TOOLKIT

SERVICE PROVIDER CHECKLIST

This checklist has been designed to assist Service Providers to assess their current Client Experience operational capability.
The framework outlines key requirements to deliver on the client value points identified through this project.

It is recommended that Service Providers implement internal development projects to establish this capability.

TRUST

		YES	PARTIAL	NO
1	Our organisations mission and values are client-centric and clearly defined. Our care model reflects our values and is provided using a welcoming, hopeful and empathetic approach.	2	1	0
2	We actively use a system to capture, review and action client needs from frontline staff			
3	Our staff feel empowered to modify their practice to deliver better client experience outcomes.			
4	We have clearly defined and client-centric processes for providing care across multiple internal services and for partnering with other agencies.			
5	Our staff have the expertise to respond to complex and multiple diagnoses.			

SUBTOTAL _____

CHOICE & CONTROL

		YES	PARTIAL	NO
6	We regularly ask our clients what they need and value most. We use this insight to design our services, and wherever possible we co-create our services with them.	2	1	0
7	We seek regular feedback from clients in relation to service performance, delivery and discharge processes.			
8	We empower the client to choose services that suit their needs by providing easy to understand service and availability information.			
9	We offer flexible models of care that can be adapted to meet the needs of the individual client.			
10	We engage clients in the planning and coordination process and facilitate referrals when required.			

SUBTOTAL _____

COMMUNICATION

		YES	PARTIAL	NO
11	We have a clear client communications model, which provides regular and useful information about our service, service changes and sector information. Multiple delivery methods are offered to suit client needs.	2	1	0
12	We proactively communicate service availability, delivery times and waitlist progress to our clients.			
13	We have an effective staff communications model, which reinforces our mission and values, and client stories/feedback.			
14	Our staff are kept up-to-date with new service offerings, policy changes and sector information and training is provided when necessary.			
15	We regularly review our processes for communicating with other services/providers to ensure seamless integrated care			

SUBTOTAL _____