



How to use this toolkit

The Quality Jobs Quality Care toolkit is designed to help aged care organisations make small changes in work practices to improve job quality and care quality. The aged care sector is rapidly changing and we've provided a snapshot of [aged care in Australia](#) to highlight the main characteristics and challenges relating to job quality. You can use this information to get a sense of where your organisation fits in the national context.

Ready for change?

Follow these six steps to improve job quality in your organisation. At the end of each step, you'll find real life examples of organisations that improved job quality and care quality by following this six step process.

- Step 1:** Reflect and review – learn about job quality, care quality and how they interact
- Step 2:** Engage – identify job quality issues and gain support for change
- Step 3:** Prioritise – agree on the job quality issue you'd like to change
- Step 4:** Design – plan how you'll achieve change
- Step 5:** Implement – put your plan into action
- Step 6:** Evaluate – measure your progress