

Part B

Engagement and involvement process

1 Before Contact

- Identify the family contact
- Assess inclusivity needs
- Assess potential support needs
- Ensure familiarity with the incident
- Assess potential for parallel responses and prepare guidance

2 Initial Contact

- Provide a clear introduction
- Offer a meaningful apology
- Identify key point of contact
- Explore support needs
- Discuss the incident
- Explain what happens next
- Address questions
- Schedule or discuss next contact (if required)

For investigation:

- Confirm involvement preferences

3 Continued Contact

- Agree timeframe for responding to questions
- Revisit support needs
- Check for additional questions
- Share experience of the incident

For investigation:

- Define/discuss terms of reference
 - Agree timeframe for completion of investigation
 - Revisit involvement preferences
 - Discuss report preferences
- Share the draft report

4 Closing Contact

- Address questions
- Reiterate meaningful apology
- Final contact (formal end)
- Ongoing support

For investigation:

- Final report
- Discuss any further investigations
- Opportunities for further involvement