

## Tool 2.1.1 Self-Check Reflective Questions Checklist for Boards and Executive leaders: Strategic Direction

Self- check question	Comment / Action
1. Do we have a current, clearly articulated strategic direction and plan that serves our purpose/mission and yet can respond to our external environments such as the NDIS, changing government policy directions etc.?	
2. Have we consulted with and listened to our consumers in all aspects of determining our strategic directions and incorporated their ideas, needs and wants in how we establish our KPIs and move forward with our strategic plan?	
3. Are our strategic and business plans appropriate to allow us to respond flexibly, proactively, and create organisational resilience in a timely manner so as to underpin change?	
4. Is our business plan articulated with clear pathways supported by appropriately qualified staff to take ownership of and implementation of the business plan actions?	
5. How successful are we at monitoring and evaluating the implementation of our strategic and business plans and adjusting them as required as we transition to the NDIS business environment?	
6. How do we measure and report the positive social impact of what we do?	

Self- check question	Comment / Action
7. Are we educated enough about who our business competitors are in our geography or in our service type offerings – understanding what their service model is, what services they provide, their unique points of difference, how successful they are and how they may impact on our strategic plan and our business success?	
8. Do we have rigorous processes and KPI's in place to ensure that we know if the organisation is performing well, producing quality outcomes and can deliver on its mission and commitments and do we measure against the KPIs to ensure the sustainability of the organisation?	
9. Do we regularly review and/or update and/or create new KPI's such as those that relate to participant entry rates, financial viability, unit costs of services per service type or location, participant satisfaction, exit rates etc?	
10. Do we focus well enough on producing and measuring outcomes as opposed to focussing on generating outputs?	
11. How well do we measure and demonstrate outcomes and impacts of changes (short, medium, or long-term)?	
12. How do we collect meaningful client satisfaction data over time and analyse it to inform change and continuous improvement?	
13. What do we do with collected client satisfaction data? How does it feed into continuous improvement in creating outcomes?	