



FEED-FORWARD

A new way to improve performance

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01 Background

At NeuroRehab Allied Health Network, we have traditionally used feedback as a tool to support performance improvement. Recently, we explored a more effective approach – one that shifts focus from analysing past performance to proactively shaping future success. This approach is known as Feed-Forward.

In biological systems, Feed-Forward control is demonstrated by the body's anticipatory regulation, such as the brain preparing the heart for exertion before physical activity begins. Similarly, in the workplace, Feed-Forward uses early cues or "triggers" to prepare team members for success, enabling proactive support and goal setting.

02 Objective

In response to the ongoing NDIS pricing freeze, our objective was to implement a Feed-Forward performance system that could help maintain clinical quality while increasing service occupancy. This approach aimed to support team members in adapting to new operational pressures without compromising standards of care.

03 Process

Input

- Performance data such as occupancy.
- Quality data such as verified complaints.
- The above input triggers an investigation of predicted future performance. If future performance is at risk, we proceed with next steps.

Awareness building (confirm goal)

Step 1: Leader checks in on team member's wellbeing, ensures they are aware that a trigger has been activated, & offers to help.

Step 2: Leader and manager ensure the team member is aware of 2 recent triggers and offer any support required to ensure the team member can get back on track.

Feed Forward Conversation

Find opportunities – set action plan,

Step 3: Manager books a Feed-Forward coaching session.

Step 4: Head of clinical services attends Feed-Forward session with manager & team member.

Formal Performance Improvement Planning

Step 5: A Performance Improvement Plan is commenced with HR support.

Step 6: Continue to work with HR management on formal consequences, while continually checking in on team member's wellbeing.

04 Results

Outcome: A transparent performance system that invests in the development of team members.

Anecdotal: Increased confidence and consistency of Feed Forward conversations by our leadership group.

Financial: There has been a 3% increase in performance sustained across the organisation since 4 weeks post implementation.

