8.2 Continuous Improvement Procedure

**Procedure**

<Insert Organisation Name> will create and maintain a Continuous Improvement Plan for implementing continuous improvement and will be updated on an annual basis. The plan will include firm targets and will be based on process measurement and client feedback systems. All current and new volunteers will be progressively and continually trained in areas relevant to continuous improvement.

Continuous improvement processes may include, but are not limited to, the following:

* Feedback and information is regularly elicited from <Insert Organisation Name>’s relevant stakeholders including clients, volunteers, employees and supervising staff;
* A work environment which encourages volunteers to provide feedback, suggest and initiate new ideas, both formally and informally;
* Adequate resources are provided for formal reviews, consultations and audits of volunteer performance, service delivery outcomes and compliance, and management systems.
* Every volunteer position will be reviewed annually including the suitability and sustainability of the position being retained as a volunteer position.
* Collection and analysis of data from multiple sources eg surveys, solicited and unsolicited feedback, service quality audits, impact reporting and monthly reporting and statistics.

The Volunteer Involvement Manual will be reviewed annually with feedback encouraged from all employees and volunteers.

All authorised improvements will be implemented in a planned, timely and effective manner.

**Application**

This procedure affects all volunteers; its application lies with the CEO, <Insert Position> and supervising staff.

**Standards**

1.1-1.4, 2.1-2.3, 3.4, 5.1, 5.4, 5.5, 6.1, 7.1, 8.1-8.4

**Related Policies and Procedures**

* Continuous Improvement Policy
* Procedure for Review of the Volunteer involvement System
* Responsibilities for Volunteer Involvement Policy
* Volunteer Involvement Policy and Procedures
* Risk Management Policy and Procedures
* Volunteer Appraisal Policy and Procedure
* Volunteer Training and Development Policy and Procedure
* Documentation and Record-Keeping Policy and Procedures
* Communication with Volunteers Policy and Procedure
* <Insert Organisation Name> Confidentiality and Privacy Policy and Procedure

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