



Aged Care Centre COVID-19 Outbreak Stakeholder Communications Plan

Stakeholder	Communications Activity	Frequency	Responsibility
Aged Care Centre residents diagnosed with COVID-19	<ul style="list-style-type: none"> Face-to-face 	Ongoing	Care Manager Outbreak team
Aged Care Centre residents not diagnosed with COVID-19	<ul style="list-style-type: none"> Face to face Resident notice 	At least once per day Daily	Outbreak team Communications team
Persons responsible for residents diagnosed with COVID-19	<ul style="list-style-type: none"> Phone call re status of resident to key contact 	At least twice per day (AM and PM)	Outbreak Team Clinician
Persons responsible for all residents including those diagnosed with COVID-19	<ul style="list-style-type: none"> Phone call re wellbeing of resident to key contact SMS/email update Daily key information points for phone call discussions Questions from phone updates logged for inclusion in next daily update Cumulative FAQ document developed and updated to assist all discussions 	Daily or as required Daily or as required Daily or as required Daily or as required Daily or as required	Persons appointed by Care Manager Communications Team Communications Team to provide key points and incorporate answers to questions raised in next daily email
Aged Care Centre site employees	<ul style="list-style-type: none"> Face to face 	Daily/Shift change Daily huddles	Care Manager Outbreak team
Self-isolating Aged Care Centre site employees	<ul style="list-style-type: none"> Phone call – wellness check 	As required	People & Culture Team



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Retirement Village site employees (if co-located)	<ul style="list-style-type: none"> Phone call 	Daily or as required	Outbreak Team RV rep
Home Care Employees (where applicable)	<ul style="list-style-type: none"> Key points provided for reference if HC services provided on site 	Daily or as required	Outbreak Team Home Care rep Communications Team
Facilities Management Employees	<ul style="list-style-type: none"> Information regarding maintenance arrangements at site 	Daily outbreak meetings	Outbreak Team Facilities Management
Catering Employees	<ul style="list-style-type: none"> Information regarding catering arrangements at site 	Daily outbreak meetings	Outbreak Team Catering Team
Sales Employees	<ul style="list-style-type: none"> Notification re cessation and recommencement of admissions 	When required	Outbreak team Care Manager
Customer Service Team	<ul style="list-style-type: none"> Key points to answer enquiries FAQ document Template for logging questions 	Daily	Communications team Customer Service Team
All IRT staff	<ul style="list-style-type: none"> Email Workplace 	As required (at least once weekly)	CEO Communications team
IRT General Members	<ul style="list-style-type: none"> Email 	As required (at least once weekly)	Communications team CEO Chairman of Board
Suppliers/Contractors	<ul style="list-style-type: none"> Email – re site arrangements 	As required	Care Manager Facilities Management via Outbreak Team
General Public	<ul style="list-style-type: none"> Website Facebook 	As required	Communications team
Local MPs	<ul style="list-style-type: none"> Phone call 	As required	EGM Customer and People



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Media	<ul style="list-style-type: none">• Media statement• Interviews	As required	Communications team CEO or delegate
IRT Board of Directors	<ul style="list-style-type: none">• Phone calls to Chairman	As determined by the CEO	CEO
Unions	<ul style="list-style-type: none">• Phone call	Weekly or as required	People & Culture Team