

<b>Q236A</b>	<b>SERVICES and ACTIVITIES REVIEW</b>
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This tool is designed to assist an organisation review the scope and design of the services and activities that it offers.

**Step 1: Review the parameters of service**

Consider each main parameter, and:

- Document the particular parameter as it currently is for the organisation
- Discuss and record any issues relating to this parameter and its impact on the services or activities of the organisation
- Consider whether any changes are needed, and, if so, record what those changes are.

Use the following format to guide discussion and record outcomes:

<i>Parameter: Purpose and aims of the organisation</i>		<i>(document the current purpose)</i>	
<b>Issues</b> <i>(record any issues that impact on the current purpose)</i>	<b>No change</b> (✓)	<b>Changes</b> <i>(document any review or change needed in purpose)</i>	

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<i>Parameter: Needs of customers/preferences of members</i>		<i>(document the needs/preferences)</i>
<b>Issues</b> <i>Record any issues that impact on what the organisation might do.</i>	<b>No change</b> (✓)	<b>Changes</b> <i>(document any review or change needed in services/activities)</i>

<i>Parameter: Contractual obligations</i>		<i>(document any current contractual obligations)</i>
<b>Issues</b> <i>(record any issues that impact on what the organisation might do)</i>	<b>No change</b> (✓)	<b>Changes</b> <i>(document any review or change needed in services/activities or contracts)</i>

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<i>Parameter: External standards and practice guidelines</i>		<i>(document any sets of standards or practice guidelines that apply)</i>	
<b>Issues</b> <i>(record any issues that impact on how the organisation conducts services/activities)</i>	<b>No change</b> (✓)	<b>Changes</b> <i>(document any review or change needed in services/activities)</i>	

<i>Parameter: Legal limitations</i>		<i>(document any legal limitations that apply)</i>	
<b>Issues</b> <i>(record any issues that impact on what the organisation might do)</i>	<b>No change</b> (✓)	<b>Changes</b> <i>(document any review or change needed in services/activities or contracts)</i>	

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## Step 2: Review the current context

Consider each of the items listed in the 'Context' column below in terms of:

- Whether there has been any change since current services or activities were last planned or reviewed
- What is currently happening, or may happen in the near future
- What the implications are for services and activities

<i>Context</i>	<i>Summary of issues relating to the context item</i>	<i>Implications for services/activities</i>
<b>Customers/constituents</b>		
<b>Resources available</b>		
<b>Development opportunities</b>		
<b>Government or industry priorities or policy directions</b>		
<b>Regulatory or legislative factors</b>		
<b>Capacity of the organisation</b>		

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<b>Priorities of the organisation</b>		
<b>Long term plans of the organisation</b>		
<b>Other</b>		

### Step 3: Review current service and activities

Consider each of the following questions:

- **Is the customer/participant group clearly identified:** Who is benefiting directly from current services or activities? Are there others who are also benefiting directly or indirectly? Are there people who should be benefiting who are currently not?
- **Do we know what customers/participants need and want:** What 'market research' information does the organisation have? Have potential or current customers/participants been consulted?
- **Do we know what current customers/participants think about the services and activities we offer:** Have customers/participants been asked for feedback? Have different approaches to meeting the needs or interests been identified and explored? Are we confident that the current services or activities actually produce the outcomes that potential participants need?
- **How could our services and activities be improved:** Should some services or activities be discontinued? Should some services activities be designed or delivered differently? Are there new services and activities we should be offering?

### Step 4: Summarise findings

Use the results of the discussion in Steps 1-3 to identify the types of changes that may need to be considered in the scope and/or design of services and activities.