

Reference Document	OAG Communication Strategy Online Safety Bill 2018 Media Industry Development Act 2010 The Fiji Government E-Mail Policy
Commencement Date	24 January 2019
Review Date	The review date is 12 months after the commencement date and every three years after that.

POLICY STATEMENT

1 Intent

The Office of the Auditor-General (OAG), in line with its strategic theme tries to effectively communicate and engage with stakeholders which has prompted the development of a policy specifically for Communications and Media.

It is very important that Communication between the Managers and the employees to be a two way process in order to achieve the goals and missions of the OAG and ensures that information received by the public is of high quality.

Internal Communications should always be an open one. This gives employees the opportunity to share their ideas, raise concerns and make suggestions to achieve a goal and improving service delivery.

The OAG has developed this policy aligned to the OAG Communications Strategy to promote good internal and external communication to achieve OAG's strategic objectives and become more visible externally.

2 Scope

This policy is designed to ensure that communications across OAG is well coordinated, managed and reactive to the diverse information needs of the different stakeholders. Having good internal communication will lead to better external communication and also improve OAG's credibility and image to all stakeholders.

This policy is supposed to:

- Uphold and maintain the achievements of the office
- Reflect OAG's perception.
- Relate effective communication in the OAG holistically for all stakeholders.
- Raise awareness about the roles of OAG.

This Policy also includes the chain of command and communication channels for staff during emergency situations.

3 Overall Objectives

- To be able to create a good relationship between OAG and its key stakeholders, most specifically the Parliament and the media to ensure that the role of OAG is known and

understood by all key stakeholders. In order to achieve this, communications should be transparent and integrated in the audit work.

The success of the policy will depend on the OAG'S ability to establish:

- A positive public awareness for increased transparency of public spending and high quality of financial processes and reports within public institutions.
- A general understanding of the role of OAG as a role model of public administration.

4 Definitions and Acronyms

Policy Maker	Auditor-General
Management	Approval of The Executive Management Committee
Social Media	This refers to all the social networking websites that may include Facebook, twitter, Instagram, LinkedIn, You Tube, Blogs and others.
Digital Communications	This refers to emails, texts or picture messaging, private messaging and others.

5 Supporting Documents/References

OAG Communication Strategy
 Online Safety Bill 2018
 Media Industry Development Act 2010
 The Fiji Government E-Mail Policy

6 Keywords

Media
 Face book
 LinkedIn
 Emails

7 Supporting Procedures and Guidelines

The guidelines to this policy are attached as Annexure I to this policy. This information will provide the background to the development of the policy should officers need clarification.

RESPONSIBILITIES	
Implementation	The Auditor General and Deputy Auditor General are responsible for implementing this policy.
Compliance	All staff are responsible for complying with the policy
Monitoring and Evaluation	The Corporate Services are responsible for monitoring and evaluating the policy.
Development and/or Review	The Communications Officer will be responsible for developing and reviewing this policy
Interpretation and Advice	The Deputy Auditor-General is responsible for interpreting and advice on the policy.

ANNEXURE I

Role of the Communications Officer

The Communications Officer directly reports to the Auditor General and the Deputy Auditor General with respect to all OAG communications for both internal and external stakeholder including the OAG officers.

The key responsibilities of the Communications Officer are as follows:

1. Handling event enquires, community engagement during Office awareness activities;
2. Working in collaboration with OAG staff to create and implement promotional strategies to generate participation and engagement or other awareness initiatives;
3. Responsible for preparing and distributing OAG media releases;
4. Responsible for designing OAG awareness material;
5. Responsible for driving communication plan and strategy;
6. Promote the organization positively to key stakeholders and target groups;
7. Ensure that the website is maintained and updated with regards to content and images;
8. Plan and develop policies and also coordinate updating social media activities including updates on social media platform;
9. Develop and maintain relevant databases, including media contacts;
10. Maintain the production of a range of publications including newsletters;
11. Develop OAG Newsletter and the annual report;
12. Assist in providing media training as required; and
13. Perform other related duties as assigned by Deputy Auditor General.

Communication Plan

I. Internal Communications

In order to achieve the goals of OAG and its missions it is very important that there is good communication between the managers and employees; this will ensure that there is quality information provided to the public.

Internal Communications should always be a collaboration. Giving the chance to your employees to raise concerns and submit their ideas in ways to improve services and actually acting on this is very important. This is just as important as keeping the employees up to date about the goals and concerns of the OAG, also about the developments and changes that will affect their work.

When management engages their employees into conversations for action they are able to excess a vast pool of intelligence and expertise. Engaged employees can prove to be a valuable asset in external communications where they can help in informing the public, professional colleagues and prospective employees about the OAG.

A. Target groups

Different target groups require different information and there are many ways in which this information can be supplied. Auditors for example may need information to do their job however graduate auditors will need more information as they require more training and guidance.

Following is a list of target group internally:

- Auditor General;
- Executive Management Committee;
- Team leaders;
- Auditors;
- Graduate auditors;

- All staff (when there's something that concerns everyone).

B. Internal communication channels

Various target groups have different information needs and can be reached by various channels:

- Newsletter – Containing upcoming audit projects, reports concluded different internal matters and contact with different stakeholders, for example the PAC.
- An annual meeting with the staff where the AG highlights the strategic objectives , operational plan together with the goals and activities of the year ahead.
- Good utilization of the TeamMate software between the directors/managers and the auditors.
- Having face to face meetings between staffs and immediate supervisors to share complex information and this can also be done in written messages.
- To promote good performance by the employees, the managers can complement the individuals and praise them if appropriate or appoint an employee of the month and have an article written about them in the Newsletter.

II. External Communications and Audits

In order to create a good audit report, there needs to be good communication during its compilation stage so that it can also be used to create good external communication.

The OAG should prioritize and successfully communicate the transparency of public spending, quality of the financial processes and reports within the public entities are important to increase public service delivery.

Stakeholder targeted groups:

OAG has prioritized the following target groups for its external communications activities.

Level 1: Parliament

Level 2: Auditee, Press & media, Ministry of Economy

Level 3: The Public

Level 4: International Relations (e.g. INTOSAI, PASAI, ACAG and AFROSAI-E)

A. Channels for External Communication

The Auditor General's annual report is the main channel of external communications of OAG performance with relevant institutions, especially the Parliament.

Besides the financial and compliance audits, OAG also publishes performance audit reports and has recently started performing IT audits.

The OAG's website is a channel for communication that can be used to communicate with stakeholders at all levels. The website needs to update more regularly with quality content.

One of the most important channels for OAG is to reach the general public through the media. This is done by press release, interviews and most importantly through the coverage of the presentation of Auditor General's annual report.

Printed material in the form of brochures, which can also be distributed through downloadable material on the website and will advocate the work of the OAG both for the performance and financial audit.

IT facilities and multimedia facilities are there to support production of these communication channels.

B. External Communication within the Audit process

The Auditor General's annual report is, as stated above, the main channel for external communications. Many audit processes build up to this one report.

Every staff of OAG should understand the trail of an audit process. These are the important communication process in the audit process from commencement to completion. Each staff member (especially new graduates) should know/learn these communication process to be able to explain the process to the auditees.

Use of Social Media

A. Responsibilities and Expectations:

- Upholding the values and expectations outlined in our code of conduct, when using social media in any capacity related to the office.
- Respect the rights and confidentiality of others;
- Ensure that no comment or content is published which is discriminatory on the basis of physical appearance, race, religion, gender or sexuality.
- Refrain from publishing any comment or content that could be perceived as offensive, defamatory, bullying, harassment or threatening comment.
- Ensure that no content is published which is obscene, explicit, pornographic, racist, sexist or incites violence and ensures that no comment or content would lead to exposure to this;
- Ensure that any issues, concerns or complaints about the Office, its officials or the staff are not published on social media sites and that appropriate channels are used to resolve any issues or conflicts;
- Share information that you know to be true, be careful of fake news and sharing miss information.
- Speak in the first person, remembering that you are publishing content in your own name and not that of your employer i.e. I / not we.
- Use of social media during the office hours is prohibited.
- Model positive and appropriate behavior for others when using social media and encourage staff to use social media in a positive way in their personal posts in their time.
- Report any concerns about the inappropriate use of social media to The Deputy Auditor General or the Manager Cooperate services in a timely manner.

B. The use of Photographs and Video

The publication of photographs or videos on social media that are not appropriate, may cause offense to an individual/s or bring the OAG into disrepute is strictly prohibited.

The staff who feel that they have been affected by the misuse of technology through social media or digital communication should save and store the offending material on their computer, mobile phone or other device. They should then print/save a copy of the material and immediately report the incident to The Deputy Auditor General or the Manager Corporate Services.

All reports of cyber bullying and other technology misuses will be investigated fully and may result in disciplinary action including to report to Police

C. The use of email

Always use the email template which contains the appropriate disclaimer notice from OAG and do not amend this notice in any way.

Do not amend any messages received and, except where specifically authorized by the other person, do not access any other person's in-box or other email folders nor send any email purporting to come from another person.

It is a good practice to re-read and check an email before sending.

If you copy an email to others, it may breach the Crimes Decree 2009 (Section 337) if it reveals all the recipients' email addresses to each recipient (e.g. in the case of mailing lists).

It can also breach duties of confidentiality. Accordingly, it may be appropriate to use the 'Bcc' (blind carbon copy) field instead of the 'Cc' (carbon copy) field when addressing an email to more than one recipient. If in doubt, seek advice from your [Audit Manager/Director/ Deputy Auditor General / Auditor General].

III. Chain of Communications During Emergency

This plan has been established in order to create a chain of communication in times of emergencies and disasters. Special procedures are needed for emergencies such as serious injuries, explosions, flood, Tsunami, poisoning, electrocution, and fire, release of radioactivity and chemical spills.

In emergency situations people are more likely to respond reliably if they:

- Are well trained and competent
- Take part in regular and realistic practice
- Have clearly agreed, recorded and rehearsed plans, actions and responsibilities

A. Raising an alarm

- The emergency communication efforts will be directed by the Auditor General. In his absence, the highest level available person in the office will assume this responsibility (e.g., Deputy Auditor General /Directors).
- The AG will appoint a Communications Coordinator and an alternate, to direct and maintain the emergency communication efforts.

B. Emergencies during office hours

The officer that seeks help should instantly inform their immediate manager or head who is then to take an action (If they are alone at work) or inform the AG of the emergency for further direction.

At the time of the emergency when taking an action the person who is in charge should consider the best option in terms of whether to take the injured person to the hospital in the company vehicle or to call an ambulance. This is because sometimes moving an injured person may cause them further damage or distress.

- All employees should follow their chain of command for the purpose of communication in times of emergencies.
- The AG and the DAG should be informed as soon as possible of any emergencies and incidents that happen during work hours whether it's in office, in the auditing field or while training abroad.

- In case of other emergencies such as a fire alarm or Tsunami warning the different emergency wardens have the responsibility of ensuring that everyone vacates the building.
- In the instance of flood warning or approaching bad weather conditions such as storm or hurricane, a directive is to be issued by the ECM before the staff vacate the building.

C. Emergencies after working hours

The table below shows the list of contacts that the employees and their families can use in times of emergency situations.

OAG STAFF	EMAIL	CONTACT
Auditor General	ajay.nand@govnet.gov.fj	9905790
Deputy Auditor General	sdukuno@auditorgeneral.gov.fj	9905634
Director of Audit		
<ul style="list-style-type: none"> • Finau Naqera 	fnagera001@auditorgenral.gov.fj	9989032
<ul style="list-style-type: none"> • Abele Saunivalu 	abele.saunivalu@auditorgenral.gov.fj	9989053
<ul style="list-style-type: none"> • Moshin Ali 	moshin.ali@auditorgeneral.gov.fj	9989052
<ul style="list-style-type: none"> • Dineshwar Prasad 	dineshwar.prasad@auditorgeneral.gov.fj	9989051
<ul style="list-style-type: none"> • Kuruwara Tunisalevu 	ktunisalevu@auditor.gov.fj	9989048
Manager IT	esala.niubalavu@govnet.gov.fj	9989061
Senior Secretary	mdianirova@finance.gov.fj	9989060
Senior Accounts Officer	atish.singh@govnet.gov.fj	9989063
Senior Admin- HR	ashniel.karan@govnet.gov.fj	9989059

It is recommended that all staff have a copy of the above list of contacts in their phones or a place where it is accessible for their family.

- When an emergency occurs outside of normal working hours where the staff is severely hurt, hospitalized or a death has occurred then the first step is to contact the OAG insurance provider, Fiji Care Insurance Limited. The mobile contact is provided below:
 - ✓ Suva Office on **999 9561** or Premium Care Medical Centre on **9298603**
- Secondly, then contact the AG or DAG and if they cannot be reached then contact any other Executive Management Member.
- The members of the Executive management have an official phone which can be contacted at any time.
- The Executive Management will then intervene and assist in any way that is required to instruct on the course of action to be undertaken.

IV. Breaches of this policy

Any breaches of this policy must be reported to The Manager Cooperate Services or The Deputy Auditor General.

The office requests that any comment or content which is deemed to be in breach of this policy has to be removed immediately and the individuals concerned to be issued with a formal warning.

Serious and repeated breaches of this policy may result in sanctions against the staff member which could result in severe disciplinary action.



ANNEXURE II

A. Activity Plan for Internal Communication

Activity	Timeline/ Target Completion Date	Responsibility
Approval of the communications policy;		DAG/Communications officer
Training in multimedia equipment <ul style="list-style-type: none"> • Website • Any other tool deemed necessary 		Communication officer/IT Team
Newsletter	Quarterly	Communication team
Training of communication officer		Communication team
Intranet development especially contents;	Progressive	Communication team /IT department
Skills training in communications for OAG Staff		Communication team
Study visits to other SAI's;		Communication team
Regular Internet update:	Progressive	IT/Communication team

B. Activity Plan for External Communication

Activity	Timeline/ Target Completion Date	Responsibility
Interaction with PAC	Annually	Auditor General / Deputy Auditor General and Communication team
Regular website update (trying as often as needed)	Progressive	IT Support/Communication team
Brochure PA, FA, OAG in general	Progressive	Communication team
Writing a press release	After each annual presentation of the AG report to Parliament.	DAG and Communication team
Annual PR event with stakeholders/auditees	Annually	DAG , MSC AND Communication team
Awareness at University Level	Quarterly	Communications

8. Review

This policy will be reviewed 12 months after implementation and every 3 years after that.

9. Who to Contact About this Policy

Any queries are directed to Deputy Auditor-General.

10. Approval

This Policy becomes effective on the date approved by the Executive Management Committee.

11. Revision/Change Log

Version 1.0	
Policy endorsed by:	Executive Management Committee
Policy approved by:	Auditor-General
Policy effective from:	24 January 2019
Policy to be reviewed by:	24 January 2020
Manager responsible for policy:	Manager Corporate Services

