# Quality and Continuous Improvement Policy

### Policy Statement

XXX is committed to innovation and the promotion of a culture of legislative compliance and continuous improvement in its governance, management practice and service delivery.

XXXX will assess their service outcomes to monitor achievement of this commitment.

### Outcome

XXX delivers high quality, low risk services, within a continuous quality improvement culture.

### Definition

Continuous improvement is a systematic, ongoing effort to improve the quality of support and services. It:

* considers the needs of a provider's participants, other clients and involves them in improvement activities wherever possible
* is part of an overall quality system that assesses how well a provider's systems are working and the standard of supports and services achieved
* is a results-focused activity demonstrated through outputs and outcomes.

### Procedures

As a key part of their governance responsibilities, the Governing Body will review the quality of services being delivered to ensure they meet client needs and expectations and legislative requirements. This will be done by utilising a number of strategies and tools to monitor quality and improve services where required. These strategies are supported by other key governance and operational programs such as legislative compliance and risk management.

Quality and Continuous improvement activities will include:

* the implementation of the Strategic Plan through business planning processes. This includes:
  + utilising a Compliance Calendar to monitor key quality related activities
  + development of an annual Quality Plan to plan and monitor audit completion and planned quality improvement activities
  + conducting meetings with Quality as a standing agenda item, including identification of opportunities for service improvement
* self assessments of performance in relation to applicable service standards (including internal audits and participant surveys)
* external assessments of performance in relation to applicable service standards including the NDIS Practice Standards
* ongoing review of work through the worker supervision and performance appraisal process
* analysis of data and other information provided to funding bodies as part of meeting contractual obligations, for external accountability and internal service improvement
* seeking and responding to feedback from participants, clients, Carers, referrers and other interested parties (refer also to Participant / Client Participation)
* participant engagement in service development / strategic planning
* maintaining a register of all quality activities being undertaken and ensuring the ‘quality loop’ is completed
* establishing collaborative relationships with other organisations that offer similar services and share a similar value base to that at XXX, for the purpose of sharing experiences and learning from each other
* specific program and project reviews and evaluations undertaken at the direction of the Governing Body and Director/s
* providing opportunities for Directors and staff to attend training and professional development activities.

Workers will be encouraged to be engaged in improvement activities through:

* inclusion in all position descriptions
* allocation of time to undertake parts of the quality plan. This may include documentation reviews or the review of support outcomes achieved
* encouragement to identify problem areas or opportunities for improvement through management's positive response to performance improvement and discussion at the Team Meeting.

A Quality Improvement Activity Report form is completed for each improvement activity undertaken. The forms are then filed in a Continuous Improvement folder.

Participants

* Participant consent to participate in quality activities will be obtained at time of engagement through use of the Service Agreement
* Confidentiality will also be maintained during quality activities through de-identifying clients in reports and datasheets.

### Related documents

* R7 Quality Improvement Plan
* R8Quality Improvement Register