Implement a Communication Plan v2.0

Outputs

Triggers & Inputs

Recovery Coordinator / Recovery Partner / Te Ara Tika Recovery Partner

1.0 Prepare the first written warning

2.0 Obtain approval to send the first written warning

4.0 Send the first written warning

5.0 Prepare the second written warning

6.0 Obtain approval to send the second written warning

8.0 Send the second written warning

9.0 Prepare a communication plan

10.0 Obtain approval to implement the communication plan

12.0 Send the communication plan

Team Leader

3.0 Approve the first written warning

7.0 Approve the second written warning

11.0 Approve the communication plan implementation

ACC > Claims Management > Manage Claims > Manage Social Interventions / Supports > Implement a Communication Plan
Uncontrolled Copy Only : Version 2.0 : Last Edited Friday, 27 October 2023 1:27 PM : Printed Friday, 8 December 2023 10:50 AM

Page 1 of 7

Implement a Communication Plan v2.0

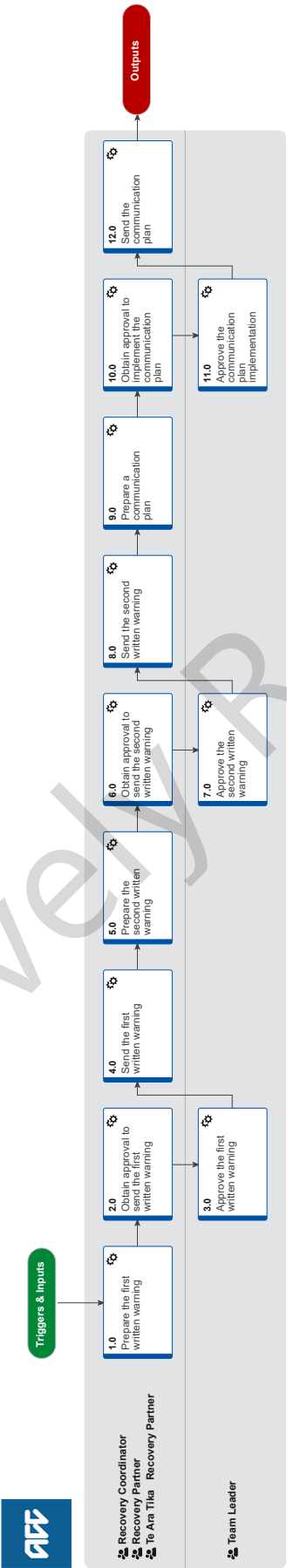## Summary

Objective

For all ACC's client facing staff to implement a communication plan when they find that the communication from the client must be managed because of excessive demands on staff, time, resources, or unnecessary health and safety risks.

Background

• A communication plan is a set of restrictions placed on a client when they have exhibited non-effective communication with ACC, placing excessive demands on staff, time, resources or unnecessary health and safety risks.

• A communication plan can only be introduced after two or more written warnings have been issued. Warnings must be approved by authorised leaders.

• A communication plan must be revisited/reviewed every six months at a minimum to determine if it is still appropriate. Authorised leaders must approve whether the restrictions should be retained or removed.

• In some scenarios you might have already had some discussions with your leader and have given some verbal warnings to the client. If the client's behaviour still hasn't improved, you can consider issuing the first written warning.

Owner	Name Withheld
Expert	Name Withheld

Procedure

1.0 Prepare the first written warning

Recovery Coordinator, Recovery Partner, Te Ara Tika - Recovery Partner

a Determine if the first written warning is appropriate.

> **NOTE** **When should you consider preparing the first written warning?**
>
> When the client has been exhibiting non-effective communication with ACC and placing excessive demands on your time, resources or unnecessary health and safety risks.

> **NOTE** **What are some examples of non-effective communication and behaviours that can be considered for a warning to be issued?**
>
> • Persistence
> • Demands
> • Lack of co-operation
> • Arguments
> • Overall behaviour.
>
> For further information refer to the policy below.

📄 Communication Plan Policy

b In Eos, generate the 'Supporting Effective Communication - Warning 1' document in Eos.

📄 REV51 Supporting Effective Communication - Warning 1

> **NOTE** **What will the first warning cover?**
>
> It will:
> • Identify and explain what type of unreasonable behaviour or communication ACC feels the client is exhibiting
> • Explain the importance of effective communication and set reasonable expectations for communication moving forward
> • Specify the date/time/location of the communication (or over what period of time/number of communications)
> • List the restrictions that could be introduced if the behaviour/communication does not change
> • Provide contact details of the staff member whom they can contact about the warning if they wish to.

c Edit the document with required information. Ensure you leave the document as 'incomplete'.

d Prepare any additional background information that is not outlined in the 'Supporting Effective Communication - Warning 1' letter. For the discussion with your leader.

> **NOTE** **What are some examples of additional background information?**
>
> This could be any evidence that is not already outlined in the document and supports the reason why you are proposing to have the first written warning sent to the client, ie:
> • A summary of information recorded in EOS showing the trend of communication that is not effective including any historical context or circumstances giving rise to the communication (eg: emails, contact records, etc.)
> • How the client's communication or behaviour is impacting on the business unit or ACC in terms of staff, time, and resources
> • How the warning would lessen the impacts of the communication or behaviour on the business units or ACC
> • What actions (if any) you have already taken to support effective communication with the client
> • What the client's response was to any previous requests or warnings about their communication/behaviour
> • How the warning would be managed in the context of current entitlements, rehabilitation, current complaints, reviews, or urgent support requests.

- -

2.0 Obtain approval to send the first written warning

Recovery Coordinator, Recovery Partner, Te Ara Tika - Recovery Partner

a Schedule a meeting with your leader.

b Discuss the first written warning you've prepared and seek feedback.

NOTE **What should you be discussing with your Team Leader?**

Discuss the following:
• A summary of information recorded in Eos showing the trend of communication that is not effective including any historical context or circumstances giving rise to the communication (eg: emails, contact records, etc.)
• How the client's communication or behaviour is impacting on the business unit or ACC in terms of staff, time, and resources
• How the warning would lessen the impacts of the communication or behaviour on the business units or ACC
• What actions (if any) you have already taken to support effective communication with the client
• What the client's response was to any previous requests or warnings about their communication/ behaviour
• How the warning would be managed in the context of current entitlements, rehabilitation, current complaints, reviews, or urgent support requests.

c Make any final changes to the 'Supporting Effective Communication - Warning 1' document including those according to your Team Leader's feedback if applicable.

d In Outlook, email your Team Leader to advise the letter is ready to be reviewed.

- -

3.0 Approve the first written warning
Team Leader

a Review draft of the 'Supporting Effective Communication - Warning 1' document and additional background information.

b Approve the first written warning.

NOTE **What should you consider before making the approval decision?**

You need to consider whether:
• The communication with the client is non-effective and is impacting on the business unit or ACC
• Issuing a warning will be effective in managing the communication or behaviour
• There will be a negative impact on the client in terms of their welfare or livelihood.

For further information refer to the policy linked below.

📄 Communication Plan Policy

c Provide additional feedback if required to the wording of the 'Supporting Effective Communication - Warning 1' letter if applicable.

d In Eos, generate a "TM Review" contact task on client's claim and record a summary of your discussion with the team member in the task.

NOTE **What if you do not approve the first written warning?**

• Discuss alternative options with your team member. This could be, however not limited to:
— Offering further coaching and mentoring to continue communicating with the client without issuing a written warning
— Other

This process ends.

- -

4.0 Send the first written warning
Recovery Coordinator, Recovery Partner, Te Ara Tika - Recovery Partner

a Update any feedback from your Team Leader in the letter.

b In Eos, update the document to 'complete'.

c Email the 'Supporting Effective Communication - Warning 1' document to the client.

NOTE **What if the client doesn't have an email and the document needs to be sent physically?**

Set up the 'NGCM - Send letter' task for the Recovery Administration team to mail the document out to the client.

- -

5.0 Prepare the second written warning
Recovery Coordinator, Recovery Partner, Te Ara Tika - Recovery Partner

a Determine if sending a second written warning is appropriate.

NOTE **When should you consider preparing the second written warning?**

If the client's communication still hasn't improved after they've been sent the first written warning.

NOTE **Is there a minimum time period between when the first written warning was sent and the second written warning can be sent?**

No. When the second written warning can be sent depends on a case by case scenario. Your leader will be able to help determine the appropriate time to send the second written warning based on the scenario.

NOTE **What if there has been more than six months since the first warning letter was issued or the client is now exhibiting different non-effective communication?**

We must be reasonable in its requests to clients, especially when considering issuing warning letters or restricting their communication. As the purposes of the warning letters are to reset expectations for how clients should be communicating with ACC, if it has been more than six months since ACC has sent the first warning letter or the client is now exhibiting different non-effective communication, we should issue another first warning letter to the client rather than moving to a second warning letter.

NOTE **What if the client's communication and/or behaviour has improved since the first written warning was sent?**

Inform your leader of the client's change of behaviour and ask your leader to generate a "TM Review" contact task on the client's claim and record a summary of the client's improvement in behaviour in the task

The second written warning is not needed and the process ends here.

b In Eos, generate the 'Supporting Effective Communication - Warning 2' document in Eos.

📄 REV51 Supporting Effective Communication - Warning 2

NOTE **What will the second warning cover?**
It will:
• Identify and explain what type of unreasonable behaviour or communication ACC feels the client is exhibiting
• Explain the importance of effective communication and set reasonable expectations for communication moving forward
• Specify the date/time/location of the communication (or over what period of time/number of communications)
• List the restrictions that could be introduced if the behaviour/communication does not change
• Provide contact details of the staff member whom they can contact about the warning if they wish to.

c Edit the 'Supporting Effective Communication - Warning 2' document with required information. Ensure you leave the document as "incomplete".

d Prepare any additional background information that is not outlined in the 'Supporting Effective Communication - Warning 2' letter for the discussion with your leader.

NOTE **What are some examples of additional background information?**
This could be any evidence that is not already outlined in the FLIS and supports the reason why you are proposing to have the first written warning sent to the client, ie:
• A summary of information recorded in Eos showing the trend of communication that is not effective including any historical context or circumstances giving rise to the communication (e.g: emails, contact records, etc.)
• How the client's communication or behaviour is impacting on the business unit or ACC in terms of staff, time, and resources
• How the warning would lessen the impacts of the communication or behaviour on the business units or ACC
• What actions (if any) you have already taken to support effective communication with the client
• What the client's response was to any previous requests or warnings about their communication/behaviour
• How the warning would be managed in the context of current entitlements, rehabilitation, current complaints, reviews, or urgent support requests.

- -

6.0 Obtain approval to send the second written warning
Recovery Coordinator, Recovery Partner, Te Ara Tika - Recovery Partner

a Schedule a meeting with your leader.

b Discuss the second written warning you've prepared and seek feedback.

NOTE **What should you be discussing with your Team Leader?**
Discuss the following:
• A summary of information recorded in Eos showing the trend of communication that is not effective including any historical context or circumstances giving rise to the communication (eg: emails, contact records, etc.)
• How the client's communication or behaviour is impacting on the business unit or ACC in terms of staff, time, and resources
• How the warning would lessen the impacts of the communication or behaviour on the business units or ACC
• What actions (if any) you have already taken to support effective communication with the client
• What the client's response was to any previous requests or warnings about their communication/behaviour
• How the warning would be managed in the context of current entitlements, rehabilitation, current complaints, reviews, or urgent support requests.

c Make any final changes to the 'Supporting Effective Communication - Warning 2' document including those according to your leader's feedback if applicable.

d In Outlook, email your Team Leader to advise the letter is ready to be reviewed.

- -

7.0 Approve the second written warning
Team Leader

a Review draft of the 'Supporting Effective Communication - Warning 1' document and additional background information.

📄 REV51 Supporting Effective Communication - Warning 2

b Approve the second written warning.

NOTE **What should you consider when making an approval decision?**
You need to consider whether:

• The communication with the client is still non-effective and is impacting on the business unit or ACC
• Issuing a warning will be effective in managing the communication or behaviour
• There will be a negative impact on the client in terms of their welfare or livelihood
• Previous warnings caused a behaviour or communication change, and if it is appropriate to issue another one.

c Provide feedback to the wording of the 'Supporting Effective Communication - Warning 2' letter if required.

d In Eos, generate the "TM Review" contact task on client's claim and record a summary of your discussion with the team member in the task.

NOTE **What if the second warning wasn't approved to be sent?**
• Discuss alternative options with your team member. Depending on the scenario, this could be, however not limited to:
— Offering further coaching and mentoring for the team member to continue communicating with the client without issuing the second written warning
— Outlining the conditions for when the second written warning can be considered again
— Other
• Process ends here.

8.0 Send the second written warning
Recovery Coordinator, Recovery Partner, Te Ara Tika - Recovery Partner

a Update any feedback from your Team Leader in the letter.

b In Eos, update the document to 'complete'.

c Email the 'Supporting Effective Communication - Warning 2' document to the client.

> **NOTE** **What if the client doesn't have an email and the document needs to be sent physically?**
> Create and send the "NGCM - Send letter" task for the Recovery Administration team to mail the document out to the client.

9.0 Prepare a communication plan
Recovery Coordinator, Recovery Partner, Te Ara Tika - Recovery Partner

a Determine if implementing a communication plan is appropriate.

> **NOTE** **When should you consider preparing a communication plan for the client?**
> You should consider preparing a communication plan for the client if the client's communication still hasn't improved after at least two written warnings have been issued.
>
> For further information, refer to the 'Communication Plan Policy' below.

> 📄 Communication Plan Policy

> **NOTE** **Can more than two warnings be issued to the client before a communication plan is considered?**
> The standard default is that a communication plan is implemented if the client's communication hasn't improved after two written warnings have been issued. In some scenarios, more than two written warnings can be sent to the client. This should however be discussed and approved by your leader.

> **NOTE** **What if a third written warning is required?**
> Repeat activity 5.0 'Prepare second written warning' through to activity 8.0. Change the wording and title of the document to 'Supporting Effective Communication - Warning 3'.

b In Eos, generate the "REV53 - Supporting Effective Communication - Restriction" letter .

> 📄 REV53 Supporting Effective Communication - Restriction

c Edit the "REV53 - Supporting Effective Communication - Restriction" letter with required information. Ensure you leave the document as 'incomplete'.

> **NOTE** **What is the required information?**
> The required information will be to:
> • Identify and explain what type of unreasonable behaviour or communication ACC feels the client is exhibiting
> • Explain the importance of effective communication and how the communication or behaviour has impacted ACC
> • Specify the date/time/location of the communication (or over what period of time/number of communications)
> • Confirm the restriction being introduced and how the proposed restriction or management option would be managed in the context of any current entitlements, rehabilitation, current complaints, reviews, or urgent support requests
> • Provide contact details of the staff member whom they can contact if they wish to
> • Indicate a time period(s) for revisiting the restrictions.

d Prepare any additional background information that is relevant for discussion with your leader.

> **NOTE** **What are some examples of additional background information?**
> This could be any evidence that is not already outlined in the letter and supports the reason why you are proposing to have the first written warning sent to the client, ie:
> • A summary of information recorded in Eos showing the trend of communication that is not effective including any historical context or circumstances giving rise to the communication (eg: emails, contact records, etc.)
> • How the client's communication or behaviour is impacting on the business unit or ACC in terms of staff, time, and resources
> • How the warning would lessen the impacts of the communication or behaviour on the business units or ACC
> • What actions (if any) you have already taken to support effective communication with the client
> • What the client's response was to any previous requests or warnings about their communication/ behaviour
> • What restrictions should be implemented
> • Who the client can contact if they wish to
> • How the restriction would be managed in the context of current entitlements, rehabilitation, current complaints, reviews, or urgent support requests.

10.0 Obtain approval to implement the communication plan
Recovery Coordinator, Recovery Partner, Te Ara Tika - Recovery Partner

a Schedule a meeting with your leader.

b Discuss the intention of implementing a communication plan with the REV53 letter and the background information you have gathered and seek feedback.

NOTE **What should you be discussing with your Team Leader?**

Discuss the following:
• A summary of information recorded in Eos showing the trend of communication that is not effective including any historical context or circumstances giving rise to the communication (eg: emails, contact records, etc.)
• How the client's communication or behaviour is impacting on the business unit or ACC in terms of staff, time, and resources
• How the warning would lessen the impacts of the communication or behaviour on the business units or ACC
• What actions (if any) you have already taken to support effective communication with the client
• What the client's response was to any previous requests or warnings about their communication/behaviour
• What restrictions should be implemented
• Who the client can contact if they wish to
• How the restriction would be managed in the context of current entitlements, rehabilitation, current complaints, reviews, or urgent support requests.

c Make any final changes to the REV53 letter including your leader's feedback if applicable.

d In Outlook, email your Team Leader to advise the letter is ready to be reviewed.

- -

11.0 Approve the communication plan implementation

Team Leader

a Review draft of the 'REV53 - Supporting Effective Communication –Restriction" letter and the additional background information.

b Make a preliminary approval decision of implementing a communication plan.

NOTE **What should you consider when making the approval decision?**

You need to consider whether:
• the communication with the client is still non-effective and is impacting on the business unit or ACC
• introducing a restriction will be effective in managing the communication or behaviour
• there will be a negative impact on the client in terms of their welfare or livelihood
• previous warnings caused a behaviour or communication change, and if it is appropriate to issue another one.

c Provide further feedback to the wording of the "REV53" letter if required.

d In Eos, generate the 'TM Review' contact task on client's claim and record a summary of your discussion with the team member in the task.

NOTE **What if the communication plan wasn't approved?**

• Discuss alternative options with your team member. Depending on the scenario, this could be, however not limited to:
— Offering further coaching and mentoring for the team member to continue communicating with the client without implementing the communication plan.
— Outlining the conditions for when the implementation of the communication plan can be considered again
— Instructing the team member to issue another written warning
— Other
• The process ends here.

e Consult with your Client Service Leader (CSL) about the preliminary approval decision to implement a Communication Plan.

NOTE **What if the CSL decline the preliminary approval decision from Team Leader to implement a communication plan?**

If the CSL decline the preliminary approval decision, discuss alternative options with your CSL Depending on the scenario, this could be, however not limited to:
-Offering further coaching and mentoring for the team member to continue communicating with the client without implementing the communication plan.
-Outlining the conditions for when the implementation of the communication plan can be considered again
-Instructing the team member to issue another written warning
-Other

The process ends here.

f Add the communication plan indicator on the client's party record in Eos.

📄 Add and review a Communication Plan Indicator

NOTE **What information is required for the completion of a Communication Plan indicator e-form?**

You will need to:
- Enter the date first warning letter issued
- Enter the date second warning letter issued
- The communication status is already populated with Active
- Enter details about when can the client contact eg day and time of day
- Select the appropriate ways a client can contact, one or multiple options can be ticked
- Enter details about whom can the client contact eg specific person that the client can be in contact with (case owner)
- Enter details about what can the client discuss eg claim related topics, unless otherwise specified

Note you can also add supporting documents about the Communication Plan decision and rational. Refer to system steps below to add documents in reference to the Communication Plan.

📄 Add and review a Communication Plan Indicator

NOTE **How do you verify the Communication Plan Indicator was correctly added?**

You can identify if a Communication Plan Indicator was correctly added by going to the:
- general screen in EOS, you should see the icon displayed in green (active) that represent Communication Plan Indicator.

Refer to the page "Different Flag indicators" below to see what it looks like.

📄 Different flags indicators

NOTE **What if the Communication Plan Indicator was added in error?**

Refer to the system steps below to remove the Communication Plan indicator.

Once removed, the green CP icon on the general screen should then disappear completely.

📄 Add and review a Communication Plan Indicator

- -

12.0 Send the communication plan

Recovery Coordinator, Recovery Partner, Te Ara Tika - Recovery Partner

a In Eos, update the 'REV53 - Supporting Effective Communication –Restriction" status letter to "complete"

b Email the letter 'REV53 - Supporting Effective Communication –Restriction" to the client.

NOTE **What if the client doesn't have an email and the document needs to be sent physically?**

Create the "NGCM - Send letter" task for the Recovery Administration team to mail the document out to the client.

- -