

Communication checklist

Think about the purpose (**why**) for communicating the improvements to palliative care and advance care planning for older people in your care, **how** the information needs to be shared and with **who**. It is important to consider how to share the information in the most appropriate way for the intended audience.

Purposes (Why)	Communication Channels (How)	Audiences – internal / external (Who)
Engaging interest Confirming agreements Recording commitments Record of meetings Information sharing Care improvement descriptions Tracking progress Capturing the story	Face-to-face conversations Meeting (internal, public) Presentations - conferences, seminars Workshops Story-telling Written minutes/notes Email Phone calls Video/audio/photographs Site visits Print media Radio/TV Video/DVD Internet – aged care & palliative care websites, blogs, forums, newsletters Written case studies Newsletters Publications Formal reports Evaluation reports	Older people in your care (residents/clients/patients) Aged care & palliative care organisations All Staff (at all levels) form care service providers involved in the partnering Government including policy makers, public health (Commonwealth, State & local) Aged care & palliative care community groups Peak aged care & palliative care bodies Media / general public Local community Other aged care/palliative care providers (including those who might join the partnership or who might develop their own partnership inspired by this one)

Tip: Communication responsibilities can be shared across partners to encourage project ownership and increase promotional opportunities.

For a sample Communication Plan, [click here](#)

Adapted from:

Tennyson, R. (2011). *The Partnering Toolbook*. 26/02/2018 <https://thepartneringinitiative.org/publications/toolbook-series/the-partnering-toolbook/>

Tennyson, R., Huq, N., & Pyres, J. *Partnering Step by Step*. Bangladesh: the partnering initiative. Accessed on 26/02/2018 from <https://thepartneringinitiative.org/wp-content/uploads/2014/08/partneringstepbystep.pdf>