Communications Plan

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| Project Title: Agency Implementation of Telematics | |
| Project Manager: | |
| Team Members: | |
| Exec Sponsor: | |
| Start Date: | End Date: |
| Budget: | |

Contact details

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| --- | --- |
| Name: |  |
| Business Unit: Procurement |
| Phone: | Email: |

# Suggested Agency internal communications plan

### Project overview

* Develop Telematics communication material for internal distribution within the Agency/Cluster.

### Communication goals and objectives

* Identify and inform stakeholders of the processes, resources and requirements for the implementation of telematics
* Define telematics goals and set expectations- what will implementation of telematics mean to each stakeholder.
* Raise awareness of new Telematics Policy and mandate, applicability, existing solutions and benefits.
* Deadline for Telematics to be installed in vehicles.
* Satisfy Workplace Surveillance Act requirements of 14 days’ written notice to staff.
* Satisfy Communication Plan requirements in Telematics Policy.

### Stakeholders and audience

* Drivers
* HR
* Fleet Managers
* Line Managers
* Senior Management
* Procurement Team
* Telematics supplier(s) / FMP
* FBT Reporting Team

### Key messages

* Raise awareness of Telematics, mandate and policy commencement date.
* Vehicles included and excluded from mandate
* Workplace Surveillance Act requirement of at least 14 day’s written notice
* Policy Communications Plan requirement
* Minimum solution requirements
* Benefits of telematics e.g. electronic log booking, tax reporting, safety, incident reductions
* Purchasing telematics and internal Agency contact information.
* Guidance for selecting fit for purpose telematics device based on needs

### Critical issues

* Workplace Surveillance Act requirements
* Policy requirements

### Communication schedule

| Responsible | Audience | Timing | Item | Purpose | Medium |
| --- | --- | --- | --- | --- | --- |
| NSWP | Agency Procurement Team | Project Kickoff | Operation Pack? Project Kick off meeting/overview | Present the background of the project and bring awareness of the policy; establish internal Agency cross functional team, how to procure telematics via ICT Scheme, minimum solution requirements, ICT templates , ownership of contract within Agency. Integration with FMP system; telematics device selection guide | meeting |
| Agency Project team | NSWP | Ongoing | Agency implementation progress | Provide implementation progress reports to NSWP |  |
| Agency Project team | NSWP | May 2021 – prior to implementation | In scope vehicle number reporting to NSWP for iCare | Agency to confirm vehicle numbers and details under iCare policies | email |
| Agency project lead | Agency Senior Management/Steering Committee |  |  | Communicate with Senior Management on rollout, ongoing performance, monitor and control. | Meetings/status report/email? |
| Agency project team | Agency HR | Prior to implementation |  | -14 days notice of surveillance.  Awareness of NSWG Telematics policy requirements.  - Background on IR and Union consultation.  - Ongoing Qs re union consult to be directed to internal IR who will contact PSIR on behalf of agencies.  - breaches of data privacy.  -WH&S team, understand how telematics data will feed into the Agency’s system.  -How to handle requests for data.  -how to handle incident notifications from system and supplier. | meeting |
| Agency IR | Relevant Union | Prior to implementation | Letter to Union | Advise telematics will be implemented. | Letter |
| Agency project team | Agency IT and HR | Prior to sourcing |  | WH&S team, understand how telematics data will integrate with Agency’s system. |  |
| Agency project team | Agency Fleet Management Provider | Prior to sourcing | System integration | Develop integration strategy with FMP (may decide not to integrate – optional). | Meeting |
| Agency project team | Line Managers | Prior to implementation |  | Safety and Compliance, Policy, system training requirements, surveillance notification, breaches of policy will need to be addressed in accordance with policy, awareness of access to data on individual employees, formal process. | Meeting |
| Agency project team | Fleet Managers if not part of project team | Prior to sourcing |  | 14 days notice of surveillance, kick off meeting, choose solution, installation of device. What will change for fleet managers e.g. daily reports on fleet, lead cross functional team meetings and what will you do with info collected/performance of group, risky driver behaviour trends. Install and de-install. |  |
| Agency HR/Agency Legal/ Fleet manager | Drivers/employees | At least 14 days prior to implementation |  | Provide agencies with at least 14 days notice of surveillance | Written – requirement of Workplace Surveillance Act, stickers in vehicles etc |
| Agency Project Team | Drivers | Prior to implementation | Q&A document | User information and guidance; Telematics device selection guide | Agency Intranet |
| Agency Project Team and Supplier | Drivers | Prior to implementation and ongoing | Training | Training request and material | Agency intranet |
| Agency Project Team | NSWP | Ongoing bi-annual | Report on aggregated improvement by risk type. | Reporting Agency level safety scores to NSWP | Report |
| Agency Project Team | Drivers | Prior to implementation | Q&A Document | What drivers should expect from implementation of telematics e.g. no more manual running sheets, how to access the system, surveillance signage in vehicles, ability to allocate trip as personal or business trip, where to request training, what information is being captured, access to own driver performance, incident escalation process. | Intranet |
| Agency Project Team | Telematics supplier(s) / FMP | Prior to implementation | Telematics device dispatch / installation | To begin dispatch / installation of telematics devices in vehicles | Email |
| Agency Project Team | FBT reporting team | Prior to implementation | FBT reporting process | To explain updated FBT reporting process using telematics data | Meeting / Email |