

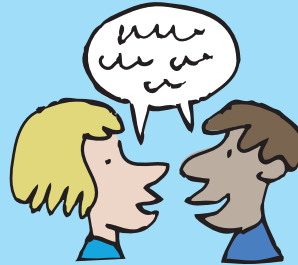
Connecting with Activ Update

We have listened to your feedback about how we communicate with you. We have developed a framework to ensure we communicate with you – openly, regularly and in a variety of ways.



Publications

We currently have a number of publications including *Activ News* for the wider community, *Inside Activ* for staff and employees, *Activ Pathways* with training news; and *Business Services Newsletters*. In 2012, you will notice a new *Accommodation & Community Services Newsletter* and a renewed focus on providing the information you told us was most important to you.



Face to face

Word of mouth is often the best messenger. Activ will make sure there are opportunities for informal get-togethers and face to face consultation with staff, management and our CEO.

Objectives

Through the consultation framework called *Connecting with Activ*, we aim to facilitate and encourage communication and feedback. We will provide relevant and timely information to clients, employees, families and staff and make sure there are varied opportunities for feedback and two way communication.

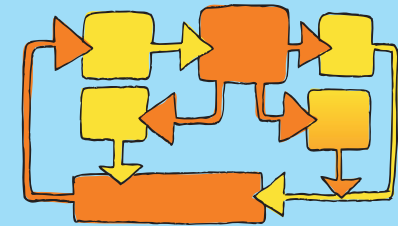
Community

In this increasingly technological world, we will develop new and better ways to communicate with you and the wider community. For example, we are already exploring how we can improve the website and other social media for better two way communication.



Advisory groups

Activ has formed two groups to help keep us all connected: an *Employee Advocacy Committee* and a *Service Advisory Committee*. We welcome your views about our services and policies.



Processes & systems

We are continually reviewing our processes and systems to make sure that *Connecting with Activ* is working well for everyone.

A copy of the *Connecting with Activ* Framework can be found on the Activ Website