This template can be used by people with disability, families, staff and change leaders to submit improvement ideas that support high quality and safer services.

## Aim

This template can empower and engage stakeholders by providing a structured approach and supports organisations to adopt an improvement culture where problems, complaints, and failures are converted into lessons for improvement.

## Instructions

* Part A of the template is to be completed by the person/people who are submitting the idea. Part B of the template is for the decision makers. Efforts should be made to collaborate with the person submitting the form to provide the relevant aspects, gather the required details or the intent. Alternative formats need to be made available, when required.
* If the idea was not approved, advise the individual or team of the reasons behind the decision.
* Send the improvement idea to the relevant team responsible (or supervisor if not known) for implementation with a requirement for the activity to be added to their operational plan.
* This tool should **not** be used for the purposes of a complaint. Complaints need to be lodged using the correct organisational complaint procedures. However, this form could be used to explain and share improvement ideas that have been generated in response to an individual or pattern of complaints.

## Part A

To be completed by the person/people with an idea for improvement.

If you would like to know the outcome of submitting your idea, please provide your contact information.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name:** |  | | |
| **Preferred contact type:** | In person | Phone | Email |
| **Preferred time to call:** |  | **Date completed:** |  |
|  | | | |
| **What is your idea?** |  | | |
| **What would you like to see happening as a result of your idea?** |  | | |
| **Who would benefit from your idea?** |  | | |

## Part B

To be completed by the decision makers

**What category does the idea relate to?**

Process improvement

Quality and safeguarding

Learning and development

Work structure

If other, please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Who would benefit if the idea were successfully implemented?**

The provider organisation

Support staff

People we support

Families or Carers

Supervisors

**Timeframe to implement the idea:**

Short-term (6 months)

Mid-term (6 – 18 months)

Long-term (>18 months)

**Approximate timeframe to realise benefits**

Short-term (6 months)

Mid-term (6 – 8 months)

Long-term (>18 months)

**Outcome:**

Approved:   
Reason: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Not approved  
Reason: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Further exploration required  
Reason: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date acknowledged of idea was sent:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date final decision was shared with the person/team that submitted the idea:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Next steps:**

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