

<b>QF304</b>	<b>INDIVIDUAL SUPPORT PLAN AUDIT TEMPLATE</b>
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<b>Date of audit</b>		<b>Customer File ID</b>	
<b>Employees/reviewer name</b>			
<b>Employees/reviewer title</b>			

Service planning item	Yes	No	Notes / development actions
<b>Is there a current individual customer support plan?</b>			
<b>Does the plan document:</b>			
- The customer's name, date of birth and file/record ID			
- Date of service commencement			
- Date plan was finalised/implemented			
- Date for plan review/s			
- Staff responsible for documenting and leading the plan			
- Date the customer's service ended (if applicable).			

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Service planning item	Yes	No	Notes / development actions
<b>Is the plan legible and easy to locate in the customer file?</b>			
<b>Was the plan developed within the required time frame after the customer entered the service?</b>			
<b>Has the customer been involved in developing the plan? How is this demonstrated?</b>			
<b>Have the customer's family and/or carers been involved in developing the plan? Why or why not? How is this demonstrated?</b>			
<b>Has the customer consented to the final plan and any reviews / updates undertaken?</b>			
<b>Does the plan identify all employees, customer, carer, family and other service provider responsibilities and timeframes as agreed to?</b>			
<b>Has the customer's intake / assessment outcomes have been incorporated into their plan?</b>			

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Service planning item	Yes	No	Notes / development actions
<b>Have customer's needs, strengths and goals been incorporated into the plan?</b>			
<b>Is there evidence that the customer's service requests have been taken into account in their plan?</b>			
<b>Are customer service and development goals clearly articulated?</b>			
<b>Are customer service strategies and actions realistic?</b>			
<b>Are customer's planned goals and outcomes measurable?</b>			
<b>Has the plan been reviewed within time frames and updated as needed?</b>			
<b>Does the plan comply with the organisation Customer Service Planning Policy?</b>			
<b>Additional notes</b>			