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| **Insert name of organisation** |
| **Continuous Improvement Policy Template** |

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| Policy number: Date adopted: | | | |
| Authorised by: | | | |
| Date last reviewed: | Reviewed by **insert name of officer, position title** | Date of next review: |

Refer to Section 6 below for information on the process for policy review.

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| **Policy context:** This policy relates to: | |
| Legislation or other requirements | **Insert legislation that applies** |
| Other standards | **Insert other accreditation systems that apply** |
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***1. Purpose: Why do we have a Continuous Improvement policy?***

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

Services are provided in a constantly changing environment and we also need to ensure that our organisation maintains necessary compliance with these changes.

We also need to manage risks to our organisation, services, clients and staff. While this is covered in a separate policy, acting to address identified risks also forms part of the Continuous Improvement process.

***2. Scope***

This policy will apply to

**Indicate which aspects of the organisation’s activities the policy will apply to**

**Are there any limits or conditions on the way the policy applies to some aspects?**

***3. Policy statement: Our commitment***

**Insert organisation name** is committed to continuously improving all aspects of its operations with the aim of delivering the best possible services to service users.

Specifically, we will:

**What will your organisation do to implement this policy? List your actions below**

***4. Procedures***

*4.1 Continuous Improvement Plan*

**What information will your Continuous Improvement Plan include?**

**Who is responsible for creating and maintaining the Plan?**

*4.2 Identifying Improvements Needed*

**How will you identify improvements that are needed?**

**What sources of information will you use?**

**How is this information collected and how often?**

**Who is responsible for collecting and collating this information?**

*4.3 Implementing Improvements*

**Provide details of the kinds of actions improvements may include**

**How will they be implemented?**

**How will you advise relevant stakeholders of actions taken or changes made?**

*4.4 Recording and Reporting on Improvements*

**How are improvements recorded on the Continuous Improvement Plan?**

**How do you track sources of information to ensure that they have been recorded in the Plan?**

**Provide details of any reporting on actions taken and the outcomes.**

***5. Other related policies and procedures***

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| **Documents related to this policy** | |
| Related policies | **List related policies** |
| Forms or other organisational documents | **List other organisational documents** |

***6. Review processes***

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| Policy review frequency: **Indicate how often this policy will be reviewed** | Responsibility for review: **Indicate who will review the policy** |
| Review process: **Describe how the policy will be reviewed** | |
| Documentation and communication: **Describe how the policy decisions will be documented and communicated** | |