



STRETCH2ENGAGE

Stretch2Be

Champion

Vigorously lead, promote and support the organisation in its engagement initiatives.

An organisation's culture should encourage and support staff at all levels to engage with people about their service experience. This type of organisational culture is much more likely to deliver services that are useful, valuable and effective. Staff at all levels of an organisation have a role to play in service engagement initiatives.

Staff themselves can also benefit from engaging with people who use services, and their family and supporters. Engaging with people is the service's responsibility, not the responsibility of the people who use services.





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Is this engagement activity going out to people where they are or is it asking, expecting or waiting for them to come to us?

How can we redesign it so our effort is more outward facing?

Has the timing, method and scope of this engagement activity been chosen because it's convenient to us?

How could this strategy be stretched to consider the needs, convenience and interests of the people we wish to engage with?

Does our engagement activity follow through with real action based on what is shared?

How do we plan to communicate changes, decisions and actions back to people as part of a service engagement cycle?

How do we ensure a whole of organisation engagement culture and resist just doing one-off service engagement activities?

Are engagement activities a valued part of all staff roles and are they something the staff feel justified spending time and effort on?

What value might there be in ensuring this in our service?

What roles in our service would not see service engagement as part of their responsibility?

Why is this so? How could this be changed?