

Service Delivery Reflection Template

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.

This is a useful tool which you can use, during each stage of a support journey, to understand any improvements which can be made from a client's and an employee's point of view which can improve the delivery of support and achievement of goals. Stages should only be filled if applicable and do not require exhaustive detail, as the idea is to self-reflect, rather than assess.

CLIENT NAME:	
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	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 support 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?				

<p>Did you have the right information to deliver support services effectively?</p>				
<p>Did you approach anything differently to support the client? If so, what?</p>				
<p>Were there any barriers in delivering support services? If so, what?</p>				
<p>Did you provide feedback to relevant parties throughout the process?</p>				
<p>Did you feel your wellness was supported? Why/why not?</p>				