

[policy code or number]	Continuous Improvement Policy
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PURPOSE

FLN strives for continuous improvement in all its aspects of business activities, practices and service management and delivery. Continuous improvement refers to the ongoing search and implementation of improved processes, procedures and enhancements in the delivery of services. The focus is on systematically improving the quality of services, policies and procedures in line with feedback received from staff, volunteers, regulatory agencies, the community, suppliers and other relevant stakeholders.

For clarity, this policy applies to two levels of Continuous Improvement; changes at the Governance and Strategic level, and Operational level changes. Governance and Strategic changes will be captured in documents such as the Business Plan. Operational changes will be documented in the Continuous Improvement Register.

Record of policy development		
Version	Date approved	Date for review
V1. 25/1		

Responsibilities and delegations	
This policy applies to	[e.g. employees, volunteers, Board, contractors]
Specific responsibilities	
Policy approval	[Board/Q&C committee]

Policy context – this policy relates to:	
Standards	VET AQTF
Legislation	



Related policies	Organisation Performance and Evaluation <ul style="list-style-type: none"> • Code of Ethics • Performance Management • Recruitment Policy • Managing Underperformance and Misconduct
Forms, record keeping, other documents	Performance Plan Templates Registers

Policy

FLN is committed to a process of continuous improvement in all aspects of service management and delivery. The objectives of continuous improvement include:

- Continual improvement and review of business strategy, policies, services, procedures and processes.
- Continual improvement and review of the provision of services relative to regulatory standards.
- Maintaining ongoing consultation with staff, clients, volunteers, and other relevant stakeholders.
- Meeting necessary Government, VET, AQTF and other industry related standards.

Procedure

FLN promotes the application of continuous improvement systems in all aspects of its operations. This procedure is designed to ensure that the needs, and feedback, of clients, staff, volunteers, government, regulatory bodies and other relevant stakeholders are collected, analysed and encompassed in regular reviews and improvement of delivery of our services. Evidence of this will be found in the ongoing development and review of the following types of documentation:

- The Business Plan
- The Risk Register
- The Marketing Plan
- The Finance Reports
- Policies and Procedures
- Community, client, student, volunteer staff and stakeholder feedback and/or surveys
- Incident/Accident Reports
- Complaints or Grievances
- Completing Board members, staff and volunteer exit interviews
- The performance management process
- Registers.

Implementation of continuous improvement

FLN employs several strategies and processes to implement, monitor and maintain a system of continuous improvement to improve performance of its operations and outcomes for service users. These may include, but are not limited to:



- Client, student, volunteer and staff satisfaction surveys
- Training and development of staff, Board and volunteers
- Feedback from staff, volunteer, regulatory stakeholders, suppliers and the wider community
- Policies and Procedures
- Registers
- Reporting structures
- Organisational Structures and Charts
- Compliance with legislative and regulatory requirements and standards.

Recording and reporting improvements

To demonstrate FLNs commitment and ongoing effort to continuously improve business processes and service delivery to customers, FLN will maintain a Continuous Improvement Register and the FLN Business Plan.

The Continuous Improvement Register will be maintained for operational changes and the FLN Business Plan will document major changes relative to governance and strategy.

Reporting improvements in these publications will provide documentation verifying the implementation of this policy, providing details on actions undertaken and the outcomes.

Responsibility and review of continuous improvement

Primary responsibility for the effective implementation of the Continuous Improvement Register processes and strategies lies with the CEO and Board.

Where there is a significant cost, risk or impact on the existing operations these will be documented in the FLN Business Plan and be the responsibility of the Board. In these circumstances FLN may seek outside advice and support to ensure it receives the appropriate advice and expertise.

Where appropriate, these groups may include, government bodies, consultants, other organisations, development of specific roles, staff and/or resources to improve continuous improvement within FLN.

FLN will monitor processes and maintain documentary evidence that records improvements undertaken in order to assess the effectiveness of actions that have been introduced or enhanced. This will assist in confirming that continuous improvement actions are addressing the issues identified and if further action is necessary.