

## Continuous Improvement Policy 2013

- Subject :** Continuous Improvement
- Description:** This policy ensures that the Uralla Shire Council actively pursues and demonstrates continuous improvement in all aspects of service management and delivery.
- Applies to:** All Council
- Objectives:**
- To collect information from key stakeholders and staff.
  - To collate and analyse information.
  - To implement and evaluate changes.

### Policy:

#### Overview:

Continuous improvement is an ongoing process of striving to improve outcomes for service users, staff, volunteers and the organisation through leadership, research, monitoring, consultation and evaluation. The Uralla Shire Council is committed to ensuring that the services it provides are underpinned by continuous improvement processes.

#### Policy Statement:

The Uralla Shire Council will implement processes that will ensure ongoing consultation with stakeholders (including consumers, consumer representatives, staff, volunteers, contractors and the community) to facilitate continuous improvement.

Stakeholders will be encouraged to provide feedback on service delivery, and will be informed of actions taken in response to their feedback.

Managers will ensure that data collected during the continuous improvement process is recorded and analysed, and that changes are planned, implemented and evaluated.

The Council will ensure that staff and volunteers are included in the planning and management of the improvement process, and are directly involved in monitoring and reporting change.

Staff will follow relevant procedures and will be provided with adequate training to ensure that they understand the continuous improvement process and can identify and report on necessary improvements.

Consumers with special needs will be assisted to understand and contribute feedback toward the continuous improvement process.

**Exemptions:** Nil

**Other Matters:** Nil

**Responsibility:** **Councillors** are responsible for adopting the Policy and ensuring that appropriate resources are allocated.

**Directors and Managers** are responsible for analysing information, planning improvements, and evaluating change.

**Employees** are responsible for identifying and reporting necessary improvements, and engaging in the planning and implementation of improvements.

**Review:** This Policy will be reviewed every four years from date of adoption, or as necessary.

Date created: August 2013

Last review:

Reviewer:

**Resolution #** 248/13: 27 August 2013