



Engagement Toolkit

NEED FOR ACTION TOOL

Acknowledgments

There are a number of documents and practical guidelines that have been used to inform this Toolkit. The sources used here are listed in the References section at the end of the Toolkit.


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The Need for Action Tool is designed to help you to think about how you and other staff engage with consumers, and any issues you can see that need to be addressed.

Once you have mapped what is happening already using the Engagement Mapping Tool, you can use the Need for Action Tool to assess what needs to change.

You can complete it by yourself or as a group. This is also a useful tool to use in staff meetings to help facilitate discussion about issues staff are experiencing in their work. It can also be helpful to use the Engagement Mapping Tool to jog your memory about what you have already been doing.

You can click and type directly into the Tool.

Need for Action Tool

Our current engagement

How we engage with people:

What we engage with them about:

How we find out what they think about how we engage:

Have we asked consumers and families what they think? What processes and tools do we already have in place to find this out?

What needs to be changed

What people have told us about how we engage:

Issues we have identified:

What needs to be changed

What we can do about it

Things we can change:

Things we need to escalate to a higher level in our organisation: