

Carer platform content management procedure

1. Purpose

This procedure describes the process for requesting new content, amending existing content, and monitoring and coordinating review cycles for the [DCP carer platform](#). This procedure will ensure all content on the carer platform is subject to the proper approval and review processes.

2. Scope

The carer platform is managed by the Carer Partnerships Program (CPP), Strategy, Partnerships and Reform (SPR) Directorate. This procedure applies to all content on the carer platform, including:

- [News articles for carers](#)
- [Resources for carers](#)
- Information for carers [about the department and departmental processes](#).

This document applies to all staff who would like to communicate to family based carers via the carer platform.

Content that is located elsewhere on the DCP website (including service provider area) is out of scope.

3. Authority

3.1 Legislative context

Not Applicable.

3.2 Whole of Government requirements

Accessibility guidelines as outlined in the Government of South Australia's [Online Accessibility Toolkit](#).

3.3 DCP requirements

Not Applicable.

3.4 Principles

- Carers should have access to transparent and up-to-date information about the department, and about their role as a carer.
- Carers should be provided with high quality, evidence-based resources that will assist them to provide care.
- The department should be consistent in its language and messaging to carers.
- Communication and resources for or in relation to carers should align with the Statement of Commitment.

4. Procedure requirements

4.1 Requesting new content or change to existing content

The steps below outline the process for staff to make contact with the CPP regarding new content or changes to existing content on the carer platform:

1. Contact CPP via DCPCarerPartnerships@sa.gov.au with request to publish new content or change existing content.
2. Note: if the request is to change existing content and the requestor is not the page owner, CPP will require the approval of the page owner.
3. CPP to provide initial advice regarding content/page location, format, tone and style that is appropriate for the carer platform.
4. Commence approval process outlined in 4.2.

All new content must have:

- an identified owner from the requesting business unit (manager or equivalent)
- documented approval from relevant director/executive director
- a review date set (either 90 days, 180 days or 365 days interval) – appropriate interval should be discussed with CPP.

Note: Requests for content to be published to the carer platform that have commercial implications are likely to be rejected.

4.2 Approval and endorsement process

All content published on the carer platform requires the relevant director or executive director endorsement and approval from the Executive Director SPR to be published to the platform.

Following the content or change request process outlined in 4.1, staff are required to follow the approval and endorsement process below:

1. Content or change request should be provided to CPP with documented approval (via email) from the relevant director or executive director, name of ongoing content/page owner and set review date.
2. If necessary, content should be reviewed by content matter expert within DCP (eg if there are implications for Aboriginal people, content should be reviewed by Aboriginal Practice Directorate).
3. CPP to progress to Executive Director SPR for approval to publish.
4. CPP to advise requestor of outcome and discuss process for upload.

If content is particularly novel or sensitive, it may require further approvals from senior executive (ie Deputy Chief Executive (DCE) or Chief Executive (CE)). Determination of additional approvals is at the discretion of the Executive Director SPR.

4.3 Monitoring and maintaining pages

The CPP maintains a register of all webpages on the carer platform, the associated content/page owners, and the review dates.

1. CPP will contact the content/page owner when the content is due for review (according to the specified review cycle).
2. If small edits (eg updating a hyperlink) are required, content/page owner should advise CPP directly. If changes involve adding new content or removing existing content is required, the content/page owner should follow the approval process outlined in 4.2.
3. CPP will update the webpage and record details of the change in the webpage register.

5. Compliance, monitoring and evaluation

The CPP is responsible for reviewing this document every three years, or earlier if required.

6. Roles and responsibilities

Role	Authority/responsibility for
Content/page owner	<ul style="list-style-type: none"> • Contacts CPP to request and discuss new content or content change. • Prepares requested content or change. • Seeks endorsement from relevant director or executive director of the business unit. • Sends endorsed content (with evidence of endorsement, name of page owner and review date) to CPP. • Reviews content as required by review cycle (including checking all links and ensuring information is up-to-date and of a high quality). • Advises CPP if changes are required outside of the regular review cycle.
Director or Executive Director of business unit	<ul style="list-style-type: none"> • Endorses content and content changes requested from their business unit.
CPP	<ul style="list-style-type: none"> • Assesses content to ensure it is suitable for the carer platform. • Provides advice on content format, presentation and language. • Coordinates endorsement of content by Executive Director SPR. • Monitors and coordinates content review cycles. • Maintains register of pages, content ownership and review cycles.
Executive Director SPR	<ul style="list-style-type: none"> • Departmental delegate responsible for the DCP carer platform. • Approves new content and content changes to be published on the carer platform.

7. Glossary

Term	Meaning
CPP	The Carer Partnerships Program (CPP) drives the strategic agenda for DCP's partnerships with family based carers through communication, engagement and consultation. The carer platform is managed by the CPP.
SPR	The Strategy, Partnerships and Reform Directorate.

Document control

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