

# Risk Incidents and Complaints Management



## Communication Plan Handout

### 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.



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Stakeholder	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 Smith Quality Manager	Detailed progress reports Outcomes Barriers Risks Issues	Telephone conference	Weekly update	Also cc 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, ph 0400 000 001