COMMUNICATION PROTOCOL POLICY

Policy Category: Communications	**Version: Two**
Drafted By: P. Pynor	**Approved by Board on: 19 February 2026**
Responsible Person: OFI Board Chair	**Scheduled Review Date: 19 February 2028**

Introduction

Clear and accurate communication is vital to the integrity and credibility of One Foundation International (OFI) and its overseas partnerships. All communications - whether digital, print, or verbal - must respect our partners, supporters, and beneficiaries, and reflect our mission, values, and compliance obligations.

Purpose

This policy provides clarity on the preparation, approval, and distribution of communications to ensure:

- Consistency with OFI's mission, strategy, and values.
- Compliance with Australian legal and regulatory obligations, including ACNC External Conduct Standards.
- Safeguarding of children, vulnerable persons, and overseas partners.
- Protection of supporter privacy and data.

Scope

This policy applies to:

- Board members, staff, and volunteers representing OFI.
- Communications in all formats, including websites, brochures, newsletters, social media, email, messaging apps, video content, and media releases.

Responsibilities

Board

- Oversees the policy and ensures compliance with ACNC and other regulatory standards.
- Approves sensitive or high-risk communications (e.g. media statements, crisis responses).

Executive Officer

- Provides overall oversight of OFI communications.
- Approves communications that involve external representation, sensitive content, or reputational risk.
- Acts as the primary spokesperson for OFI unless delegated otherwise.

Administration Manager

- Maintains the supporter database in accordance with Australian privacy law.
- Coordinates supporter communications through approved channels (e.g. email, newsletters, social media).
- Ensures communications are accurate, culturally respectful, and consistent with OFI's policies.
- Prepares draft materials for review and approval by the Executive Officer or Board where required.

All Staff and Board Members

- Use only approved communication channels when representing OFI.
- Ensure information is accurate, respectful, and consistent with OFI's mission and safeguarding policies.
- Report any media inquiries or reputational risks to the Executive Officer or Board Chair.

Safeguarding and Cultural Sensitivity

- Communications involving children must follow OFI's Child Protection Policy, including use of consent forms, anonymisation, and protection of dignity.
- Images and stories must not be used in ways that exploit, misrepresent, or endanger beneficiaries or overseas partners.
- Local cultural norms and sensitivities must be respected in all materials.

Privacy and Data Protection

- Supporter and partner information must be handled in compliance with the Privacy Act 1988 (Cth).
- Contact details, images, or personal stories may not be shared without proper consent.
- Databases and mailing lists must be stored securely with restricted access.

Approval Process

- Routine communications (e.g. newsletters, supporter updates, social media posts) are prepared by the Administration Manager and approved by the Executive Officer.
- Sensitive or high-risk communications (e.g. media statements, crisis responses, matters with reputational risk) require approval from the Board Chair or their delegate.
- All communications must align with OFI's Privacy, Child Protection, and Social Media Policies.

Review

This Policy will be reviewed at least every two years, or earlier where required due to changes in legislation, ACNC requirements, communication practices, or organisational need. Any amendments must be approved by the Board.

Related Documents

- Privacy Policy
- Social Media Policy
- Child Safeguarding Policy

AUTHORISATION



Michael Chant
Board Chair

Date: 19 February 2026