

CONTINUOUS IMPROVEMENT POLICY AND PROCEDURE

Purpose and Scope

This policy and procedure sets out how Empowered Community Services delivers quality services through an effective Quality Management System (QMS) that is based on an ongoing cycle of review and evaluation. It applies to all staff and meets relevant legislation, regulations and Standards as set out in Schedule 1, Legislative References.

Applicable NDIS Practice Standards

Quality Management

Outcome

Each participant benefits from a quality management system relevant and proportionate to the size and scale of the provider, which promotes continuous improvement of support delivery.

Indicators

- A quality management system is maintained that is relevant and proportionate to the size and scale of the provider and the scope and complexity of the supports delivered. The system defines how to meet the requirements of legislation and these standards. The system is reviewed and updated as required to improve support delivery.
- The provider's quality management system has a documented program of internal audits relevant (proportionate) to the size and scale of the provider and the scope and complexity of supports delivered.
- The provider's quality management system supports continuous improvement, using outcomes, risk related data, evidence-informed practice and feedback from participants and workers.

Definitions

Continuous improvement - the ongoing effort of a business to improve services, systems, processes or products to maximise benefits for its clients. The process relies on using evidence-based information to support the business' achievement of its goals and outcomes. This also means adapting to the changing needs of its community or clients.¹

Policy

Empowered Community Services is committed to quality, innovation and promoting a culture of continuous improvement in its governance, management and service delivery.

Continuous improvement is incorporated into all areas of Empowered Community Service's operations.

Empowered Community Services includes its staff, participants and other relevant stakeholders in its continuous improvement activities to ensure services are of a high quality and meet participants' needs.

¹ *National Standards for Disability Services*, Department of Social Services

Procedures

Empowered Community Service's QMS is based on policies and procedures that align with the *NDIS Practice Standards* and all relevant Commonwealth and State legislation and regulations. All policies and procedures are formally reviewed at least annually, two yearly or three yearly. Reviews incorporate staff, participant and other stakeholder feedback where relevant.

All staff should:

- be familiar with all Empowered Community Services policies and procedures and their implementation;
- critically consider whether the policies and procedures are fit for purpose and meet the business' and participants' needs; and
- make constructive suggestions about the policies and procedures.

To support continuous improvement, the Managing Director (or delegate) will arrange, monitor and report on internal reviews and external audits to the Management Team, in accordance with *Schedule 2 Internal Review and External Audit Schedule*. Where possible, stakeholders (participants, families, carers and advocates) will be included in each formal review or audit procedure undertaken by the organisation.

All service planning, delivery and evaluation activities will include staff, participant and other stakeholders and their feedback. All staff are responsible for identifying and actioning opportunities for continuous improvement. They will be made aware of their responsibilities through formal Induction and training processes as well as ongoing workplace practices.

The Agenda for Management Team meetings will include a standing item on continuous improvement (including incidents and feedback and complaints).

All continuous improvement issues or opportunities identified will be reported to and tracked by the Managing Director (or delegate) in Empowered Community Service's *Continuous Improvement Register*. The *Continuous Improvement Register* is a 'living document', updated as and when improvements are identified.

The register includes the:

- improvement identified;
- action to be taken;
- person responsible for actioning;
- staff, participant or other stakeholder participation required and undertaken;
- date of completion; and
- review date.

The *Continuous Improvement Register* also tracks improvements identified from reviews of:

- the Complaints Register;
- the Risk Register;
- the Incident Register;
- feedback opportunities offered to participants, families, carers and advocates;
- planning, service delivery, plan review, exit, service refusal and referral information contained in Careflow
- results from internal reviews and external audits;
- Empowered Community Service's performance against its Vision, Mission and goals as set out in its strategic and operational planning;

- learning and reflection opportunities for staff;
- staff supervision and performance reviews;
- reporting and data provided to the NDIS Commission and other agencies; and
- collaborative relationships with similar organisations and networks.

Supporting Documents

Documents relevant to this policy and procedure include:

- *All policies and procedures*
- *QMS Document Review Schedule*
- *Continuous Improvement Register*
- *Compliance Register*
- *Complaints Register*
- *Incident Register*
- *Risk Register*
- *Schedule 2 Internal Review and External Audit Schedule*

Monitoring and Review

This policy and procedure will be reviewed at least every three years by the Management Team. Reviews will incorporate staff, participant and other stakeholder feedback, where relevant.

Empowered Community Services will include staff, participants and stakeholders in its organisational service delivery planning where possible. This will inform how effectively Empowered Community Service's strategic and operational objectives support quality service delivery.

Annual satisfaction surveys/other methods of obtaining feedback will assess participant and staff satisfaction with Empowered Community Service's continuous improvement practices and the quality of services provided. They will also provide stakeholders with the opportunity to provide further feedback on areas for improvement.

Empowered Community Service's *Continuous Improvement Register* will be used to record improvements identified and monitor the progress of their implementation. Where relevant, this information will be considered as part of Empowered Community Service's service planning and delivery processes.

DOCUMENT CONTROL

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Version History		
Version No.	Review Date	Revision Description
1	09 December 2019	Policy and Procedure Manual created to meet NDIS Quality and Safeguard Commission Practice Standards.