

Change Management Communications Policy

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Purpose

This policy governs the communication of change management strategies between Activ and its Key Stakeholders.

Activ recognises the importance of appropriate and effective communication as a key plank in building positive relationships with key stakeholders. In order to prosper and achieve growth Activ must (amongst other things) retain and enhance the trust of its Key Stakeholders by being empathetic, clear and transparent in its communications and consistently delivering on its strategic objectives.

Scope

This policy applies to all communications, between Activ and its Key Stakeholders.

Where the Executive Team determines a change management strategy to be significant, a Communication Plan must be prepared in accordance with the Change Management Communication Procedure (AQuA: 2179). With all other change management strategies, the Procedure should be considered as a guide to assist the relevant communication aspects of that change.

All Communication Plans are required to be approved by the Executive Team prior to implementation. At the Executive Team's discretion, Communication Plans may be referred to the Service Advisory Committee in accordance with its Terms of Reference (AQuA: 1910) for feedback purposes, or may be referred to the Board for final approval.

Examples of significant change management strategies include, but are not limited to, the introduction of a new service, commencement of service in a new region, closure of a service or large scale relocation of Customers.

Any contact with the media is to be in accordance with the Media and Public Comment Policy (AQuA: 562).

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Policy Statement

Activ is committed to engaging with Key Stakeholders on change management strategies to provide opportunities for feedback, enhance improvements and minimise adverse impacts.

Engagement will occur by:

- Communicating change processes to Key Stakeholders and across all levels of the organisation in a timely and transparent manner;
- Encouraging involvement and input at all levels of the organisation and across organisational departments and service areas;
- Permitting stakeholders to access relevant information which facilitates engagement during the change process;
- Ensuring organisational development activities will recognise and build on the culture of the organisation; and
- Ensuring change processes are understood and allow ongoing feedback during planning and implementation stages creating the best outcome for all stakeholders involved.

Definitions

Customer means an individual with a developmental disability who is not a Supported Employee and who utilises Activ services.

Communication Plan means the document which outlines the proposed and agreed upon paths and mechanisms of communication of a change management strategy.

Key Stakeholders include, but are not limited to, Activ Customers, Supported Employees, their families, carers, advocates, Staff, suppliers, funders and the general public.

Staff means any individual who is employed by Activ who is not a Supported Employee.

Supported Employees means any individual with a developmental disability who is employed through Activ Business Services.

Key Related Policies and Documents

Board Charter (AQuA: 2022)

Chief Executive Officer Delegation Policy (AQuA: 2010)

Change Management Communication Procedure (AQuA: 2179)

Media and Public Comment Policy (AQuA: 562)

Service Advisory Committee Terms of Reference (AQuA: 1910)

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Consultation Process

Executive Team
Transitional Leadership Team
SAC Committee
Board
Community Relations & Marketing Manager