

Continuous Improvement Policy

Introduction

Gran's Van is committed to continuously improving all aspects of its operations with the aim of delivering the best possible services to the community.

To this end, Gran's Van has implemented a Continuous Improvement system to ensure items that are identified for improvement are addressed and there are records of the actions that have taken place.

Purpose

A Continuous Improvement Policy guides how we constantly assess our organisation and services to ensure we are providing the highest possible quality of services to our clients and the most efficient and accountable management practices.

We also need to manage risks to our organisation, our services, clients, and staff. Acting to address identified risks also forms part of the Continuous Improvement process.

This policy explains the guidelines and actions to be taken to support this Continuous Improvement system.

In this policy, the term "staff" is intended to describe both employees and volunteers.

Policy

Identifying Improvements:

Improvements will be identified as the result of:

- staff feedback
- internal and external audits
- client feedback
- complaints
- commendations

These matters may be concerned with organisational management or service delivery.

Recording and Reporting:

Identified issues are recorded in two databases:

- Complaints and Feedback Register, which is maintained by the Complaints Officer.
- WHS Register, which is maintained by the Volunteer Manager.

These registers are reported on at each Board Meeting.

Implementing Improvements:

- Actions will be approved by the Board and implemented by the Complaints Officer or Coordinator or designate (noting there may be instances where the Complaints Officer or Coordinator will necessarily have taken appropriate action – based on their knowledge and experience – prior to the next meeting of the Board, where this is in the best interests of the organisation).
- Actions taken and their outcomes will be recorded in the appropriate Register.
- Relevant stakeholders will be informed of actions taken or changes made, where relevant.

Related Policy Documents

- Complaint Handling Policy
- Grievance Policy
- Work Health and Safety Policy
- Injury and Incident Policy
- Critical Incident Policy

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