



6  
Years Active

## Topics of Interest



### Updates on Person they Support



### Site Activities



### Survey Requests



### Organisational Events



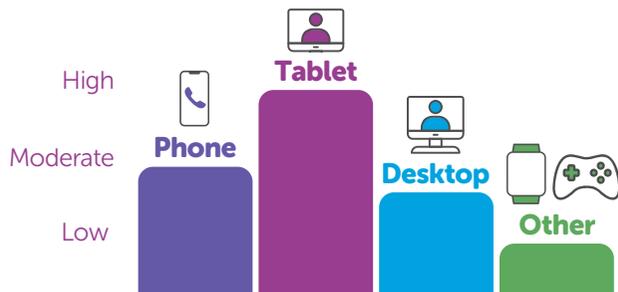
### Organisational Success Stories



### Sector Updates



## Technology Usage



# Mary

## Family / Carer

Age: 75  
 Gender: Female  
 Literacy Level: High  
 Occupation: Retired

## Recommendations

- Prefers in-person comms.
- Ensure Site Manager knows what comms are sent. Mary likely to call with questions.
- If no email provided, post letter. Likes visual print-outs for fridge.

# Brisbane Metro

## Preferred Engagement



### In Person



### Call



### Post



### Email



### Virtual Meeting



### Video



### Website



### Text



### Social Media





8  
Years Active

## Topics of Interest



**Updates on personal plan, goals, activities**



**Site Activities**



**Organisational Success Stories**



**Survey Requests**



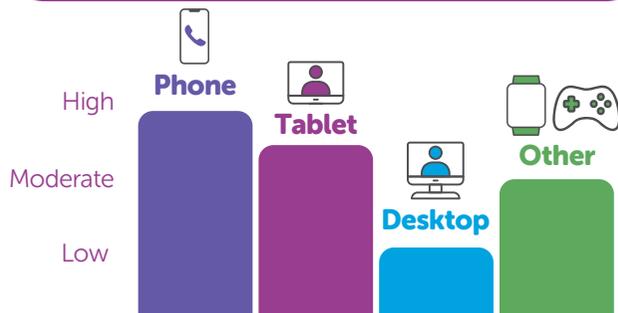
**Organisational Events**



**Sector Updates**



## Technology Usage



# Andrew

## Employee we Support

**Age:** 47  
**Gender:** Male  
**Literacy Level:** Intermediate  
**Occupation:** Warehousing

## Recommendations

- Prefers visual information.
- Defers to Employment Consultant for help. Provide EC with talking points.
- Can use mobile / tablet, internet and QR codes proficiently.
- Likes simple explainer videos.

## Preferred Engagement



**In Person**



**Text Message**



**Video**



**Post**



**Email**



**Social Media**



**Call**



**Virtual Meeting**



**Website**





4  
Years Active

## Topics of Interest



### Updates on People they Support



### Site Activities



### Sector Updates



### Organisational Success Stories



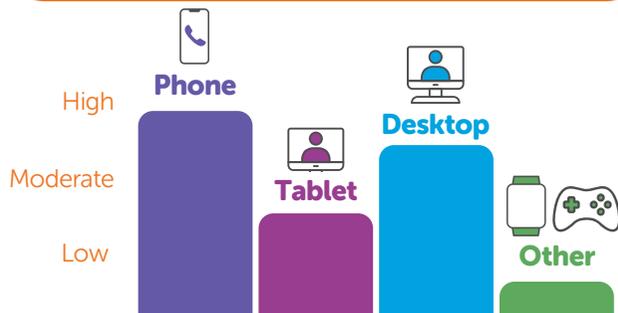
### Organisational Updates



### Survey Requests



## Technology Usage



# Karen

## Home Site Supervisor

Age: 45  
 Gender: Female  
 Literacy Level: Advanced  
 Occupation: Site Supervisor

## Recommendations

- Mobile worker. Use short, sharp communication with clear call to action.
- Defers to leader for important info. Cascade emails effective for this.
- Prefers brief messaging. Provide tools and templates for actionable items.

## Preferred Engagement



### Text Message



### Email



### In Person



### Call



### Virtual Meeting



### Video



### Social Media



### Post



### Website





26  
Years Active

## Topics of Interest



Updates on personal plan, goals, activities



Site Activities



Survey Requests



Organisational Events



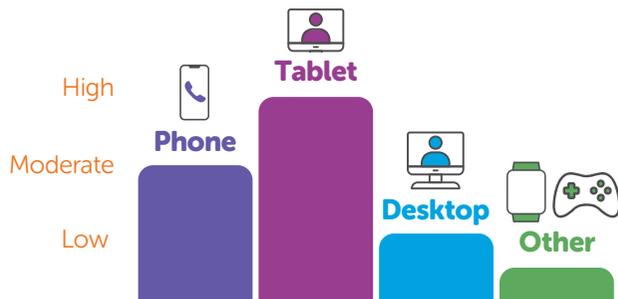
Sector Updates



Organisational Success Stories



## Technology Usage



# John

## Person we Support

Age: 57  
Gender: Male  
Literacy Level: Low  
Occupation: Not in paid work

## Recommendations

- Relies on Support Worker. Provide speaking points for Support Worker with Easy Read.
- Ensure service manager has clear, actionable instructions to pass on.
- Simple, visual communication.

# South West QLD

## Preferred Engagement



In Person



Post



Call



Video



Virtual Meeting



Social Media



Email



Text Message



Website





2  
Years Active

## Topics of Interest



### Updates on People they Support



### Site Activities



### Organisational Success Stories



### Sector Updates



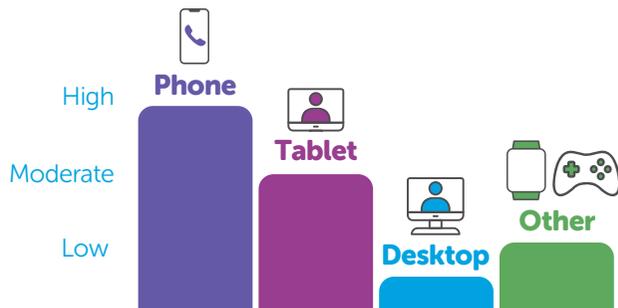
### Survey Requests



### Organisational Events



## Technology Usage



# Rebecca

## Support Worker

Age: 42  
 Gender: Female  
 Literacy Level: High  
 Occupation: Support Worker

## Recommendations

- Mobile worker. Relies on leader for information.
- Ensure service manager has printable information to share in meetings.
- Reads info on mobile. Ensure content is succinct and mobile-friendly.

## Preferred Engagement



### In Person



### Call



### Text Message



### Virtual Meeting



### Video



### Social Media



### Email



### Post



### Website





19  
Years Active

## Topics of Interest



### Updates on Person they Support



### Site Activities



### Organisational Success Stories



### Survey Requests



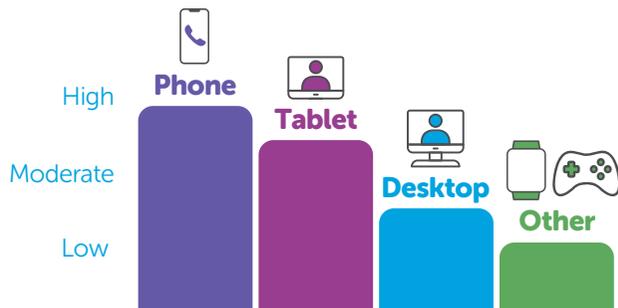
### Sector Updates



### Organisational Events



## Technology Usage



# Manjeet

## Family / Carer

Age: 69  
 Gender: Female  
 Literacy Level: High  
 Occupation: Nurse

## Recommendations

- Prefers in person with site manager. Provide handouts & speaking points.
- Moderately technically proficient. Follow up conversations with email.
- Lives with person we support. Include Easy Read in all comms.

# Western Sydney

## Preferred Engagement



### In Person



### Call



### Virtual Meeting



### Email



### Text Message



### Video



### Social Media



### Website



### Post





5  
Years Active

## Topics of Interest



### Updates on personal plan, goals, activities



### Site Activities



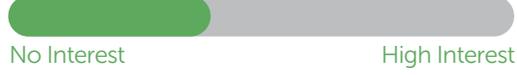
### Survey Requests



### Organisational Success Stories



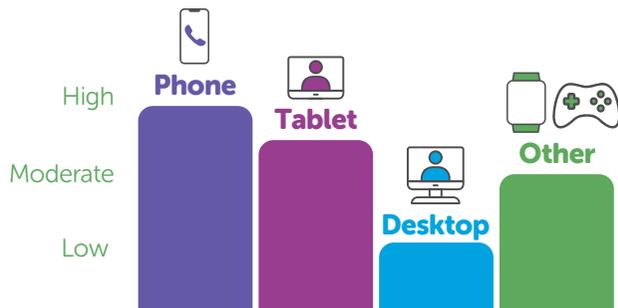
### Organisational Events



### Sector Update



## Technology Usage



# Kathryn

## Employee we Support

Age: 41  
 Gender: Female  
 Literacy Level: Intermediate  
 Occupation: Admin Assistant

## Recommendations

- Intermediate level of literacy. Use simple english and visual comms.
- Digitally proficient. QR codes recommended for emails.
- Provide Employment Consultant with FAQs for questions and discussions.

# Brisbane North

## Preferred Engagement



### In Person



### Text Message



### Call



### Video



### Social Media



### Email



### Virtual Meeting



### Post



### Website





Work



Community

1

Year Active

## Topics of Interest



### Site Activities



### Updates on personal plan, goals, activities



### Survey Requests



### Organisational Success Stories



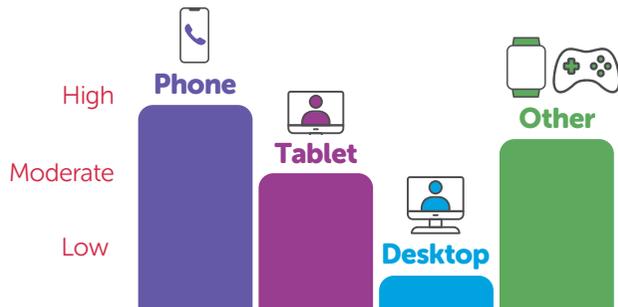
### Organisational Events



### Sector Updates



## Technology Usage



# Praveen

## Person we Support

Age: 25  
 Gender: Male  
 Literacy Level: Intermediate  
 Occupation: Packaging

## Recommendations

- Intermediate literacy level. Provide speaking points to support worker.
- Digitally proficient. QR codes and visual explainer videos preferred.
- Prefers short, visual comms with information that affects them.

# Brisbane East

## Preferred Engagement



### Text Message



### Social Media



### Video



### Email



### In Person



### Virtual Meeting



### Website



### Call



### Post





Work



Community

X

Years Active

# Location

## Topics of Interest



### Updates on Person they Support



### Organisational Events



### Site Activities



### Sector Updates



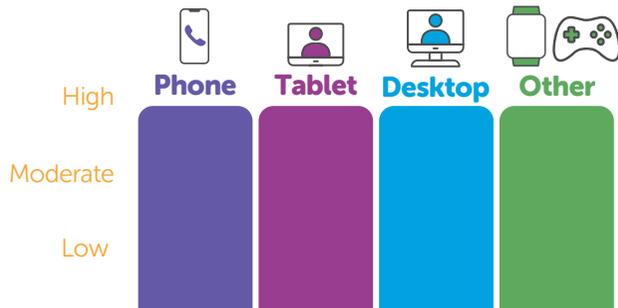
### Survey Requests



### Organisational Success Stories



## Technology Usage



# Name

## Stakeholder Group

Age: 00  
 Gender: Female  
 Literacy Level: Intermediate  
 Occupation: Packaging

## Preferred Engagement



### In Person



### Call



### Virtual Meeting



### Email



### Post



### Text Message



### Website



### Video



### Social Media





Work



Community

X

Years Active

# Location

## Topics of Interest



### Updates on Person they Support



### Organisational Events



### Site Activities



### Sector Updates



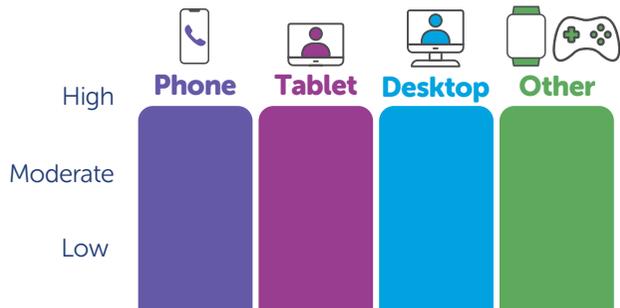
### Survey Requests



### Organisational Success Stories



## Technology Usage



# Name

## Stakeholder Group

Age: 00  
 Gender: Female  
 Literacy Level: Intermediate  
 Occupation: Packaging

## Preferred Engagement



### In Person



### Call



### Virtual Meeting



### Email



### Post



### Text Message



### Website



### Video



### Social Media





Work



Community

X

Years Active

# Location

## Topics of Interest



Updates on personal plan, goals, activities



Organisational Events



Site Activities



Sector Updates



Survey Requests



Organisational Success Stories



## Technology Usage



Phone



Tablet



Desktop



Other

High

Moderate

Low



# Name

## Stakeholder Group

Age: 00  
 Gender: Female  
 Literacy Level: Intermediate  
 Occupation: Packaging

## Preferred Engagement



In Person



Call



Virtual Meeting



Email



Post



Text Message



Website



Video



Social Media

