

Annexure A

Elements of communication plan that must be covered

1. Communication and engagement principles
 - 1.1. What guides communication
 - 1.2. Communication objectives
 - 1.3. Key messages
2. Communication channels
3. Legislation
4. Evaluation and monitoring

Element of the methodology that must be covered

1. Service delivery model
2. Objectives
3. Strategic services
4. Risk mitigation
5. Reporting