

Communication and engagement checklist: Facility and community

COTA QLD and Health Consumers Queensland

- Recognise that COTA QLD is the consumer peak in this space.
- Brief and involve in key decision-making the following key organisations: COTA QLD, ADA, Carers QLD, Palliative Care Queensland and HCQ
- Create a stakeholder list for key updates including:
 - COTA
 - ADA Australia (OPAN)
 - Carers Queensland
 - Dementia Australia
 - Ethnic Communities Council Queensland (FECA)
 - National Seniors
 - Aged & Community Services Australia
 - Aged Care Guild
 - Anglicare Australia
 - Baptist Care Australia
 - Catholic Health Australia
 - Leading Age Services Australia
 - Uniting Care Australia
- Transparent and honest communication with key stakeholders**
 - with residents and their families (and staff and suppliers)
 - with broader aged care sector/nursing homes
 - with broader community (Rockhampton) and state
 - with the positive patient(s) and their families
 - develop FAQs and build on this including the question about likelihood of spread, what is happening now to keep residents safe, how residents will be kept informed, what happens if they test positive etc
- Keep this communication happening long after QH/facility think it's necessary
- If a resident's ACP is to request hospital care, that they get to exercise this option, and that the wishes of the resident/family are central to decision-making
- Consider where any resident of the aged care facility will get the best care if they test positive to COVID 19.
- Discuss with residents/ families who may usually provide daily care, what the plans are moving forward.
- Discuss with residents/ families how arrangements can be made for those who want to bring their loved ones home during this period.
- Ensure that residents with dementia or cognitive impairment, are included in these communications and plans, and ensure they understand as much as they can.
- Consider engaging a communications specialist who can be on-call to provide to provide specialist comms advice, especially crisis communications.
- Continue to engage and communicate with key stakeholders (as above).