



Name of organisation:

Name of service:

Person or team members completing
Action Plan:

Implementation start date: DD/MM/YYYY

Next review date: DD/MM/YYYY

Action Plan Template

Key to the Action Plan Template

Use the key to the template provided below to complete your Action Plan. When you start to develop your Action Plan, use the completed [Cultural Responsiveness Assessment Tool](#) to identify the quality improvement activities to be undertaken.

Action

Write down in this column the culturally responsive Action you are going to undertake. Some tips that will help you decide on the best Actions for your service include:

- Think of what outcome you want from an Action. How will this particular Action improve the cultural responsiveness of your service with regards to its corresponding Indicator? How will it improve your service's overall cultural responsiveness?
- Make sure that you do not duplicate any of the Actions. If you find that two or more Actions are very similar, consider combining them and assigning to the Indicator that best matches that Action.
- Use SMART goals to help decide on your Action. SMART stands for Specific, Measurable, Achievable, Realistic and Time-related, as described below:
 - a. **Specific.** Be clear about what you are aiming for. Your Action should include specifics such as "who, where, when, why and what".
 - b. **Measurable.** Set Actions that you can measure. Your Action should include a quantity such as "number of ___" or "percentage of ___" etc.
 - c. **Achievable.** Set Actions that are actually achievable for your service or organisation.
 - d. **Realistic.** Set Actions that are relevant and make sense for the type of work that your service or organisation provides.

- e. **Time-related.** Set a timeframe and have a deadline by when you want the Action to be completed.

Indicator

Write down the Indicator number that this Action corresponds to (refer to the Tool to find out the numbers of the Indicators). Use this column to keep track of how many Actions per Indicator you have listed. This will help you make sure that you choose Actions that are spread across all the different Indicators.

Responsibility

Write down the department, team or person (as applicable to your service) who will be responsible for completing this Action.

Timeframe

Write down how long you think this Action will take to be completed. Choose from the following timeframes:

- Short term: less than 6 months
- Medium term: between 6 and 12 months
- Long term: more than 12 months

Priority

Write down the Priority level of this Action, choosing from Low, Medium or High.

Status

Write down the current Status of the Action. You can choose from three different stages of completion: Not started, Started and Completed.

Notes