



## CONTINUOUS IMPROVEMENT POLICY

### 1. PURPOSE

The BCWCA is committed to continuous service improvement. Continuous improvement requires a deliberate and sustained effort and a learning culture. It is results-driven with a focus not only on strengthening service delivery but also on individual outcomes.

This policy guides the design and delivery of services and ensures BCWCA maintains high standards, improves systems and processes, adapts to changing needs and demonstrates organisational improvement. This policy supports the NDIS Practice Standards. Provider Governance and Operational Management, and National Standards for Disability Services, in particular Standard 6: Service Management.

### 2. SCOPE

This policy applies to the Directors, staff members and volunteers of BCWCA.

### 3. PRINCIPLES

- All services provided to people with disability and all processes and procedures undertaken by staff are the best they can be.
- Services are regularly reviewed and measured for quality and effectiveness.
- Staff and people with disability are encouraged to provide feedback on how to improve service delivery.
- People with disability should be involved in all decision-making processes that affect them.
- People with disability, family and carers can provide valuable insights about the effectiveness of services, highlight any gaps/or issues that arise and provide ideas for improvements and innovation.
- A learning culture of quality of the organisation ensures all staff, regardless of their role, contributes to service quality and quality management.
- Planning, resource allocation, risk management and reporting are critical for continuous improvement and part of an integrated approach that supports BCWCA's mission and vision.
- BCWCA is committed to innovation, high quality, continuous improvement, contemporary best practice and effectiveness in the provision of supports to people with disability.

### 4. DEFINITIONS

**Continuous improvement** – the ongoing effort to improve services, systems, processes or products to maximise individual outcomes. Evidence-based approaches are used the organisation adapts to changing needs of the community or people accessing services.

**Quality management** – systems and processes used to monitor, review, plan, control and ensure quality of services, supports or products. Sometimes referred to as quality assurance.

### 5. PROCEDURE

#### i. Planning and support

BCWCA analyses internal and external environments to understand the broader disability sector and contemporary services. This includes planned engagement with people with



disability and other key stakeholders to understand their needs and expectations and ensure a person-centred approach. Key stakeholders can include staff, families, carers, guardians, advocates and other relevant parties as appropriate.

BCWCA uses a range of processes to proactively identify and recommend improvement opportunities including:

- Strategic planning
- Organisational planning
- Day-to-day service delivery and interaction with each other and with people with disability.

## **6. RESPONSIBILITIES**

People with disability, families, carers, advocates and all staff are encouraged to speak up at any time and raise any concerns they have as well as provide their service improvement ideas on organisational processes, procedures and systems.

The Directors are responsible for the development and implementation of the organisational continuous improvement plan.

## **7. REPORTING**

BCWCA involves people with disability and staff in formal quality evaluations and complies with all legal and contractual reporting requirements. This includes all quality system requirements such as Incident Reporting.

## **8. REVIEW AND EVALUATION**

BCWCA undertakes analysis and reporting of data and information to measure and evaluate performance against established goals. This includes regular audit activity to monitor and review performance and compliance with relevant standards and legislation as well as evaluate risks and identify strategies required. This includes:

- Gap analysis
- Complaints and feedback (formal or informal) including surveys
- Accident and serious incident reports
- Annual quality self-assessment
- National Standards for Disability Services self-assessment
- Service or process mapping and audit
- Service reviews with people with disability
- Staff exit interviews
- Exit interviews for people with disability, families and carers.

## **9. POLICY REVIEW**

The continuous improvement plan is reviewed annually. The Director/s reports outcomes against the objectives and any key performance indicators included in the plan. If at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.



## **RELATED POLICIES**

Abuse, Neglect and Exploitation Policy  
Code of Conduct Policy  
Compliments, Complaints and Feedback Policy  
Incident, Response, Report and Investigation Policy  
Individual Need and Provision of Service Policy  
Occupational Safety and Health Policy  
Participation and Integration Policy  
Privacy and Confidentiality Policy  
Quality Assurance Internal Audit Policy  
Quality Assurance Policy  
Risk Assessment Policy  
Safeguarding for Participants Policy  
Service Access Policy  
Service Delivery Policy  
Withdrawal of Termination of Services Policy

## **SUPPORTING DOCUMENTS**

Client Consent and Talent Release Forms  
Code of Conduct Staff Commitment Form  
Continuous Improvement & Complaint and Policy and Procedure Registers  
Continuous Improvement Plan  
Incident Management Report Form  
Risk Assessment Checklist

## **RELEVANT LEGISLATION OR STANDARDS**

Disability Services Act 1993  
Disability Services Regulations (2004)  
NDIS Practice Standards and Quality Indicators (2020)  
National Disability Insurance Scheme Act 2013, National Disability Insurance Scheme Rules, National Disability Insurance Scheme



Terms of Business, National Standards for Disability Services, Standard 6: Service Management

**DOCUMENT HISTORY**

Version No.	Version Date	Description of Change	Author
1.0	2 April 2021	Initial Release	Savva Petridis