



**A supportive
learning culture**

What evidence is there that shows you are doing this now?

Record examples of what you are doing well and then brainstorm any opportunities for improvement.

You might ask yourself:

- Do you provide consumers with information about the organisation's vision and values?
- Are your staff member's ideas and suggestions incorporated into service development?
- Do you have opportunities for consumers and staff to provide feedback about services?
- Do you have a systematic approach to staff education?

	What are we doing now?	What more can we do?
Working with consumers and carers	<ul style="list-style-type: none"> • _____ • _____ • _____ • _____ 	<ul style="list-style-type: none"> • _____ • _____ • _____ • _____
Working with staff	<ul style="list-style-type: none"> • _____ • _____ • _____ • _____ 	<ul style="list-style-type: none"> • _____ • _____ • _____ • _____
Organisational leadership, systems and culture	<ul style="list-style-type: none"> • _____ • _____ • _____ • _____ 	<ul style="list-style-type: none"> • _____ • _____ • _____ • _____
Education, supervision and support	<ul style="list-style-type: none"> • _____ • _____ • _____ • _____ 	<ul style="list-style-type: none"> • _____ • _____ • _____ • _____



Responsive support

What evidence is there that shows you are doing this now?

Record examples of what you are doing well and then brainstorm any opportunities for improvement.

You might ask yourself:

- Do you have a process for responding to consumers & carers requests related to services?
- Do your staff have opportunities to work alongside more experienced colleagues?
- Are staff required to report any problems that have been observed during the care visit?
- Do your staff receive education in how to develop care plans?

	What are we doing now?	What more can we do?
Working with consumers and carers	<ul style="list-style-type: none"> • _____ • _____ • _____ • _____ 	<ul style="list-style-type: none"> • _____ • _____ • _____ • _____
Working with staff	<ul style="list-style-type: none"> • _____ • _____ • _____ • _____ 	<ul style="list-style-type: none"> • _____ • _____ • _____ • _____
Organisational leadership, systems and culture	<ul style="list-style-type: none"> • _____ • _____ • _____ • _____ 	<ul style="list-style-type: none"> • _____ • _____ • _____ • _____
Education, supervision and support	<ul style="list-style-type: none"> • _____ • _____ • _____ • _____ 	<ul style="list-style-type: none"> • _____ • _____ • _____ • _____