8.1 Continuous Improvement Policy

**Purpose**

To articulate <Insert Organisation Name>’s position on the role of continuous improvement with regard to the roles and performance of volunteers.

**Background**

<Insert Organisation Name> seeks to ensure volunteer involvement and service delivery is of the highest standard and aims to enhance the effectiveness of its core activities. <Insert Organisation Name> recognises this can only be achieved through the implementation of an identifiable, ongoing process of planning and evaluation in alignment with <Insert Organisation Name>’s strategic goals. <Insert Organisation Name> also recognises the importance of evaluation and review to risk management.

**Policy**

To ensure the highest possible standards of service delivery and job satisfaction are maintained, <Insert Organisation Name> is committed to planned, systematic reviews of the volunteer involvement system, volunteer position descriptions, volunteer and organisational performance outcomes and resource allocation. <Insert Organisation Name> will focus on both short-term and long-term quality improvement including achievement of service delivery outcomes and everyday functions and operations.

Volunteers are encouraged to provide feedback and input into all operational and strategic processes via supervising staff; the <Insert Position> is responsible for collating information and suggestions in <Insert Organisation Name>’s Continuous Improvement Plan. The <Insert Position> is responsible for the authorisation, implementation and review of changes in conjunction with the CEO, and may designate responsibilities to supervising staff. Volunteers may elect to maintain anonymity with regards feedback and suggestions for improvement, in line with the Volunteer and Staff Confidentiality and Privacy Policies and Procedures. Changes made will be communicated to all volunteers and other stakeholders affected by the change in line with the Communication with Volunteers Policy and Procedure.

**Standards**

1.1-1.4, 2.1-2.3, 3.4, 5.4, 5.5, 6.1, 7.1, 8.1-8.4

**Related Policies and Procedures**

* Volunteer Confidentiality and Privacy Policy
* Continuous Improvement Procedures
* Responsibilities for Volunteer Involvement Policy
* Volunteer Involvement Policy and Procedures
* Risk Management Policy and Procedure
* Volunteer Training and Development Policy and Procedure
* Communication with Volunteers Policy and Procedure
* Documentation and Records Policy and Procedures
* <Insert Organisation Name> Confidentiality and Privacy Policy and Procedure

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| Approved | CEO, | Signature |  |
| Review | Annual | Next Review Date |  |