

SIMPLIFYING THE WORKPLACE

Clear communication in an Australian not-for-profit

Presented by Leesa Taylor and Dr Angie Sobyra



Why simplify?

We care about
our workforce
and our clients



Making care plans visual



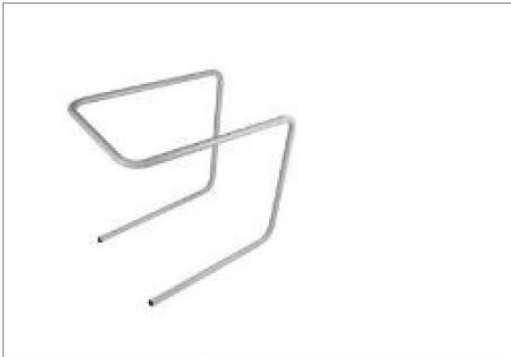
Bed wedge to assist into L) side lying
06/12/2016 3:56:56 PM



Accumax pump motor setting
11/01/2018 8:14:03 AM



Accumax air alternating mattress +
pump
22/03/2017 2:49:45 PM



Bed cradle
20/02/2018 2:54:35 PM



limb protectors for legs
19/03/2018 10:49:19 AM

Personalising our digital workplace

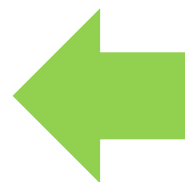


Welcome to our
**Policy & Resource
Library**

Find governance, policies, procedures,
forms, resources & references.

New here? [Click to get help](#)





The gap



Challenging the challengers

Why?

Who?

How?

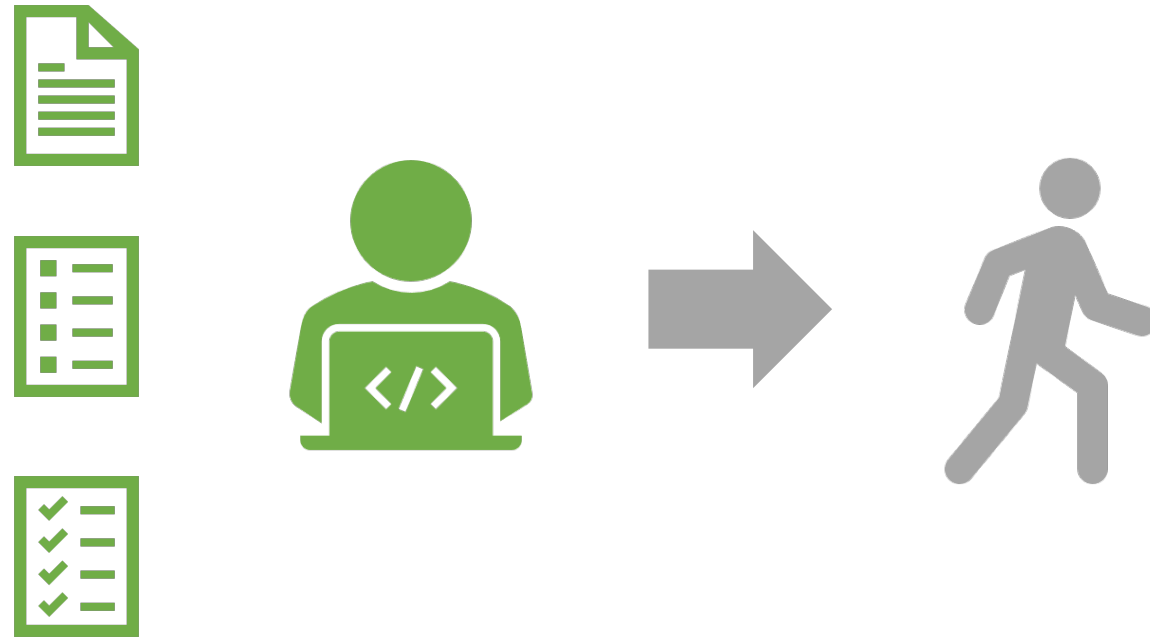
HA!

NEVER

NO

IMPOSSIBLE

Reducing the gap



Step 1 – Create clear and consistent definitions

Governance

Policies

Procedures

Forms

Resources and
references

Step 2 – Design templates

Customer Feedback Policy

[View](#)[Related Documents](#)[Comments](#)[History](#)

[Purpose and Rationale](#)[Expected Outcome](#)[Requirements](#)[Print](#)

Purpose and Rationale

Wesley Mission Queensland (WMQ) welcomes feedback from all of our customers. We strongly believe that feedback gives us opportunities to improve the quality of our services, and to recognise and further develop the areas in which we are doing well.

Our customers include:

- Service Customers – our service users, clients, consumers, residents and guests, and their support networks
- Internal Customers – our workforce, i.e. customers of shared services.
- External Customers – our buyers outside of the care sector, e.g. companies who purchase goods and services from us

This policy outlines our commitment to two-way open communication with our customers and an ethical and efficient feedback process that promotes participation and continuous quality improvement.

Expected Outcome

Feedback issues are resolved as quickly as possible, in line with our procedures.

Requirements

Wesley Mission Queensland aims to address and resolve all feedback to the satisfaction of all stakeholders.

To achieve this, we:

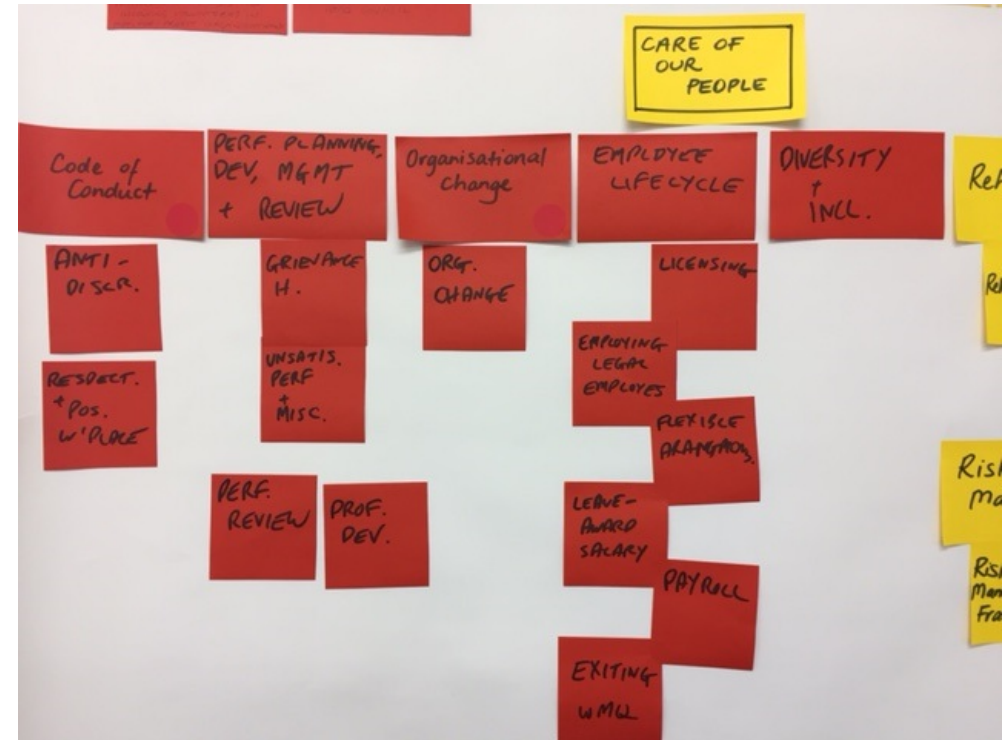
Step 3 – Stakeholder workshops



Co-design a document structure



Introduce Plain English



A plain English activity



Empathy



Impact of **language** and **structure**

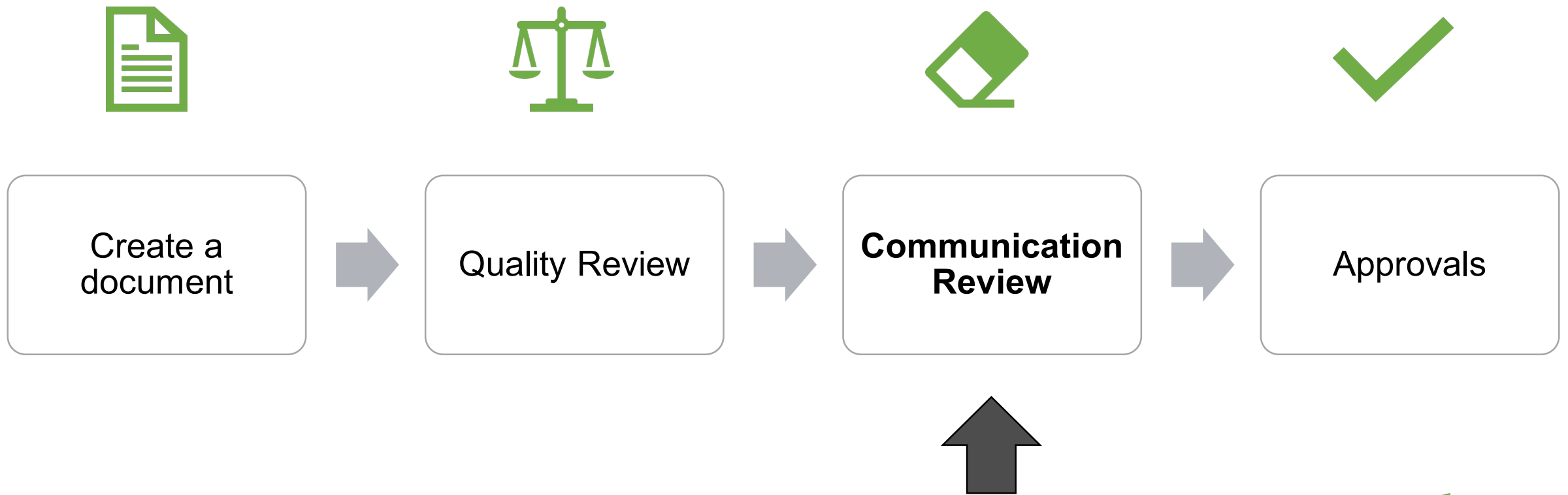


Impact of **time**



Key principles

Step 4 – Add editing to the workflow



Step 5 – Provide ongoing training and support



Communicating at work	
Templates, Guides and Letterheads	+
Writing Guide	—
Think about your audience	
Plan your content	
Write clearly	
Ask for feedback	
Grammar and punctuation	+
WMQ facts and figures	
Images and artwork	
Copyright	
Meetings and presentations	+
Glossary	

Writing Guide

This is the Wesley Mission Queensland (WMQ) writing guide. Use it as a reference when you are writing for WMQ. It helps us to write clearly and consistently across the organisation.

We've organised the guide by these topics so you can reference it as needed. Use the links below or the sidebar to navigate to the sections you need.

Think about your audience

Know who makes up your audience. Put yourself in the place of your audience and think about what they want/need to know.



Plan your content

Keep your messages simple, clear and direct. Remember our values and know your WMQ facts and figures.



Write clearly

Train yourself to write in plain English, it is well worth the effort. You'll write faster, clearer and your readers will get what you're saying easier. Check your grammar and punctuation too.



Ask for feedback

When you have finished writing, ask a few people from your intended audience to read what you have written and give you feedback. It will help you know if your key message(s) have been understood.



Beyond policies and procedures



Fewer documents



More creativity



Plain English is spreading



Key lessons

- Simplification isn't simple
- People are the biggest challenge to change
- The project must become business as usual, reinforced and resourced
- You need gate keepers
- Senior Leadership commitment is critical
- Technology can help drive the change

