

AUSTRALASIAN HEALTH FACILITY GUIDELINES (HFG) PROJECT

Australasian HFG Enquiry & Clarification Communication Process

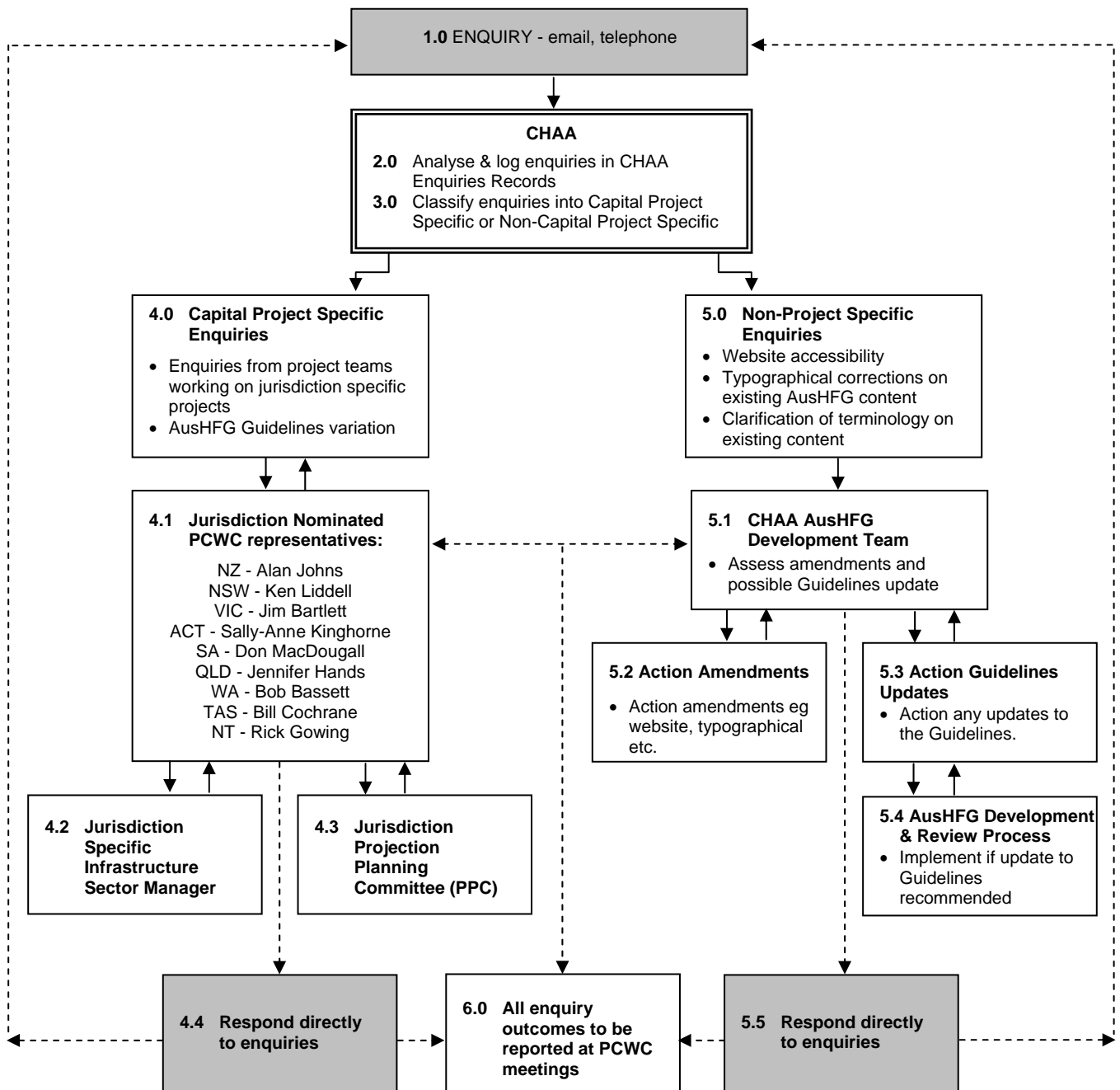
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Australasian HFG Enquiry & Clarification - Communication Process

Purpose and intent

- The purpose of this document is to outline the communication procedures between CHAA and HCAMC Members on Australasian HFG enquiries.
- To avoid multiple contact points and contradictory information on project specific enquiries.

Flowchart: Handling enquiries on Australasian Health Facilities Guidelines via CHAA



Text Description of Communication Process

Process Ref	Process Description (as per Flow Chart)	Comments
1.0	Email & Phone Enquiries to CHAA	Email/telephone enquiry acknowledged.
2.0	Analysis and log all enquiries in CHAA Enquiries Records	Email/telephone enquiry assessed and logged.
3.0	Classification of Enquiries into: <ul style="list-style-type: none"> Capital Project Specific Enquiries Non-Capital Project Specific Enquiries 	Email/telephone enquiry classified and forwarded to appropriate team.
4.0	Capital Project Specific Enquiries	
4.1	<ul style="list-style-type: none"> Jurisdiction nominated PCWC Representatives 	Email/telephone enquiries from project teams working on jurisdiction specific projects to be forwarded to appropriate PCWC Jurisdiction Representative.
4.2	<ul style="list-style-type: none"> Jurisdiction Specific Infra-Structure Sector Manager 	Email/telephone enquiry may be forwarded to Infrastructure Sector Manager by PCWC Jurisdiction Representative.
4.3	<ul style="list-style-type: none"> Jurisdiction Projection Planning Committee (PPC) 	Email/telephone enquiry may be forwarded to Jurisdiction PPC by PCWC Jurisdiction Representative.
4.4	<ul style="list-style-type: none"> Enquiry response 	PCWC Jurisdiction Representative to respond directly to enquiry.
5.0	Non-Capital Project Specific Enquiries	
5.1	<ul style="list-style-type: none"> CHAA Australasian HFG Development Team 	Email/telephone enquiry forwarded to AusHFG Development Team. Assess amendments and determine if Guideline update required.
5.2	<ul style="list-style-type: none"> Action Amendments 	Action any amendments eg website accessibility, typographical corrections, clarification of terminology etc.
5.3	<ul style="list-style-type: none"> Action Guidelines update 	Action any Guidelines update as per AusHFG Development Team directive. Development Team to advise PCWC of any updates.
5.4	<ul style="list-style-type: none"> Australasian Health Facilities (HFG) Development & Review Process 	If Guidelines require update, AusHFG Development & Review Process to be implemented.
5.5	<ul style="list-style-type: none"> Enquiry response 	CHAA AusHFG Development Team to respond directly to enquiry.
6.0	Enquiry outcomes to be reported to PCWC	
6.0	<ul style="list-style-type: none"> Enquiry outcomes 	All enquiry outcomes to be reported at PCWC meetings as regular agenda item.

Recommendation and further actions

The proposed Communication Process to be tabled for discussion in April Monthly Project Co-ordination Committee meeting on 16 April 2008.

Patrick Chu
Project Manager
Australasian HFG Project
7 April 2008