

ROAD TO RECOVERY

Key Enablers Checklist

- Community & Stakeholders



Rethinking your Community and Stakeholders

This tool will step through assessment criteria and questions to help you kickstart planning your recovery and resumption. Its designed to enable you to navigate and plan for use of the resources of your organisation.

How have expectations changed, and how do you communicate to your community and key stakeholders?				
	Yes	No	Not Sure	Comments
Stakeholders				
Have you developed a communication plan to reach out to stakeholders, customers and your community?				
Have you kept key stakeholders updated on any significant changes to your organisation?				
Does your communication plan focus both on the immediate response as well as longer term and post-COVID-19?				
Have any changes to regulation or specific directions been identified and assessed for action?				
Employees				
Have you kept your staff updated on what is happening with the organisations operations and seek their feedback?				
Do you have systems in place to ensure staff get the information they need to return to work?				
Have you identified who in your workforce is critical to restarting?				
Do you know what capabilities are critical to restarting?				
Have you identified any capability gaps or staffing gaps?				
Do you need to attract new capability?				
Have you advised staff how to access your Employee Assistance Program, health support programs or health and well being tools and resources?				
Have you identified how you could improve your workforce response for any future crisis?				
Customer				
Do you need to redefine your customer strategy?				
Are there new delivery options available to customers?				
Can you reinvent and deliver your service digitally?				
Are there opportunities to deliver services that your business could take advantage of?				