

**Development of Formal Communication  
Strategies to Increase the Transfer of Information  
in a Human Service Organisation**

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This thesis is presented for the degree of Doctor of Psychology

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## Declaration

I declare that this thesis is my own account of my research and contains as its main content work which has not previously been submitted for a degree at any tertiary education institution.

Sharee Hogg

## Acknowledgments

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## Abstract

This body of work constitutes a description of the development and implementation of the Formal Communication Strategy for the Service Purchasing and Development (SPD) directorate of the Disability Services Commission (Commission) in Perth, Western Australia. The aim of the Strategy was to increase the transfer of information:

- within SPD,
- between SPD and other Commission directorates; and
- between SPD and non-government organisations.

Qualitative and quantitative methods were used to develop the Strategy which included incorporating information obtained from a review of the literature; results of a pre- and post-implementation questionnaire; and the directions outlined by senior management within the SPD directorate.

While some limitations were apparent with the methodology used within the project, there is evidence to suggest that the development and implementation of the Formal Communication Strategy has increased the transfer of information across the three domains explored.

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