



STRETCH²ENGAGE

Stretch2Be

Committed

*Pledge to ongoing
service engagement
initiatives.*

Organisations should view engagement activities as a key ongoing component of a sustainable service and invest sufficient resources to develop sustainable engagement mechanisms. Service engagement can, in part, redress power imbalances between people who provide services and people who use, have used or may use the services being provided.





STRETCH²ENGAGE

Stretch2Be

Committed

How will we communicate with all our stakeholders about what we heard and what we are doing as a result?

What aspects of service improvement or service redesign that currently exist are developed without a strong influence from people who use our services?

Why is this happening?

What could we do to stretch here?

What ability do we have to act on what we hear from people who access our service?

How could we support and build our capacity for even more change?

Have you been tempted to use engagement activities for other purposes such as service promotion, marketing or therapeutic (individual) engagement?

How can we ensure the purpose of engagement activities remains purely for service improvement?

How does our engagement strategy feed into our strategic direction and operational plans?

How could we use service engagement activities to determine our strategic direction?

Is our overall engagement strategy considered and included in our annual budget?

How does our service communicate to all staff that service engagement is an essential component of their roles?