

How will you protect the company, families and employees during a crisis?



Health and aged care are possibly the most issues rich sectors in which to manage a successful organisation. Accreditation non-compliance, disease outbreak, assault, fire and fraud are just some of the issues we have managed for providers. The stakeholder landscape is complex; the public scrutiny extreme; business failure has an immediate impact on lives. And every company will face an escalating issue at some stage.

Ellis Jones works with health and aged care providers to prepare for issues that are common to the sector. We establish communication processes and plans linked to other emergency response systems.

We have well established relationships with political offices, government departments, the media and peak industry and consumer groups. Our competencies extend to traditional and digital public relations.

Whether planning for, or actively mitigating a crisis situation, we ensure you confidently protect the reputation and effective operation of your organisation.

Preparation

- Risk and issues audits
- Scenario planning
- Media training
- Stakeholder database development
- Issues management plans
- Communication materials
- Scenario training

Management and response

- Assessment of media enquiries
- Live crisis management
- Media and social media monitoring
- Facilitation of stakeholder communication
- Media representation

Recovery

- Communication planning
- Stakeholder management
- Stakeholder or customer research (qualitative and quantitative)
- Social media management

“A depth of crisis management and risk mitigation experience in the aged care, facilities management and health industries.”

Clients

A selection of organisations with which we have worked in health and aged care:



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Follow us. We share content, workshop ideas and connect online every day. Ellis Jones has a health and ageing specific Twitter handle: @EJHealth_Ageing and our main company feed @EllisJonesLive.

