

Stakeholder Service Meetings

How to answer curly questions from stakeholders

Curly questions from stakeholders can be tricky to answer, but there are a few strategies you can use to help you respond.

The key to answering curly questions from stakeholders is to understand **their perspective**, provide **clear and concise answers**, and be **honest and transparent**.

Here are some responses to consider.

How to answer a question about an individual while maintaining their privacy in a stakeholder service meeting?

Here are some tips:

- **Use general terms** instead of specific details about their situation.
- **Focus on the issue, not the person.** For example, if the question is about someone's health, you could talk about the general symptoms rather than specific details about the individual's condition.
- **Seek permission** if you feel that it's necessary to discuss specific details. Make sure you explain why and give them the opportunity to decide whether they agree or not.
- **Use hypothetical examples** to illustrate a point, use a hypothetical scenario rather than a real-life situation. This can help to maintain privacy while still getting your point across.
- **Remind the group about confidentiality.**
- **Suggest speaking privately.**

Examples of responses:

- "I appreciate your interest, but it's important to keep that information private."
- "I'm not comfortable sharing that, but let's talk about..."
- "I'm sorry, but I prefer not to talk about that. Can we talk about something else?"
- "That's an interesting question. What makes you curious about that?"

How to answer questions on a matter you do not know about? For example, an NDIS question or another Endeavour Foundation service

Here are some tips:

- **Be honest that you don't know** as this will manage their expectations and prevent you from providing inaccurate information
- **Offer to research** or give them details of someone more knowledgeable.
- **Listen** as you may not know the specific details, you can still actively listen to the question and try to understand their needs.

Examples of responses:

- "I'm sorry, I'm not familiar with that matter/service; would you like me to see if I can find more information?"
- "I don't have enough knowledge about that matter/service to provide an accurate answer. However, I know who can help."
- "I'm sorry, I can't provide you with a specific answer now but can I get back to you."

Why does Endeavour Foundation want me to complete so much paperwork?

While it can seem tedious and time-consuming, it is important because information:

- **Changes and it is important we keep accurate records** especially in areas such as medical, NDIS goals, behaviour support needs.
- **Supports in planning and is used to help people make informed decisions** about their future services and goals.
- **Helps us personalised supports** to meet goals, track progress or identify potential issues.

Examples of responses:

- "I understand that completing paperwork can be tedious, but it's necessary to ensure that important information is collected and recorded accurately."
- "It can be overwhelming to complete a lot of paperwork but let us know how we help you manage it."

Why is it always so hard to contact someone directly at Endeavour Foundation?

It is frustrating when people are trying to get an answer and they get sent from pillar to post. You can try to help this by:

- Familiarising yourself with the [Key Contact directory](#) on the intranet. You can also find a printable version [here](#).
- Explaining to the person that it's sometimes difficult to reach the person during busy times but we will always try to find you someone else you can reach out to.
- Although we have put together the Key Contact directory, it's often easier to reach out to the National Contact Centre on 1800 112 113, and they will be able to direct your call.

Examples of responses:

- "I understand that it's frustrating when you're trying to get in touch with someone and you get the run around, you could look at our Key Contacts and see if there is a contact that you can reach directly."
- "I would recommend that you call the National Contact Centre and they will be able to direct your call to the right person."