

Q272B

COMMUNICATION PLAN

Audience <small>WHO TO</small>	Information Required <small>WHAT</small>	Purpose <small>WHY</small>	Method <small>HOW</small>	Delivered by <small>WHO</small>	Frequency <small>WHEN</small>
Board	Business status report – Governance issues	Executive briefing	Verbal / report	Chief Executive Officer	Monthly
Board	Status report	Budget / expenditure status	Verbal / report	Finance sub-committee	Bi Monthly
Board	Status report	Risk management plan status	Verbal / report	Risk Mgt sub-committee	Bi Monthly
Board	Status report	Continuous improvement status	Verbal / report	Continuous improvement committee	Bi Monthly
Executive Officer	Formal rulings/advice	Request for information/direction	Verbal / report / email	Board	Upon Request
Executive Officer	Formal rulings/advice	Request for information/direction	Email	DCSI	As required
Executive Officer	Status reports and recommendations/input	Status reporting and general management	Email / report / verbal	Managers	As required
Executive Officer	Team meeting report	Team activity status	Report	Team Managers	As scheduled

Executive Officer and Operations Team	Operations team minutes	General business update	Email / report	Communication Officer	Monthly
DCSI	External reports, ad-hoc requests	Status updates/requests for information (core reviews)	Email / report	Executive Officer	Quarterly
DCSI	Minimal Data Set	DSPP reporting	Email / report	Executive Officer	Annual
DCSI	Reportable offences	Compliance with DCSI Reportable Offences policy	Email / report	Executive Officer	As required
SAPOL	Reportable offence details	Compliance with DCSI Reportable Offences policy	Report / verbal	Executive Officer	As required
Finance sub-committee	Status report	Budget/expenditure status	Verbal / report	Accountant	Bi Monthly
Risk Mgt sub-committee	Status report	Risk Management Plan status	Verbal / report	Executive Officer	Bi Monthly and as required
Member Reference Group	Policies, Continuous Improvement recommendations	Action evaluation and endorsement	Verbal / report	Continuous Improvement committee	6-weekly

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Continuous Improvement committee	Continuous Improvement submissions	Action evaluation and endorsement	Verbal / report	Manager, Q & S	6-weekly
Managers	Business directives	Decisions required	Verbal / report	Executive Officer	Event-driven
Manager, Q & S	Employee and Customer Feedback	Complaints and Feedback	Email or post	Customer or employee	Event-driven
Manager, P & C	Employee injury details	WorkCover claim	Email / in person	Employee	Within 48 hours of incident
Manager, P & C	Workplace safety incident	Record and investigate an incident	Email / in person	Employee	Immediately
Gallagher-Bassett	Workplace safety incident	Lodge WorkCover claim	Email	Manager, P & C	Immediately
Customer	Staff rosters	LA assignments	Email	Service Delivery Officer	Monthly and upon request
Customers & employees	Newsletters	Company promotion	Email or post	Communication Officer	Bi-monthly
Communication Officer	Business information	Enquiry	Email / phone	General public, suppliers, network partners	Event-driven

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Communication Officer	Newsletter articles	Promotion, education, awareness	Email or post	Customers & employees	When provided
Customer Relations Officer	Customer service delivery requirements	Establish Service Agreement	In person	Customer	As scheduled
Customer Relations Officer	Workplace safety	Record workplace safety status	Customer meeting	Customer	As scheduled
Customer Relations Officer	Service delivery status	Record service delivery issues, improvements	Customer review meeting	Customer	As scheduled
Service Delivery Officer	General or specific	Enquiry	Phone	Lifestyle Attendants and Customers	Ongoing
Service Delivery Officer	LA Unavailability	Notify work absence	Email or phone	Lifestyle Attendants	As required
Service Delivery Officer	LA availability	Request extra shifts	Email or phone	Lifestyle Attendants	As required
Payroll Officer	Logged worker hours	Payroll data	TeleClock	Employees	Daily
Employees	Payroll details	Payroll enquiries	Email or phone	Payroll Officer	Daily
Employees	Pay Advice	Pay details	Email or post	Payroll Officer	Fortnightly