
# Risk management communication plan


## Purpose and Outcomes

This tool provides you with information, examples, and templates on how to communicate risk internally and externally. Using this, you can create your own risk management communications plan. A stakeholder is defined as Person or organisation that can affect, be affected by, or perceive themselves to be affected by a decision or activity.

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## Considerations and support

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| --- | --- | --- |
| Consideration | Questions to ask | Support materials / information |
| Presenting the plan | What’s our style of presenting information?What level of detail do we need in a communication plan? | Refer to your style guide and/or branding guidelines |
| Choosing how we’ll communicate | What is our risk management communication approach?What types of communication do we need to include? | Social media / newsletterEmailRegular risk reports produced for the executive, board, projects teams or other stakeholdersPeriodic risk identification / awareness workshopsArticles included in intranet, emails etcPresenting at key forumsRisk management messages in annual reportDelivering training including induction / orientation programs |
| Identifying our audience | Who are our stakeholders and audience (internal/external) for communications? | BoardCEOPeople leadersProject team(s)Risk ChampionsAll staffSpecific department or division |
| Frequency | How often should messages be sent? What’ll be the most beneficial frequency to issue communications?Find clear air: what other corporate messaging campaigns are happening?  |  |
| Approvals | Who needs to approve communications before they are distributed? | CEOPeople leaders |

## Stakeholder Analysis

Stakeholder analysis typically refers to techniques or tools to identify and understand the needs and expectations of major interests inside and outside of your organisation. Use the matrix below to help identify stakeholders and determine their level of interest in your risk management approach. This will help you work out the level and frequency of engagement.

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## Risk Management Communication Plan

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Stakeholders | Purpose | Message/content | Channel/method | Timing/date | Frequency | Prepared by | Sent by | Status |
| Internal  |  |  |  |  |  |  |  |  |
| Board (incl Audit & Risk Committee) |  |  |  |  |  |  |  |  |
| CEO |  |  |  |  |  |  |  |  |
| People leaders |  |  |  |  |  |  |  |  |
| Project team(s) |  |  |  |  |  |  |  |  |
| Risk Champions |  |  |  |  |  |  |  |  |
| All staff |  |  |  |  |  |  |  |  |
| Specific departments/division |  |  |  |  |  |  |  |  |
| External |  |  |  |  |  |  |  |  |
| Clients |  |  |  |  |  |  |  |  |
| Business partners / suppliers |  |  |  |  |  |  |  |  |
| Other departments |  |  |  |  |  |  |  |  |
| Other institutions |  |  |  |  |  |  |  |  |
| Ministers |  |  |  |  |  |  |  |  |
| Community organisations |  |  |  |  |  |  |  |  |
| Media |  |  |  |  |  |  |  |  |