



Postgraduate Medical Council  
of Western Australia

# POSTGRADUATE MEDICAL COUNCIL OF WESTERN AUSTRALIA POLICY

## COMMUNICATION

### SCOPE

This policy applies to general internal and external communication associated with the daily operation of PMCWA.

### POLICY STATEMENT

PMCWA recognises good communication as critical to achieving core organisational objectives, and is committed to effective communication within the organisation and with all stakeholders. This Policy outlines the responsibility of PMCWA staff in maintaining good communication practice, the formal/informal communication channels available and when they might be used.

### PRINCIPLES

1. PMCWA communicates with the following key objectives:
  - Assist and support the achievement of PMCWA's objectives and functions.
  - Increase the profile and awareness of PMCWA.
  - Share knowledge and information with PMCWA stakeholders.
  - Share knowledge internally for effective organisational management.
2. Regular stakeholder contact is part of PMCWA's service delivery. All staff are responsible for developing and maintaining effective relationships with stakeholders.
3. All stakeholders are regularly informed of relevant PMWCA activity in order to be as effective as possible in their role and in supporting PMCWA's strategic direction.
4. Information is made available to all stakeholders in a timely manner and via appropriate channels. Consideration is given to the audience and intent of the message, and the use of multiple channels.
5. Two-way communication is maintained, where stakeholders are invited to discuss, comment and provide feedback.
6. A range of mechanisms and tools are used to distribute and receive information within and external to PMCWA. The main channels of communication include but are not limited to:

PMCWA Website	Tools used to distribute outgoing communication. Information made available to external stakeholders is regularly reviewed to ensure currency.
PMCWA Newsletter	
PMCWA Annual Report	

Conferences Forums Advisory Groups	Committee and staff members regularly participate in conferences, forums and advisory groups representing PMCWA, during which information communication is based on organisation objectives and not personal opinion. Participation also allows for information gathering so that PMCWA is better informed and able to achieve organisational objectives.
Consultation	Regular stakeholder consultation is undertaken in recognition of the role PMCWA members and stakeholders play in achieving strategic endeavours. Consultation may be through informal or formal means.
Electronic Communication	Essential for effective communication amongst staff, committee members and stakeholders. These tools are a simple and effective way to share information about projects, meetings, internal business, external new and activity. Electronic communication provides a record and may be considered formal documentation.
Regular Meetings	PMCWA committee and staff members participate in regular meetings with relevant stakeholders (e.g. JMO Forum) to provide support, share information about current projects and issues, and to gather feedback on services.

7. It is the responsibility of PMCWA Council members and Secretariat staff to ensure they are maintaining good communication practice in accordance with this policy. This includes offering guidance to any individual in maintaining good communication practice in accordance with this policy.
8. In all communications PMCWA committee and staff members are reminded of their responsibility to service the interest of the PMCWA and ensure appropriate content at all times. Communication is undertaken on behalf of PMCWA and the Department of Health WA, therefore subject to the Department's Code of Conduct and relevant communication policies.
9. PMCWA communication is regularly reviewed and evaluated for its performance in accordance with this policy.

## SUPPORTING DOCUMENTS

Postgraduate Medical Council of Western Australia. (2014). *Complaints and Feedback Policy*.

Postgraduate Medical Council of Western Australia. (2014). [Procedure for Appeals to Accreditation Awards](#).

WA Department of Health WA. (2012). [Acceptable Use of Internet and E-mail](#). Information Services, WA Department of Health.

WA Department of Health WA. (2012). [Code of Conduct](#). Corporate Governance Directorate, WA Department of Health.

## VERSION CONTROL

Endorsed by:	PMCWA Executive Committee
Effective Date:	5 August 2014
Review Date:	5 August 2017
Link to policy page:	<a href="http://www.pmcwa.health.wa.gov.au/publications/index.cfm">http://www.pmcwa.health.wa.gov.au/publications/index.cfm</a>
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