



Continuous Improvement

Introduction

Continuous improvement helps to ensure supports and services provided are always the best possible for participants. Part of quality management, continuous improvement involves:

- Listening to participants and valuing their feedback
- Understanding what we are doing well
- Identifying where improvements are needed
- Taking action in order to best meet the needs of participants

Applicability

When

- Applies to all areas of the service at all times

Who

- Applies to all representatives including key management personnel, directors, full time workers, part time workers, casual workers, contractors and volunteers.

Documents relevant to this policy

- Continuous improvement register

Regulations relevant to this policy

- NDIS (Quality Indicators) Guidelines 2018 (Cth)

Continuous improvement

Continuous improvement involves:

- Regularly collecting information, from a variety of sources, including:
 - Things that are working well
 - Things that are not working well
 - Things that have gone wrong
 - Decide if the issue is a risk
 - Any changes in requirements
 - Any external knowledge or advice
- Recording issues and ideas in a continuous improvement plan
- Decide if an issue presents a risk—if it is, record in the risk management plan, and work with those affected to address on ideas for change



- Implementing changes as agreed and documented
- Advising all relevant stakeholders of any changes made
- Monitor changes and review if intended outcomes are positive, whether there are any unintended negative impacts and any further changes required to address this
- Reporting regularly to key management personnel on continuous improvement plans and the progress.

Continuous improvement responsibilities of key management personnel

Continuous improvement responsibilities of key management personnel are to:

- Drive quality improvement, and encourage and provide opportunities for worker involvement
- Ensure services are well planned, effective in meeting needs and provided at the best possible level of quality by:
 - Ensuring a quality management system is used and that internal controls are in place to comply with relevant standards
 - Monitoring the results of quality reviews and making changes as needed
 - Ensuring compliance with reporting requirements
 - Implementing risk management
 - Pursuing organisational goals of service excellence
- Additionally, key management personnel should provide leadership in quality management including:
 - Foster a positive attitude to quality improvement among workers
 - Implement policy and procedures for quality management to guide workers
 - Identify key indicators for quality for the service
 - Establish documentation and reporting processes to enable the ongoing tracking of quality improvement

Continuous improvement responsibilities of workers

Continuous improvement responsibilities of workers are to:

- Constantly be on the lookout for ways that processes or services could be improved
- Discuss any identified areas for improvement with supervisor
- Participate in team meetings about continuous improvement.