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| **PLAN FOR CONTINUOUS IMPROVEMENT** | Prepared on: | [Date] |
| Updated on: | [Date] |

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| --- | --- |
| RACS/Commission ID: |  |
| Service name: |  |
| Provider name: |  |

*When deciding on an action plan, you should consider how you will measure the improvement to the care and services provided, the outcomes for aged care consumers, and the sustainability of the action. There are resources available on our website that may provide information to assist you in completing this form.*

| **Date**  *issue was identified* | **Related Standard** | **Issues Identified**  *Include source for example, aged care consumer relative meeting, internal audit* | **Planned Action/s**  *This must include actions and tasks to address the identified issues* | **Person/s Responsible**  *for ensuring implementation of each planned action* | **Planned Completion Date** | **Review Date**  *to evaluate the success and sustainability of each action* | **Outcomes**  *This includes the results, achievement, impact, what you have measured* |
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| **STANDARD 1 - Consumer dignity and choice** | | | | | | | |
|  | (3)(a) |  |  |  |  |  |  |
|  | (3)(b) |  |  |  |  |  |  |
|  | (3)(c) |  |  |  |  |  |  |
|  | (3)(d) |  |  |  |  |  |  |
|  | (3)(e) |  |  |  |  |  |  |
|  | (3)(f) |  |  |  |  |  |  |
| **STANDARD 2 - Ongoing assessment and planning with consumers** | | | | | | | |
|  | (3)(a) |  |  |  |  |  |  |
|  | (3)(b) |  |  |  |  |  |  |
|  | (3)(c) |  |  |  |  |  |  |
|  | (3)(d) |  |  |  |  |  |  |
|  | (3)(e) |  |  |  |  |  |  |
| **STANDARD 3 - Personal care and clinical care** | | | | | | | |
|  | (3)(a) |  |  |  |  |  |  |
|  | (3)(b) |  |  |  |  |  |  |
|  | (3)(c) |  |  |  |  |  |  |
|  | (3)(d) |  |  |  |  |  |  |
|  | (3)(e) |  |  |  |  |  |  |
|  | (3)(f) |  |  |  |  |  |  |
|  | (3)(g) |  |  |  |  |  |  |
| **STANDARD 4 - Services and supports for daily living** | | | | | | | |
|  | (3)(a) |  |  |  |  |  |  |
|  | (3)(b) |  |  |  |  |  |  |
|  | (3)(c) |  |  |  |  |  |  |
|  | (3)(d) |  |  |  |  |  |  |
|  | (3)(e) |  |  |  |  |  |  |
|  | (3)(f) |  |  |  |  |  |  |
|  | (3)(g) |  |  |  |  |  |  |
| **STANDARD 5 - Organisation's service environment** | | | | | | | |
|  | (3)(a) |  |  |  |  |  |  |
|  | (3)(b) |  |  |  |  |  |  |
|  | (3)(c) |  |  |  |  |  |  |
| **STANDARD 6 - Feedback and complaints** | | | | | | | |
|  | (3)(a) |  |  |  |  |  |  |
|  | (3)(b) |  |  |  |  |  |  |
|  | (3)(c) |  |  |  |  |  |  |
|  | (3)(d) |  |  |  |  |  |  |
| **STANDARD 7 - Human resources** | | | | | | | |
|  | (3)(a) |  |  |  |  |  |  |
|  | (3)(b) |  |  |  |  |  |  |
|  | (3)(c) |  |  |  |  |  |  |
|  | (3)(d) |  |  |  |  |  |  |
|  | (3)(e) |  |  |  |  |  |  |
| **STANDARD 8 - Organisational governance** | | | | | | | |
|  | (3)(a) |  |  |  |  |  |  |
|  | (3)(b) |  |  |  |  |  |  |
|  | (3)(c) |  |  |  |  |  |  |
|  | (3)(d) |  |  |  |  |  |  |
|  | (3)(e) |  |  |  |  |  |  |

**Privacy notice:** The Aged Care Quality and Safety Commission collects your information for the purposes of assessing the performance of your service against the Aged Care Quality Standards. For more details about our privacy policy please visit the [Commission’s website](https://www.agedcarequality.gov.au)[[1]](#footnote-2)

1. https://www.agedcarequality.gov.au [↑](#footnote-ref-2)