

# CONNECTING WITH ACTIV FRAMEWORK

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## “Connecting with Activ” Consultation Framework

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This framework is being implemented during 2011 / 2012

**September 2011**

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## Section 1: Strategic Framework

The Connecting with Activ Framework has been developed to facilitate and encourage communication and feedback between Activ and clients, employees and families. The principles, objectives and operational framework have been developed following feedback from families and in consultation with staff.

### Principles

1. Clients and employees should be involved in decisions that affect their lives and empowered to have a say in the services provided. Listening to the lived experience of individuals, families and carers, to their wishes, needs, concerns and ideas, enables better outcomes, more responsive services and improved future planning.
2. Client, employee, family and carer participation is a requirement in terms of Activ's purpose, values, and constitution; the Disability Services Standards (especially Standard 3, Decision Making and Choice and Standard 8, Service Management) and the Carers Recognition Act 2004. The requirement is for involvement in all levels of planning, development and service delivery and for participation at the individual level, the service or program level and the systemic organisation level.
3. Connecting with clients, employees and families is an ongoing process. In addition to strategies specifically put into place to facilitate better connections, an "open door" culture should also be fostered.
4. A variety of opportunities for participation should be provided. This allows clients, employees and families to choose to participate in ways and at times that best meet their needs.
5. All contributions are equally valid and valued. Some people will contribute regularly and others rarely. Some people will speak on their own behalf and others will have family, advocates or representatives speak on their behalf.

### Objectives

Our objectives are to:

1. Provide important **information** to clients, employees and families which allow them to make informed decisions about the outcomes and services they want **personally**.
2. Facilitate **two-way discussion** which allows clients and employees to **determine their personal goals** and to regularly discuss progress towards those goals.

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3. Provide **opportunities** for clients, employees and families to **have a say** about outcomes they want, services they receive, and Activ's direction.
4. **Engage the community** through communication.

Communication and consultation with clients, employees and families will be multi-faceted. That is, we will share information with and ask for feedback from clients, employees and families as individuals, as members of service and client/employee groups and as part of the Activ family.

### **How we will achieve our objectives**

To achieve the objectives, Activ will provide information, facilitate discussion and provide opportunities for feedback which:

- are open and complete
- are regular and timely
- cater for all preferences

To ensure that clients, employees and families receive the necessary information, are involved in personal goal-setting and monitoring of progress towards those goals, and can contribute their thoughts and opinions about how Activ works and the direction Activ is taking, the following Operational Framework will be put in place.

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## Section 2: Operational Framework

The following operational framework has been developed to meet the communications objectives set out in the Connecting with Activ Framework. The communications activities have been categorised by their primary communication level (Individual, Service Group, Organisational or Community) however, many of the activities cross more than one level of communication.

No	Activities	Who	Communication Type	When	Objectives
<b>Individual Communication</b>					
1	<b>Individual annual meeting</b> Personal centred approach including goal setting, understanding needs from Activ, and providing information about services	Client, Employee, Family <> Activ	Face-to-Face	Annual and as needed	1,2,3
2	<b>Complaints Management</b> To handle complaints in a timely, amicable and confidential manner according to the Complaints Policy	Client, Employee, Family <> Activ	System - Process	As needed	3
3	<b>Information Newsletter by Service Group</b> Business Services and ACS quarterly newsletters to invite feedback and provide location and service information (e.g. employee successes, policy changes, work and location changes)	Activ Frontline to Client, Employee, Family	Publication - Newsletter	Quarterly for each service	1,3
<b>Service Group Communication</b>					
4	<b>Information meetings by location</b> To discuss with clients, employees & families location specific information in their service/house, advise on policy or service changes and invite feedback	Client, Employee, Family <> Activ Frontline Staff	Face-to-Face	6 monthly	1,3

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No	Activities	Who	Communication Type	When	Objectives
5	<p><b>Information Meeting for Service Groups - Social gathering cross services (future initiative)</b></p> <p>Social gatherings of clients, employees and families from different service groups and locations for exchange of ideas and feedback to Activ</p>	Client, Employee, Family <> Activ	Face-to-Face	6 monthly	1,3
6	<p><b>Representative Meeting - Employee Advocacy Committee (EAC)</b></p> <p>To discuss all aspects of employment and training and provide feedback to the Board, with employee representation on the Committee</p>	EAC and Activ Leadership/Board	Advisory Group Mtg	Monthly	1,2,3
7	<p><b>Representative Meeting - Service Advisory Committee (SAC)</b></p> <p>To discuss service levels, policies and strategic direction and provide family feedback to the Board</p>	Service Advisory Committee (incl. Board rep and CEO)	Advisory Group Mtg	Quarterly	1,3
8	<p><b>Formal Board Consideration</b></p> <p>Formal consideration of feedback from the SAC and EAC and opportunity for committee Chair to attend Board meetings twice per year</p>	Board	System - Process	6 monthly	3
9	<p><b>Survey</b></p> <p>To determine common issues about Activ's direction and services and communicate changes planned as a result of the survey</p>	Client, Employee, Family <> Activ	Survey	Every 2 <sup>nd</sup> Year	1,2,3
10	<p><b>Policy Consultation</b></p> <p>Family consultation on relevant new policies and policy changes according to developed processes</p>	Client, Employee, Family <> Activ	System - Process	Varied	1,3

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No	Activities	Who	Communication Type	When	Objectives
<b>Organisational Communication</b>					
11	<b>AGM</b> Understanding Activ's direction	Client, Employee, Family <> Activ	Face-to-Face	Annual	1,3
12	<b>Activ CMS (single client/family database)</b> A single client, employee, family, stakeholder database	Activ	System - Process	Ongoing	1,2,3,4
13	<b>Organisational Newsletter – Activ News</b> Understanding Activ's direction and inviting feedback as well as providing disability sector information and other information as identified as useful by Activ families	Client, Employee, Family <> Activ	Publication - Newsletter	Quarterly	1,3,4
14	<b>Activ Information Brochure for families and clients</b> A single brochure detailing all Activ services	Activ to Client, Employee, Family	Publication - Brochure	Varied	1
15	<b>Service &amp; Policy Information for Casual Staff and Volunteers</b> To provide information on Activ goals, services, policies and procedures for casual staff and volunteers	Activ to staff / volunteers	Publication – Online	Varied	4
16	<b>Feedback and Information Sessions - CEO</b> An informal opportunity to provide information about Activ's direction and to obtain feedback. Annual visits will include invitations for clients, employees & families from all regional and metropolitan areas	CEO/Chair	Face-to-Face	Annual	1,3

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No	Activities	Who	Communication Type	When	Objectives
<b>Community Communication</b>					
17	<b>City to Surf</b> Promoting Activ and Activ's direction through publicity and fundraising during the event	Activ to community	Community	Annual	4
18	<b>Disability Expos</b> Participation in a range of expos to inform potential clients and families of Activ's services	Activ to community	Community	Varied	1,4
19	<b>Activ Website</b> A source of reliable, up to date information about Activ	Activ to community	System - Process	As needed	1,4
20	<b>Honorary Life Governors, Trustees and Vice-Patrons</b> Engagement with this group to spread the word about Activ in the community	Activ, HLG's, community	Advisory Group Mtg	Annual	1,4