

5 ways to address issues

When you get feedback from stakeholders or notice that something isn't working in your service it is important that you address these issues the right way. Here are some tips:



Run it through your values

The way you approach issues should align with your core values and beliefs otherwise this might cause more issues. You might also find that the issues are occurring because you have deviated from your values. If you share your values with new staff and families they will know what is expected too.



Identify the root cause

Avoid just fixing the issue as this will often lead to more issues happening. Take a step back and do some reflections on what could have happened to cause the issue. Were systems lacking? Was there not enough communication? Did we have enough accountability measures?



Explore your options

There are usually lots of different ways to resolve issues so you need to find the one that is best for you. To do this you can do some research and explore what your options are and then you can weigh up the pros and cons of each and find the ones that are best suited to you.



Get stakeholder input

Once you have identified options that are suited to you run them by key stakeholders to get their input on this. Key stakeholders include those who are involved in the issue or those who will be impacted by the decisions made on how to address these issues.



Contextualise your decisions

By following these approaches you will make sure that the decisions that you make to address these issues will support you to find the best outcome for your context. If your decisions are based on something that another service does then it is likely to cause more issues in the future.