



Excellence Stars



Are there new ways things can be improved?

focus on strengths and opportunities



How do we contribute to the big picture?

see the whole rather than pieces



What is the real cause of the problem?

ask "why?" five times to get to the underlying issue



Have I recorded what I learnt today?

capture knowledge and share it



How will I choose to respond today?

stop - think - do



Excellence in RSL Care
reaching for the stars

Excellence Stars – are the guiding actions on which we model our values and principles.

