



### Scenario 3 Demonstrating Continuous Improvement

ACC expects continuous improvement from AEs, and for this to be demonstrated through an improvement framework.

The framework will act as both an aspirational tool to help strong performers drive continuous improvement, and a performance management tool for poor performers.

#### Current state

An improvement framework does not exist meaning there is less accountability for AEs and less leverage for ACC to promote improvement of AEs.

#### Future state:

AEs will own the identification and implementation of improvements. Evidence of commitment will ensure their continued participation in AEP.

TPAs will not be required to produce or demonstrate an Improvement Framework to ACC.

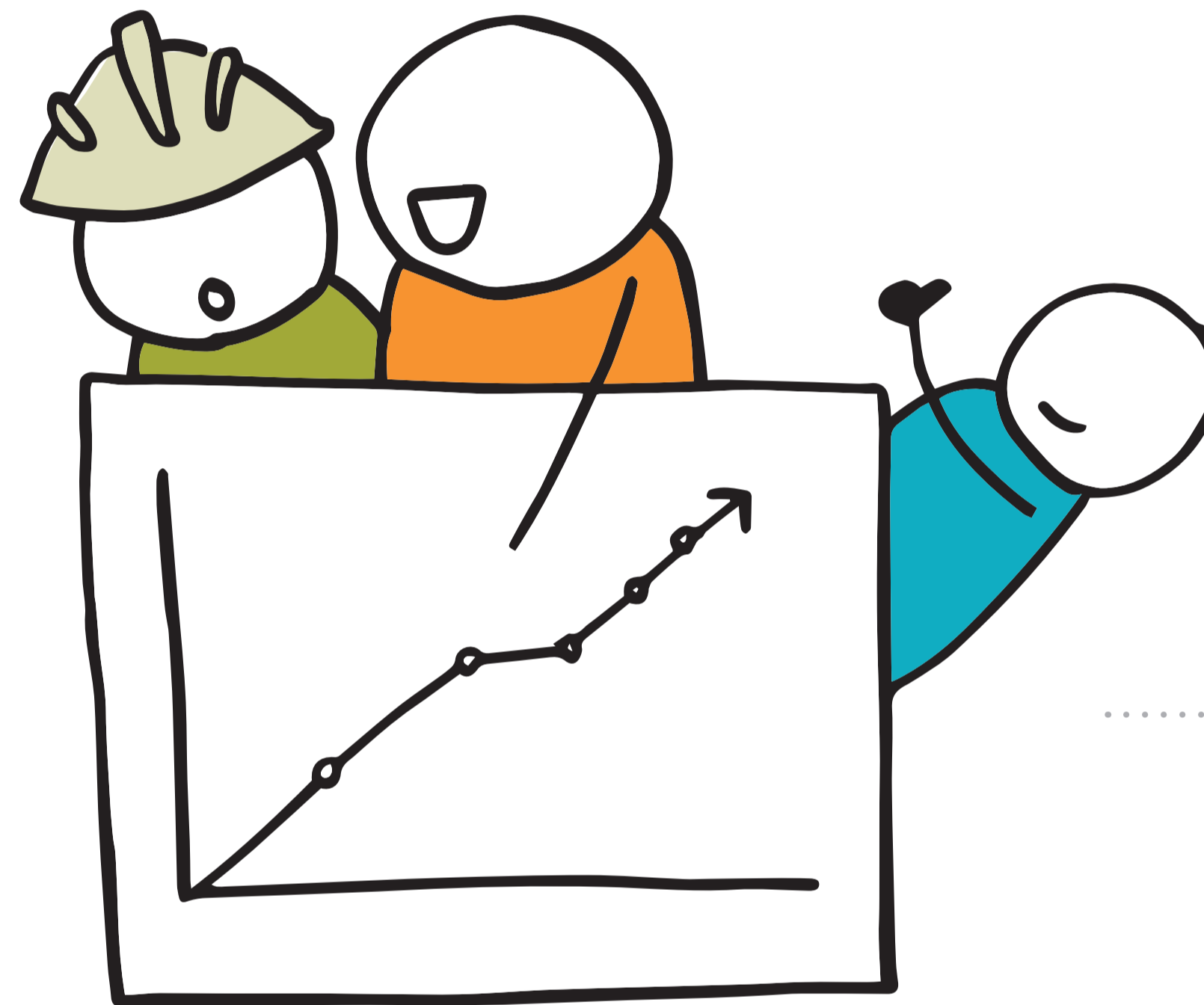
Demonstrating commitment

Continuing to improve

Responses to improvement

? Do you currently have an improvement process?

? What ways are workers able to contribute to improvement in your organisation now?



**ACC expects AEs to have their own continuous improvement practices in place, and that businesses should be able to describe these to ACC in their own way**

**AEs monitor their own achievements against their own goals and initiatives**

**Expectations and the use of the improvement framework will shift depending on performance outcomes of AEs**

#### High-level information framework

AEs will be expected to provide information related to current state (where they are now), improvement goals (where they want to be), and improvement initiatives (how they'll get there). This improvement information is required for participation.

? How might ACC provide information about improvement practices?

? What value can you see in providing this information to ACC?

**ACC responsively monitors and manages**  
ACC engagement is tailored to AE needs and performance.



### About the improvement framework

#### High-level information framework

AEs provide improvement information on current state, improvement goals, and improvement initiatives. This improvement information is required for participation.

#### Worker participation

ACC requires evidence of worker participation in development of improvement information.

#### Link to performance monitoring

Monitoring information is used to help identify areas for improvement and to track progress.

#### ACC transferring knowledge

To support AEs to continually improve, ACC will share expertise and provide access to their best-practice knowledge around injury management and claims management. AE sets their own goals within the improvement framework. AEs are expected to show initiative around identifying areas to improve but high-level information can be provided by ACC.

#### ACC's expectations

- AE is expected to provide assurance initiatives are owned at the executive level, as commitment to continuous improvement is essential to ongoing participation.
- Initiatives should be well defined, logically link to the AEs own performance challenges and improvement targets, and be informed by good H&S practices.
- AEs must provide evidence of collection and use of genuine worker feedback. AEs must also demonstrate worker participation in influencing improvements to maintain programme participation.
- The improvement framework and related performance monitoring gives AEs a chance to improve before exiting the programme.

### How might Improvement framework expectations change relative to performance?

#### ACC review

ACC checks logic behind improvement information (i.e. selection of goals and initiatives). ACC may require the AE to get ACC sign-off if the AE is continually failing to improve or performing poorly. ACC may require an independent assessment or verification of the improvement initiatives at the AE's cost.

#### Content

ACC provides broad framework to AEs, provides guidance for setting goals and initiatives, and mandates some system-level goals, e.g. contribution to 25% Harm Reduction Action Plan (HRAP) target. If AE is under-performing in an area, ACC will require action relative to this.

#### Executive level involvement

ACC needs assurance that the plan has been signed off at the executive level, and may engage directly at the executive level if performance is poor.

#### Documentation

No specific document is required for a strong or consistent performer (i.e. information can be sourced from existing strategic documents). However, ACC will require specific improvement documents from AEs that consistently fail to provide the necessary information or are under-performing.

#### Incentives

Improvement plan process gives under-performing AEs an opportunity to improve before their discount or participation in the programme is impacted. The improvement framework provides a link between performance monitoring and performance management.

#### ACC check-ins

ACC check-ins are responsive to performance and AE needs, and how crucial the element of performance is to participation in the programme.

#### ACC input

ACC offers guidance to high-performers, but is not prescriptive about information content. If performance is poor, ACC will outline expectations for specific areas of improvement to remain in the programme.

