

# RACI Matrix - Example

A **RACI Matrix** can be used by providers to set out roles and responsibilities within and across key tasks and processes. They help provide clarity to those participating in a process, those interacting with the process externally, and the governing body in exercising oversight (including ensuring accountability).

## RACI Matrix

A RACI Matrix can be used to give more structure, direction and clearly define roles for everyone involved in particular projects, tasks and activities. The matrix is usually completed during early planning, prior to detailed resourcing or scheduling.

| Category                 | Task   | Governing body | Chief Executive Officer | Quality, Risk & Compliance Manager | Care Services Manager | Staff       |
|--------------------------|--|----------------|-------------------------|------------------------------------|-----------------------|-------------|
| <b>Consumer Services</b> | Complaints/Service recovery<br>- Collect feedback from consumers and relevant staff and review received complaints   |                | <b>A</b>                |                                    | <b>R</b>              | <b>R, C</b> |
| <b>Clinical Care</b>     | Staffing/training for clinical staff<br>- Ensure the staff has sufficient skills and knowledge with ongoing training |                | <b>A</b>                | <b>C</b>                           | <b>R</b>              | <b>I</b>    |
| <b>Quality Strategy</b>  | Quality data reporting<br>- Obtain and review data about quality of services and give improvement recommendations    | <b>A</b>       |                         | <b>R</b>                           | <b>C</b>              | <b>I</b>    |

The purpose of a RACI Matrix is to identify roles and responsibilities at a high-level only. Once these have been assigned amongst the relevant stakeholders, more detailed roles and responsibilities can be defined (i.e. through a Terms of Reference).

- A RACI process is useful for tasks that:
- Are complicated, or involve a large number of stakeholders.
  - Have overlapping responsibilities.
  - Have historically been difficult to manage.
  - Are particularly important to the provider or its services.

|          |   |
|----------|---|
| <b>R</b> | Is <b>responsible</b> for completion of the task to the satisfaction of the accountable owner. This task can be delegated to an individual or a team.                   |
| <b>A</b> | Is <b>accountable</b> for the successful completion of the task. There should be only one accountable owner to avoid confusion.   |
| <b>C</b> | Is <b>consulted</b> on the task to provide detailed subject matter expertise.   |
| <b>I</b> | Is <b>informed</b> about the progress of the task. They might be waiting for input so that they can proceed with their own work or just need to know what is happening. |

For simple tasks, the same person may be both responsible and accountable. However, while responsibility can be shared between multiple people, accountability should always be assigned to one owner. These two roles are mandatory, while other roles (C and I) are secondary and not always needed.