

Improvement Opportunity

HWH is really keen to continuously improve all that we do, whether it is in delivering services to our clients, support for our workers or our processes in the "Back Office".

We don't think we have all the answers and are going to be regularly reaching out to you to give you a chance to tell us if you see processes and practices that are not working or that can be improved.

We welcome every idea and even, failing a solution, being made aware of less than optimal processes.

Submitter Name

In responding to these opportunities for improvement you don't need to give your name but you will need to if you wish to be part of the solution.

Fred Nirk

Your Role *

☐ Home Support Worker

☒ Care Management

☐ Administration

☐ Other:

How do you wish to be involved? *

You may see a problem but you are not able or comfortable to be involved in either designing, building and/or testing the proposed solution. In what part of the improvement process, if any, do you wish to be involved.

☒ Just problem detection (filling this out)

☒ Designing the solution

☒ Building the solution

☐ Testing it

☐ Other:

Improvement Area *

☐ Service Delivery

☒ Worker Support

☐ The Back Office

☐ Client Acquisition

☐ Staff Acquisition

☐ Other:

Process

Please describe the policy or process that you think needs some help

Staff Training

Problem

Please describe what is not working or could be working better or is just frustrating you.

Accessibility of our Policies and Processes

Solution

Please describe any ideas that you have to fix this problem. You may have a number of ideas, so don't hold back. All ideas appreciated

Build an index of linked documents

More generally, how can we help you do your job better?

Provide our Support Workers with greater insight into or policies and practices

Finally, how are we doing? *

If we could wrap this up with you giving us some more general feedback, it would be great. (Your responses help us know if we are on track and, if not, plan and prioritise improvements.)

	1 - Needs lots of help	2 - Could be better	3 - Neither here nor there	4 - Works well for me	5 - Great job, keep it up.
I know when and where I have to be	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Client Care Plans give me confidence to do my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
I have enough training to do a great job	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We listen well and respond helpfully	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
My pay reflects the job I do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

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Google Forms