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Department of Health  
**NORTHERN CAPE**

## Policy on Communication

### *Version control*

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Responsible Manager : Provincial Communication Manager

Approved by the Head of  
Department:

**MS GE MATLAOPANE**

**DATE**

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## **Policy Aim**

1. The aim of this policy is to provide a standard framework within which the Northern Cape Department of Health will manage, direct, resource and implement its communication programmes. Additional guidance is provided in the Procedure on Media Liaison.

## **Policy Scope**

2. This Policy is applicable to all personnel of the Northern Cape Department of Health.
3. Exemptions will be granted for whistle blowing on corruption and fraud as prescribed by the Whistleblowing Policy approved on the 18<sup>th</sup> September 2013.

## **Policy Statement**

4. It is the policy of the Northern Cape Department of Health that it will:
  - 4.1. Provide protocols for interactions with both internal and external stakeholders;
  - 4.2. Encourage more effective communication both internally and externally;
  - 4.3. Promote community participation;
  - 4.4. Establish and maintain professional and mutual relations within the department and with stakeholders;
  - 4.5. Provide guidelines for internal stakeholders;
  - 4.6. Maximise coherent and coordinated departmental messages.

## **Roles and Responsibilities**

5. The Office of the Head of Department is the custodian of all communication policies.
6. The Provincial Communications Manager is responsible for the development and writing of this policy document as well as the implementation thereof.

