# Stakeholder Management and Communication Plan

The following stakeholder management and communication plan identifies key stakeholders that the NDEC Project at enter site name will engage and how they will be communicated with. It is anticipated that, as the project progresses, communication needs will change. Therefore, the plan is a living document and is subject to change.

The following groups have been identified as likely key stakeholders for the project.

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| --- | --- | --- | --- | --- | --- | --- |
| Stakeholder | Engagement | Purpose | Message | Tools / Medium | Timing | Responsible officer |
| LHD Executive enter specific title | High | LHD authorising sponsor  | Project status (detailed)Project ownershipNDEC promotionResource needsAll aspects requiring formal endorsement Achievement of aims and objectivesRisks / issues identification & mitigation | Face to faceTelephone / email as requiredReports | Enter agreed time frame | enter specific title / role |
| LHD Board | High | LHD governing body | Project ownershipNDEC promotionAchievement of aims and objectivesRisks / issues identification & mitigation | Face to faceReports | Enter agreed time frame | enter specific title / role |
| Local Health Advisory Committee / Board | High | Local governing body | Project ownershipNDEC promotionAll aspects requiring formal endorsement Achievement of aims and objectivesRisks / issues identification & mitigation | Face to faceReports | Enter agreed time frame | enter specific title / role |
| Implementation team | Very high | NDEC site championsPrimary group for implementation of NDEC | Project status (detailed) Project ownershipNDEC promotionResource needsAll aspects requiring formal endorsement Achievement of aims and objectivesRisks / IssuesImplementation strategy and progress | Face to faceMeetings – video / teleconference & WebExTelephone & email | Formal meetings weekly during implementationTelephone and email as required | Implementation team lead / team chairperson |
| Site network director enter specific title | High | Clinical lead for NDEC implementation | Project status (detailed)Project ownershipNDEC promotionResource needsAll aspects requiring formal endorsement Achievement of aims and objectivesRisks / issues identification & mitigation | Face to faceTelephone / email as requiredReports | Enter agreed time frame | enter specific title / role |
| Local General Practitioners | Very high | Key targets,local project champions and / or agents at site specific implementation level  | Project status (detailed)Project ownershipNDEC promotionResource needsAll aspects requiring formal endorsement Achievement of aims and objectivesRisks / issues identification & mitigation | Face to faceMeetings / forumsReports | Enter agreed time frame | enter specific title / role |
| Facility nursing staff | Very high | Key targets,local project champions and / or agents at site specific implementation level | Project status (detailed)Project ownershipNDEC promotionResource needsAchievement of aims and objectivesRisks / issues identification & mitigation | Face to faceMeetings / forumsReports | Enter agreed time frame | enter specific title / role |
| Site health service manager | Very high | Key targets,local project champions and / or agents at site specific implementation level | Project status (detailed)Project ownershipNDEC promotionResource needsAchievement of aims and objectivesRisks / issues identification & mitigation | Face to faceMeetings / forumsReports | Enter agreed time frame | enter specific title / role |
| Stakeholder | Engagement | Purpose | Message | Tools / Medium | Timing | Responsible officer |
| Other facility staff (including non-clinical staff) | High | Indirect stakeholders, clinician specialists (allied health) etc. | NDEC promotionAchievement of aims and objectivesRisks / issues identification & mitigation | Face to faceReports | Enter agreed time frame | enter specific title / role |
| LHD CNC / NE / CNE groups | Very high | Local project champions. Likely auditors and / or local education and competency assessment facilitators / coordinators | Project status (detailed)Project ownershipNDEC promotionResource needsAchievement of aims and objectivesRisks / issues identification & mitigation | Face to faceMeetings / forumsReports | Enter agreed time frame | enter specific title / role |
| Key community groups (RSL / CWA etc) **\*** | High consider specific group needs | Community communication / promotion vehicle | Project status (if requested)NDEC promotionRisks / issues mitigation | FlyersFace to face | Enter agreed time frame | enter specific title / role |
| Local media | High | Community communication / promotion vehicle  | NDEC promotionRisks / issues mitigation | FlyersFace to faceMedia releases | Enter agreed time frame | enter specific title / role |
| ECI  | High | State endorsing body for NDEC and support agency as required | Project status (detailed)Achievement of aims and objectivesDeliverablesRisks / IssuesImplementation strategy and progress | Face to faceReports Meetings (video / teleconference & WebEx)Telephone & emailPresentationsECI websiteReports | Enter agreed time frame | enter specific title / role |
| Add additional as required by local context |  |  |  |  |  |  |
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\*Consider individualised strategy for each key community group