**National Disability Services**

**Risk Incidents and Complaints Management**

Communication Plan Handout

Document in English language

# Instructions:

When you are planning your investigation, it is important to identify who will need to be kept regularly up to date about the status of the investigation, and to record their communication needs and preferences. This will assist in ensuring that stakeholders are well informed about the progress of the matter, which results in a smoother process. It also means that if someone else has to pick up the investigator role, they know exactly who they need to communicate with, what information to provide, and how that stakeholder likes or needs to receive information. This will go a long way toward preventing complaints and issues about the investigation process and assist the responsible individual to manage the heightened emotions that can arise around investigations. Your communication plan is a living document and additional people may need to be included as the investigation progresses. On the following page is an example to be used as a guide only.

**A sample copy of the Communication Plan Handout is here.**

# Communication Plan Handout:

| **Information required to clarify****issue** | **What to communicate** | **How to****communicate** | **When to****communicate** | **Notes** |
| --- | --- | --- | --- | --- |
| Board of Management | * Progress
* Issues
* Outcomes
* Media
 | * Memo
* Meeting
 | * Monthly
* Quarterly
 | * Memo sent 22 June 22
* Appeared at Jan Board meeting for update
 |
| Ms Kristie Participant/complainant | * Milestones and progress status
* Outcomes
 | * Via email
 | * Monthly
 | * Do not telephone, all comms in writing
 |
| Ms Jenny SmithQuality Manager | * Detailed progress reports
* Outcomes
* Barriers
* Risks
* Issues
 | * Telephone conference
 | * Weekly update
 | * Also c.c. Jenny in on any correspondence to the board
 |
| Regulator | As documented in their compliance request dated 1 January 2022 | In writing on letterhead | Monthly and then at completion | Dealing with M McPherson, Senior Advisor, phone: 0400 000 001 |

Decorative images omitted.

End of document.