



SERVICE DELIVERY REFLECTION TEMPLATE

AN APPROACH TO SUPPORTING OVERALL WELLNESS

This tool has been developed to support front line workers in reviewing and understanding how they have delivered wellness and reablement to their clients, and the effectiveness of their approaches



Each time you work with a client, there is opportunity for you to review and reflect on the process; what worked well and what could be improved on.

REFLECTION TEMPLATE

This is a useful tool which you can use, during each stage of a client’s aged care journey with you, to understand any improvements which can be made from a client’s and an employee’s point of view, to improve the delivery of wellness and reablement approaches. Stages should only be filled if applicable and does not require exhaustive detail, as the idea is to self-reflect, rather than assess.

CLIENT:	STAGE 1	STAGE 2	STAGE 3	IDENTIFIED ACTIONS
QUESTIONS	INTAKE	CARE PLAN	SERVICE DELIVERY	
How confident did you feel working with the client to meet their wellness/reablement goals? Why?				
What worked well in supporting your client to meet their goals?				
What could be improved in supporting your client to meet their goals?				
Did you have the right information to deliver wellness and reablement services effectively?				
Did you approach anything differently to support the client? If so, what?				
Were there any barriers in delivering wellness and reablement services? if so, what?				
Did you provide feedback to relevant parties throughout the process?				
Did you feel your wellness was supported ? Why/Why not				