

Corporate governance and heart kids

[Business](#), [Corporate Governance](#)



BSBINM401A- Assessment 9 Brandon Finn Task 1: Standard 1; Customer Feedback Form Standard 2; Lockable filing cabinet/ records Standard 3; Customer Satisfaction Survey/History Standard 4; As above Standard 5; As above Standard 6; As above I didn't find this question to be very clear. Task 2: Home Address; Yes, we will require this to work out the cost of living for the customer's location. Age; Yes, we would require this to decide their stage of life. What their priorities are re; Superannuation, first home. Marital Status; Yes, we would use this as they might have a second income we should know about.

Number of Children; Yes, We need to know the number of dependants as their cost of living be much higher than a single person. Occupation; No, not necessarily important as to wage. Level of Education; as above. Wage; Yes, we need to know the income coming in to work out what the client can afford to have coming out. Task 3: i. a. [www. heartkidsvic. org. au](http://www.heartkidsvic.org.au) b. The purpose is to create awareness of heart conditions in children, and to provide useful information and avenues of support for families of heart children. c. Families affected by child heart defects. . You can call or email them for further information or read the about us section on their website. e. The site is by Still Moving Design for Heart Kids Victoria. ii. Heart Kids Victoria Report; Heart Kids Victoria is a non for profit organisation aimed at supporting children and families of children with heart defects. The website [www. heartkidsvic. org. au](http://www.heartkidsvic.org.au) is very informative, with support options for families and stories on many beautiful children who unfortunately have suffered with some type of heart disease in their youth.

There are some great stories of triumph and some very heartbreaking stories also. The target audience is families, but also gives options to anybody that would like to lend a helping hand, be it financial or volunteering, there is links to find out how. The website by Still Moving Design has a great layout and is very easy to find your way around. The site is very informative, easy to use and will melt your heart. Great cause! Task 4: a. The positive aspects are all information is recorded and then can be used for training and to improve current practices. . The negative aspects are that the information is being double handled therefore reducing the efficiency of all staff. c. To improve the currenet process you could design a computer based system in which staff input the information directly to. This would mean there is no double handling of information and would create greater efficiency for the company. Task 5: a. I would consult the IT staff for their advice as to the best system available for our needs.

I would also consult with staff as to their thoughts/input on the idea. b. The costs would involve the IT staff time in implementing the new system. There would also be cost involved in purchasing the program itself. Also the costs involved in training the staff. c. To get approval for the idea I would get all staff to vote as to whether or not they agree with the idea. I would then take it to a board meeting where the board would then vote in approval or against the idea with all costs and information available to them, d.

To prepare staff I would call a meeting and organise a workshop for our IT staff to show all staff how to use the program efficiently and effectively. I would also provide any one on one training required to any individual staff member that may be having difficulties after the workshop. Task 6: a.

FinanceManager and Chief Financial Officer b. Learning & Development Manager and Technical Operations Manager c. Chief Executive Officer and Board of Directors d. Project Manager and ChiefTechnologyOfficer Task 7: Office 2010 Report to follow