

Quick Guide to Internal Communication Channels



Introduction

Compassion Australia has a number of communication channels for staff. Each has their place and purpose.

Here's a cheat sheet to guide you on how best to use them, plus some tips and tricks on the best way to communicate.

Internal Communication Etiquette

- **Help avoid email overwhelm** and use Teams for most communication inside CAU and email for external communication.
- **Check the availability status** of your colleague before messaging and make sure yours is current.
- **Respond to chats in a timely way**, but you don't need to reply instantly. Don't expect instant replies.
- **Before making a Teams call**, ask "Is this a good time?"
- **Check the time zone** of your colleague and be mindful when messaging. Specify the time zone in your messages to avoid confusion when scheduling meetings or calls.
- **Schedule emails and chats** if the timing isn't right to send them straight away. Right click on the Send button in Teams Chat and in Outlook click on Schedule Send.
- **Keep track of messages and emails** by using the 'unread' message option if you need to come back to it later.
- **Have a clear meeting agenda** and put this in the meeting details section beforehand. Provide pre-reads to make the meeting even more productive.
- **Remember to set up 'out-of-office' replies** whenever you're on leave or unavailable. This is synced between Outlook and Teams automatically. You can do the same on Asana.
- **Choose face-to-face communication** via Teams for more fluid conversations, when clarity is needed and to build connections and rapport with your colleagues.

Channel Guide

Channel	Purpose	Tips	Read Frequency
Email	Used primarily for external communications, urgent or formal internal communications, long-form updates or requests, and the monthly staff newsletter.	Avoid email overwhelm and use Teams for most communication inside CAU.	Daily, at least once every few hours.
	Shared mailboxes: People and Culture: peopleandculture@compassion.com.au Used for HR-related enquiries. Executive Assistant (EA) Team: ea@compassion.com.au Used for communication with the Executive Team/ CEO when follow-up actions are needed by the EA team.	Visit the Executive Assistant Hub on SharePoint for more information.	
MS Teams Channels	Used for discussions, updates and collaboration about specific topics or projects.	Only create new channels with a clear purpose in mind so you have less to monitor.	Depending on your role, check daily or a few times per week.
MS Teams Chat	Used for keeping in touch with colleagues, group chats, quick questions and comments.	Limit distractions by turning off Teams notifications when necessary and setting aside specific times to reply.	Keep chat open during working hours and check periodically, but you don't need to reply instantly if you're busy.
Asana	Our project management platform used for specific communication about projects and tasks.	Turn off your email notifications and use the Asana inbox to effectively filter and manage your tasks.	Monitor throughout the day for task updates.

Channel	Purpose	Tips	Read Frequency
MS Teams Meeting (or Zoom)	Used for video calls. Please use Teams unless specific Zoom functionality is required.	On group calls, mute your mic when you're not speaking.	Monitor throughout the day for task updates.
SharePoint Folders	Our main cloud storage platform used for storing and collaborating on shared documents.	All project and team documents should be stored in SharePoint.	Access as needed.
OneDrive	An additional cloud storage platform best for storing personal or private documents that only you intend to see.	Use OneDrive for personal or private documents.	Access as needed.
SharePoint Sites	The Hub is our central information hub for accessing policies and procedures, vision and values, strategy and project updates, brand resources and forms.	Familiarise yourself with the information stored on The Hub, bookmarking pages you frequently use.	Check as needed.
The Resource Hub	This is our internal library of over 700 digital and print resources stored in an easily accessible format.	www.neighbouragency.com.au/resources Password: beunited	Access as needed.
The Strategy Site	This site outlines our FY24–28 Strategy. It includes a dashboard on how we are tracking which is updated every month and presented at our Weekly Connect staff meeting.	www.neighbouragency.com.au/strategy	Check monthly or as needed.
The Feed – General	Our official channel for organisation-wide updates, staff reminders and announcements.	Foster a sense of community through likes and comments. Let's bring the fun to these updates!	Check daily.

Channel	Purpose	Tips	Read Frequency
The Feed – Be Explorers	A channel for anyone to post wins, learnings and ways we are being explorers across Compassion.	Join in to learn, encourage and celebrate together.	Check a few times a week.
The Feed - Insights Hub	A channel for the Insights team to share bite-sized insights and data and spark discussions across Compassion.	Share your insights and contribute to our collective learning and growth.	Check a couple of times per week.
The Feed – Staff News and Chat	A channel for anyone to post staff news, staff movements, staff gatherings and general chit chat.	Bring fun and interest to this channel by sharing stories, updates and friendly banter.	Check a few times per week.
Neighbourhood Hub – Email Newsletter	Our monthly staff newsletter provides an overview of important staff updates and acts as a 'signpost' to information on SharePoint or the Resource Hub.	Save it in your inbox for reference.	Read monthly.
People Managers Channel	A channel used to communicate directly with People Managers.	Use this channel for reminders about things that have already been posted to the General Feed but need follow up.	If you're a People Manager, check daily.

