

**Community Sector Relations Unit**

**Continuous Improvement Plan**

**Template**

Purpose of this Document

The *Continuous Improvement Plan* isused by community sector organisations on an ongoing basis to demonstrate that opportunities for improvements are being identified and responded to within the organisation as per Schedule 2, Section 2.3 of the Funding agreement with the Department of Health and Human Services. Continuous improvement activities can be identified through:

* the day-to-day business of the organisation;
* an organisation’s own quality improvement practices;
* compliments or complaints raised by consumers; and
* in response to an external review.

Here is an example of a Continuous Improvement Plan in use:

| Standard | Activity | How the activity will be achieved | Progress | Person responsible | Planned completion date | Actual completion date |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Raise staff and volunteer awareness of evacuation plan. | * Discuss at staff meeting * Hold a drill * Include in induction | * Complete * Complete * Induction pack being updated | * Joe * Joe * Mary | * May 2012 * May 2012 * September 2012 | * May 2012 * June 2012 * Ongoing |
| 6 | Redesigning the newsletter to make it more relevant to the community. | * Survey consumers about newsletter content / readability * Contact designers to assist with layout * Trial new newsletter | * Complete * Discussed with designers, need to select a style * To be completed | * Joe * Mary * Joe | * April 2012 * May 2012 | * April 2012 * May 2012 |

The *Continuous Improvement Plan* is used by the Department of Health and Human Services to identify that:

* continuous improvement activities are taking place;
* consumers are receiving services that are continually reviewed and enhanced; and
* required actions from reviews are being implemented.

Please note that this template is provided as a guide only and should be adapted / adopted to meet the needs of the organisation. Where organisations already have existing systems in place, these can be utilised instead of this document. Please remove these two covering pages from the *Continuous Improvement Plan* prior to using the template.

For more information regarding this template and the Quality and Safety Standards Framework for Tasmania’s Agency Funded Community Sector, please contact [communitysector.quality@dhhs.tas.gov.au](mailto:communitysector.quality@dhhs.tas.gov.au)

Continuous Improvement Plan

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| --- | --- | --- |
| Organisation Details | | |
|  | | |
| Organisation Name |  |  |
|  |  |  |
| Service Outlet |  |  |
|  |  |  |
| Organisation Contact Person |  |  |
|  |  |  |
| Contact Person Phone |  |  |
|  |  |  |
| Contact Person Email |  |  |
|  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Continuous Improvement Plan Details | | | | | |
|  | | | | | |
| Set of Standards Selected |  |  | | | |
|  |  |  | | | |
| Date Range of Improvement Plan |  | From |  | To |  |
|  |  |  |  |  |  |
| Additional Information |  |  | | | |

| Standard | Activity | How the activity will be achieved | Progress | Person responsible | Planned completion date | Actual completion date |
| --- | --- | --- | --- | --- | --- | --- |
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