and should be structured as follows: Conduct quarterly / monthly meetings.

Internal Liaison in relation to internal staff

No employee should directly communicate a matter needing prior consultation with his/her immediate Supervisor or Department Director or his/her nominee.

Any grievance must be lodged in accordance with the Grievance Procedure Collective Agreement.

All employee should report to their respective Supervisors for information released to any of the other stakeholders in their absence.

External Communication

The objective is to ensure consistent messaging to our major stakeholders and the public in a way which promotes and protects the municipality's reputation.

Building positive, proactive relationships with key media as far as possible.

Both the Municipal Manager and/or the Chairperson of the Executive Committee (EXCO) or their respective nominees, are responsible for communicating with all Municipal Stakeholders. All outgoing information needs to be sanctioned by the Municipal Manager and /or Chairperson of the EXCO or their respective nominees. This includes correspondence bearing the

Municipal Logo , the Media and other relevant forms of communicating with external Stakeholders.

No employee should, on official Municipal matters, deal directly with the Government or any of the Municipality's key Stakeholders, without prior consultation and support of the Municipal Manager and /or Chairperson of the Executive Committee (EXCO) or their respective nominees.

If an employee is approached by any of the External Stakeholders, they must refer them to the Municipal Manager and /or Chairperson of the Executive Committee (EXCO) or their respective nominees.

It is totally inappropriate and unacceptable for an employee to make any public statement or speculate on any subject that has to do with the Municipality's operations. All external enquiries from Stakeholders and the Media need to be referred to the Municipal Manager and/or Chairperson of Executive Committee (EXCO) or their respective nominees.

Information and Serving People

To ensure quality service that meets the information needs of all People. The Municipality should ensure that:

- A variety of new and traditional methods of communication are used to accommodate the needs of a diverse public.
- Prompt and clear explanations are provided when information requested by the public is unavailable.
- Information is available on the standard of service the institution provides to the public, including time frames for responding to inquiries, mail and complaints.
- Opportunities are available for the public to provide feedback on major policies, programmes, services and initiatives, and that such feedback is carefully considered in reviews or evaluations of same to help make improvements..