



6
Years Active

Topics of Interest



Updates on Person they Support



Site Activities



Survey Requests



Organisational Events



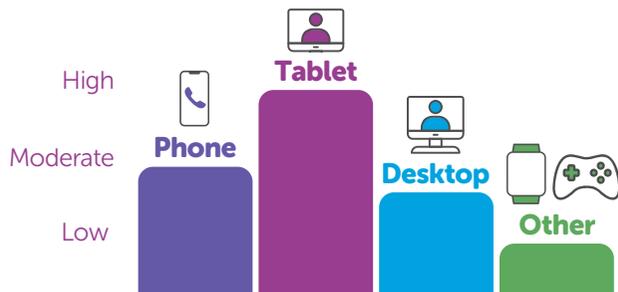
Organisational Success Stories



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



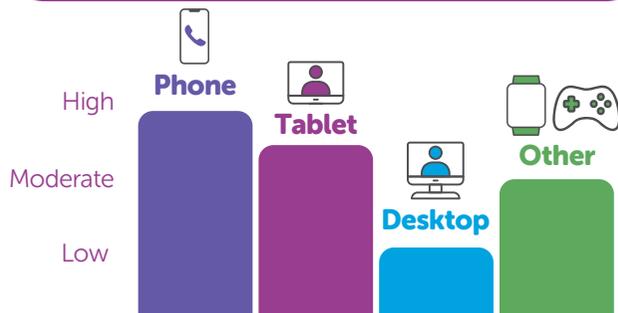
Organisational Events



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



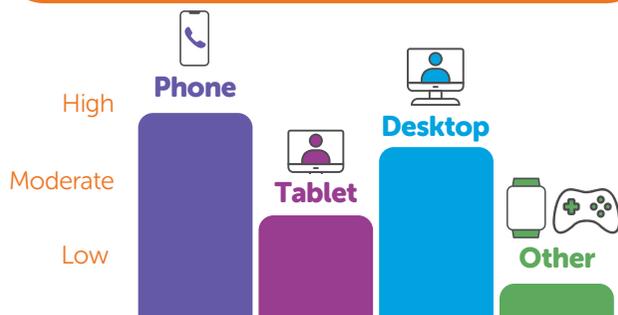
Organisational Updates



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



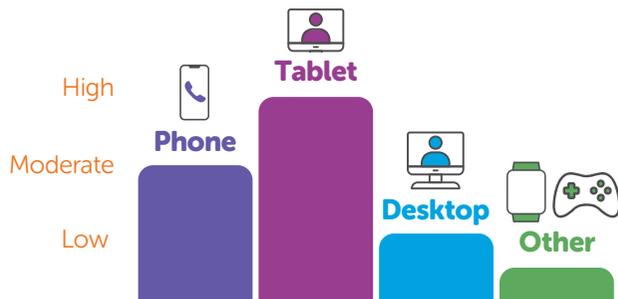
Sector Updates



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



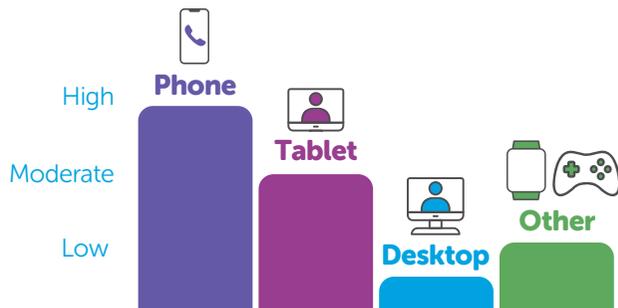
Survey Requests



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



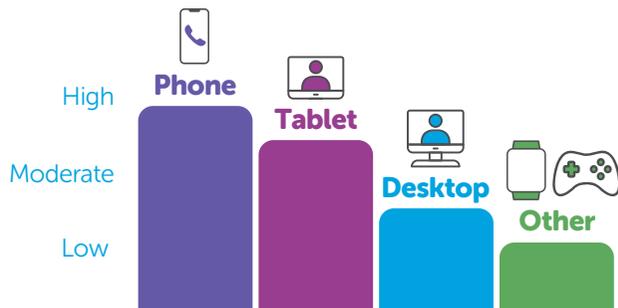
Sector Updates



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



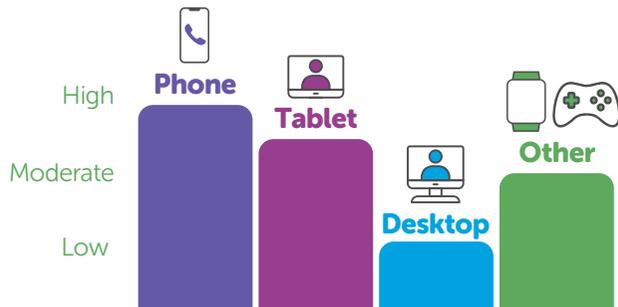
Organisational Events



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



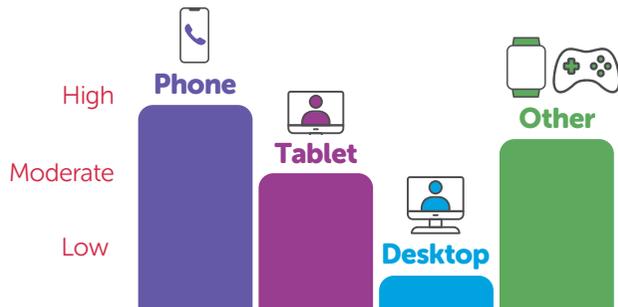
Organisational Events



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



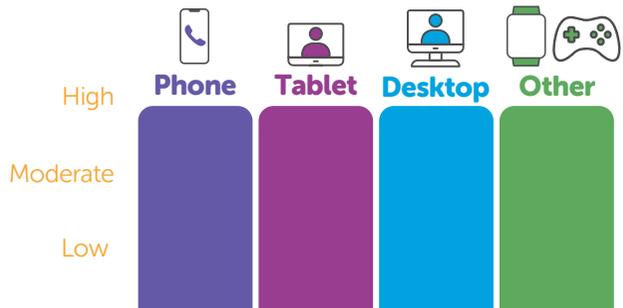
Survey Requests



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



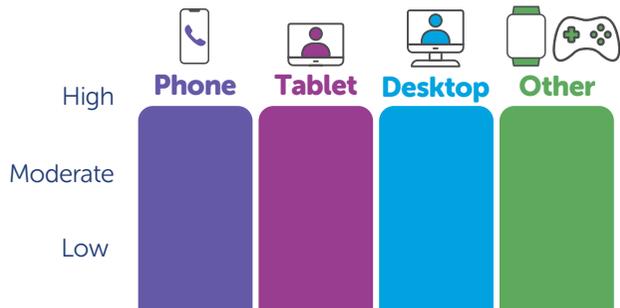
Survey Requests



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

