Review a Communication Plan v3.0

Triggers & Inputs

Outputs

Recovery Coordinator
Recovery Partner
Te Ara Tika - Recovery Partner

1.0 Review the status of the communication plan

2.0 Prepare the applicable letter

3.0 Obtain approval to retain or remove the communication plan

5.0 Notify the client of the outcome

Team Leader

4.0 Approve the retention or removal of the communication

Review a Communication Plan _{v3.0}

Summary

Objective
For all client facing staff to review a communication plan that was implemented up to six months ago and determine whether the communication plan should be retained or whether it should be removed.

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 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.

For further information, refer to the "Supporting Effective Communication with Clients" policy.

Owner Name Withheld

Expert Name Withheld

Procedure

1.0 Review the status of the communication plan
Recovery Coordinator, Recovery Partner, Te Ara Tika - Recovery Partner

a In Eos, examine the claim background information.

> **NOTE** **When can you review whether the communication plan should be retained or removed?**
> Review once the communication plan has been in place for six months.
> You will know it is time to review the client's communication plan when:
> • An alert on the general screen in Eos appears that says "the Communication Plan must be reviewed and updated at the Party Record. Please discuss with your Leader".
> • The status of the Communication Plan Indicator is set to "to be reviewed".
>
> For further information, refer to the 'Communication Plan Policy below.

> 📄 Communication Plan Policy

> **NOTE** **How can we identify the next Communication Plan Review date?**
> Refer to the system steps below.

> 📄 Add and review a Communication Plan Indicator

> **NOTE** **Can a communication plan be reviewed sooner than six months after it has been implemented and have new restrictions introduced?**
> Yes. A communication plan can be reviewed sooner than six months, however it must not be reviewed any longer than six months after it has been implemented.
>
> If the client introduces new non-effective communication behaviours that are outside of the original communication plan, at least two written warnings must be issued before an updated communications plan can be implemented. Eg: after restricting the frequency of client's communication with ACC, the client begins twisting the content of ACC's emails to the client.
>
> If the client's behaviour remains the same however intensifies, the communication plan can be updated without any warnings. Eg: the original restriction was that the client can only contact a particular person on a certain day of the week, however the client begins to contact that person excessively up to one hundred times per day on the designated day resulting in the restriction needing to be updated to emails only.

> **NOTE** **What do you need to examine?**
> • Trends showing non-effective communication and/or behaviours from the client
> • Historical context or circumstances that may give rise to the communication (eg: emails, contact records, etc.)

> **NOTE** **Is there a limit on how many times a notice to retain the communication plan can be sent out to the client?**
> No. As long as the notification is sent out minimum six months apart and the client's behaviour is not improving, ACC has the right to retain the client's communication plan.
>
> If after a few notifications the client's communication and/or behaviour hasn't improved, you can discuss with your leader to consider transferring the client to Te Ara Tika or Remote Claims Unit.

b Determine if the communication plan should be retained or removed.

> **NOTE** **How do you make a decision?**
> If the client's communication and/or behaviours haven't improved since the communication plan was implemented six months ago, the communication plan should be retained. Otherwise the plan can be removed.

> **NOTE** **What if the client communication plan is not valid anymore prior to the 6 month review date?**
> If the communication plan is not valid anymore before the 6 month review date, follow the system steps below to deactivate a communication plan indicator.
>
> Once deactivated, the green CP icon on the general screen will greyed out to show it is now Inactive.

> 📄 Add and review a Communication Plan Indicator

2.0 Prepare the applicable letter
Recovery Coordinator, Recovery Partner, Te Ara Tika - Recovery Partner

a Generate the applicable (either one of the linked below) document in Eos.

📄 REV54 Supporting Effective Communication - Continuation of Restriction

📄 REV55 Supporting Effective Communication - Removal

b Edit the document with required information. Ensure you leave the document as 'incomplete' in Eos.

c Prepare any additional background information that is not outlined in the document for discussion with your leader.

> **NOTE** **What are some examples of additional background information for communication plan retention?**
> This could be any evidence that is not already outlined in the FLIS and supports the reason why you are proposing to have the communication plan to be retained, ie:
> • A summary of the existing communication restrictions placed on the client
> • An overview of the client's communication and/or behaviour since the plan was implemented confirming that the client didn't adhere to the plan and hasn't done what was asked of them, and that he client's previous non-effective communication or behaviour hasn't ceased.
> • Details of any notable negative communication trends or instances of incidents since plan implementation.
> • Details of how the client's current communication and/or behaviour negatively impacts on the wider business unit.

> **NOTE** **What are some examples of additional background information for communication plan removal?**
> This could be any evidence that is not already outlined in the FLIS and supports the reason why you are proposing to have the communication plan removed, ie:
> • A summary of the existing communication restrictions placed on the client.
> • An overview of the client's communication or behaviour since the plan was implemented confirming that the client adhered to the plan and has done what was asked of them, and that the client's previous non-effective communication and/or behaviour ceased.
> • Details of any notable positive communication trends
> • Details confirming that the client's current communication or behaviour no longer negatively impacts on the wider business unit.

3.0 Obtain approval to retain or remove the communication plan
Recovery Coordinator, Recovery Partner, Te Ara Tika - Recovery Partner

a Schedule a meeting with your leader.

b Discuss the retention or removal you have prepared and seek feedback.

> **NOTE** **What should you be discussing with your leader if you are recommending for the communication plan to be retained?**
> Discuss the following:
> • A summary of the existing communication restrictions placed on the client
> • An overview of the client's communication and/or behaviour since the plan was implemented confirming that the client didn't adhere to the plan and hasn't done what was asked of them, and that he client's previous non-effective communication or behaviour hasn't ceased.
> • Details of any notable negative communication trends or instances of incidents since plan implementation.
> • Details of how the client's current communication and/or behaviour negatively impacts on the wider business unit.

> **NOTE** **What should you be discussing with your leader if you are recommending for the communication plan to be removed?**
> Discuss the following:
> • A summary of the existing communication restrictions placed on the client.
> • An overview of the client's communication or behaviour since the plan was implemented confirming that the client adhered to the plan and has done what was asked of them, and that the client's previous non-effective communication and/or behaviour ceased.
> • Details of any notable positive communication trends
> • Details confirming that the client's current communication or behaviour no longer negatively impacts on the wider business unit.

> **NOTE** **What if the outcome of the discussion is different from what you initially prepared for? ie.: You recommended for the communication plan to be removed however the outcome from the discussion with your Team Leader is that the communication plan is retained, and vice versa.**
> 1) Discard the previous document.
> 2) Generate the applicable document in Eos
> 3) Complete the document with required information. Ensure you leave the document in 'incomplete' in Eos
> 4) Ask your leader to review the document.

c Make any final changes to the document including those according to your Team Leader's feedback if applicable.

4.0 Approve the retention or removal of the communication plan
Team Leader

a Review draft of the retention or removal document and additional background information.

b Approve the decision to retain or remove the communication plan.

> **NOTE** **What should you consider when making the approval decision?**
> If the team member is proposing to retain the communication plan, consider whether:
> • Retaining the plan will be effective in managing the non-effective communication or behaviour
> • Retaining the plan will negatively impact on the client in terms of their welfare or livelihood.
>
> If the team member is proposing to remove the communication plan, ensure that:
> • The client's communication or behaviour has improved, and the plan is no longer necessary.

c Provide feedback to the team member if required.

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

e Update the 'Communication Plan Indicator'.

> **NOTE** **What if the Communication Plan Indicator needs to be deactivated?**
> If the communication plan needs to be deactivated, follow the system steps below to deactivate a communication plan indicator.
>
> Once deactivated, the green CP icon on the general screen will greyed out to show it is now Inactive.

> **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

> **NOTE** **What if the retention or removal is not approved?**
> Record the decision.
>
> This process ends.

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5.0 Notify the client of the outcome
Recovery Coordinator, Recovery Partner, Te Ara Tika - Recovery Partner

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

b Complete the document in Eos.

c Send the applicable document to the client.

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📄 REV55 Supporting Effective Communication - Removal

> **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.

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