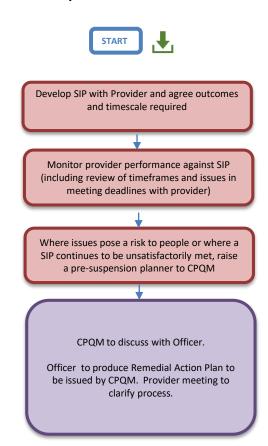
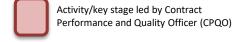
Appendix 10. CP&QT Service Improvement (SIP) & Remedial Action Plan (RAP) Flowchart

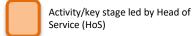
Service Improvement Plan Process



Legend



Activity/key stage led by Contract Performance and Quality Manager (CPQM)



Remedial Action Plan Process





Develop Remedial Action Plan (RAP) if a provider cannot satisfy a service outcome or Service Improvement Plan

Issue RAP to Provider

Monitor provider performance against RAP (including review of timeframes and issues in meeting deadlines with provider)

Where issues pose a risk to people or where a RAP continues to be unsatisfactorily met, consider options with CPQM. Raise presuspension template.

CPQM to consider and submit pre-suspension/ termination template to HoS/ DMT

HoS/ DMT to confirm action/s to undertake

Suspend service

Decommission service

Legend

Activity/key stage led by Contract Performance and Quality Manager (CPQM)

