



Continuous Improvement Ideas Submission Form

This template can be used by people with disability, families, staff and change leaders to submit improvement ideas that support high quality and safer services.

Aim

This template can empower and engage stakeholders by providing a structured approach and supports organisations to adopt an improvement culture where problems, complaints, and failures are converted into lessons for improvement.

Instructions

- Promote the continuous improvement ideas submission form to all the stakeholders.
- Part A of the template is for the person / people who are submitting the idea. Part B of the template is for the decision makers. Efforts should be made to collaborate with the person submitting the form to provide the relevant aspects, gather the required details or the intent. Alternative formats need to be made available, when required.
- Identify and set up a Continuous Improvement Steering group represented by individuals from all aspects of the organisation and who are empowered to review and make decisions on the submitted ideas. Alternatively the Change Leadership Steering Committee can also be tasked with this responsibility.
- Every person who submits an idea should be thanked for their ideas and advised of the process on how ideas are considered. For example, 'Thanks for your ideas on how we can improve our service. Your idea has been sent to our Change Leadership Steering Committee who will see what can be done and make a recommendation to the CEO'.
- Put improvement ideas on the agenda of the Executive as a standing item. They can be managed through the Change Leadership Steering Committee or the Operations Manager who can assess the recommendation, consider any organisational implications and make a recommendation to the CEO. If the idea is approved, advise the individual or the team of the outcome and the next steps.
- If the ideas was not approved, advise the individual or the team of the reasons behind the decision.
- Send the improvement idea to the relevant team responsible for implementation with a requirement for the activity to be added to their operational plan.
- This tool should not be used for the purposes of lodging a complaint. Complaints need to be lodged using the organisation's complaints procedures. However, this tool could be used to explain and share improvement ideas that have been generated in response to an individual or a pattern of complaints.

Improvement Idea Form

Part A - To be completed by the person with an idea for improvement

If you would like to know the outcome of submitting your idea please provide your contact information.

Name:.....

Preferred type of contact:

- In person
- Phone
- Email
- Letter

Preferred time to call:.....

1. What is your idea? Please give us some detail about your idea and the reason for your idea.

2. What would you like see happening as a result of your idea?

3. Who would benefit from your idea?

Part B - To be completed by the decision makers

What category does the idea relate to?

- Process improvement
- Quality and safeguarding
- Learning and development
- Work structure
- If other please specify

Who would benefit if the idea is successfully implemented?

- The provider organisation
- Support staff
- People we support
- Families or Carers
- Supervisors

Timeframe to implement the idea

- short term (6 months)
- mid term (6 – 18 months)
- long term (< 18 months)

Approximate timeframe to realise benefits

- short term (6 months)
- mid term (6 – 18 months)
- long term (< 18 months)

Outcome

<input type="checkbox"/> Approved Reason
<input type="checkbox"/> Not approved Reason
<input type="checkbox"/> Further exploration required Reason

Date acknowledgement of idea was sent

Date final decision was shared with the person/team that submitted the idea:

Next steps: