

**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:

- Does your assessment process identify the unique characteristics of consumers and their carers?
- Do you ask staff what is important to them?
- Is information about special needs recorded on care plans? i.e. need for interpreting services?
- Do staff receive education about the legislative requirements relating to 'health information', 'personal information' and 'sensitive information'?



**Valuing people**

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

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

You might ask yourself:

- Do you ask consumers and their carers about what is important to them?
- Are staff provided regular support and de-briefing opportunities?
- Do you have a mechanism to capture feedback, complaints and suggestions?
- Do staff have practical skills in communication, listening and relationship building?



**Listening to each other**

	What are we doing now?	What more can we do?
<b>Working with consumers and carers</b>	<ul style="list-style-type: none"> <li>• _____</li> <li>• _____</li> <li>• _____</li> <li>• _____</li> </ul>	<ul style="list-style-type: none"> <li>• _____</li> <li>• _____</li> <li>• _____</li> <li>• _____</li> </ul>
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