

Stakeholder Service Meetings

Frequently Asked Questions (FAQs) for staff

Here are some FAQs about stakeholder service meetings outlined in **Stakeholder Service Meeting Procedure (QP 1200)**.

If your question has not been answered, please email communications@endeavour.com.au and we'll get you the answer.

What are stakeholder service meetings?

Stakeholder service meetings are our biannual meetings.

Who are our stakeholders?

Our stakeholders are at the heart of our service – the people we support, their families and carers.

Why do we need stakeholder service meetings?

They are an easy way to manage our important relationships with the people we support, their families and carers.

Because these meetings are deliberate, we can engage with people in a meaningful way which will help in successful outcomes.

What is the format of these meetings?

The format may vary depending on the nature of your service and the number of people attending. **You'll find an agenda template here.** You will also receive the agenda with speaking points and PowerPoint presentation the month prior to the stakeholder meetings.

What makes a meeting successful?

There are 5 easy ways to make your meeting successful.

1. Facilitate open and respectful communication
2. Document the meeting with minutes. **You'll find a minute template here.**
3. Upload the minutes in Carelink. **You'll find instructions here.**
4. Follow-up the actions
5. Share the date for the next meeting.

We invite stakeholders but they don't come. What should we do?

This happens but don't give up...you can

- reach out after the meeting to find out why they did not attend.
- adjust the communication methods – maybe the stakeholder has difficulty attending in-person meetings consider offering a virtual meeting.
- share meeting minutes – this will allow them to stay informed about what was discussed and any decisions that were made. It also gives them an opportunity to provide feedback or ask questions!

What to do if a stakeholder who was not invited shows up?

This may happen, so handling the situation professionally and respectfully is important.

Here are some steps you can take:

1. Acknowledge them and let them know that their presence is appreciated, but also explain that the meeting is intended for people currently accessing the service.
2. Assess the situation: If you think they may have valuable insights you can let them stay. If not, try to arrange a separate meeting with them to discuss their concerns.
3. Manage the meeting dynamics: If the stakeholder's presence is disruptive or the meeting is running behind schedule, you may need to politely ask them to leave or suggest a separate meeting to discuss their concerns would be more relevant.
4. After the meeting, follow up to address any concerns they may have.

How can I deal with a difficult stakeholder at a meeting?

Dealing with difficult stakeholders in a meeting can be challenging.

Here are some tips to help you manage the situation:

1. Prepare in advance by thinking about potential questions or concerns that may come up and reach out to your leader to help prepare a response. **You'll find some curly questions here.**
2. Listen carefully and try to understand their perspective. Be respectful and empathetic, even if you don't agree with their point of view.
3. Stay calm and professional, even if they become confrontational or aggressive.
4. Keep your responses clear and concise.
5. Look for areas of agreement or common ground and try to build on those to move the conversation forward.
6. After the meeting, follow up with them as it shows that you're committed to finding a resolution.

How to deal with privacy issues at a stakeholder meeting?

People want to feel comfortable sharing information and participating in meetings so when it comes to privacy matters, the key is to avoid sharing any unnecessary personal information of individuals such as health information, funding amounts, contact details etc...

Where can I find any additional resources that I may need?

You can find resources and information on the intranet. In addition to this, if you don't find what you are looking for, you can email the Communications and Engagement team – communications@endeavour.com.au and they will be able to assist you.

Where can I find additional contact information relating to the topics that are discussed at the meeting?

There is a comprehensive Company Directory which we keep updated on a regular basis. You can find this directory on the intranet **here**.