

P013 – Continuous Improvement Policy & Procedures

1. Scope

All staff, whether permanent or casual, contractors, volunteers or business partners, are responsible for monitoring how well District 360' services and supports are working.

2. Policy Statement

This policy and procedures support District 360 to apply the National Standards for Disability Services, in particular Standard 6: Service Management.

District 360 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 District 360 maintains high standards, improves systems and processes, adapts to changing needs and demonstrates organisational improvement.

3. 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.

4. 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, contribute 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 District 360's mission and vision.
- District 360 is committed to innovation, high quality, continuous improvement, contemporary best practice and effectiveness in the provision of supports to people with disability.

5. Procedures

This procedure supports the implementation of the continuous improvement policy and recognises the valuable role that people with disability and staff play in improving services and outcomes.

Planning and support

Manager/Management 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.

District 360 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.

Responsibility

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.

Manager is responsible for the development of operational plans relevant to their area of responsibility. The development process should include deliberate effort to identify opportunities for improvement.

Manager/Management are responsible for the development and implementation of the organisational continuous improvement plan.

Reporting

District 360 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 Serious Incident Reporting.

The continuous improvement plan is reviewed bi-annually. Manager reports outcomes against the objectives and any key performance indicators included in the plan.

The Managing Director is responsible for reporting overall organisational improvement to the Board.

Review and evaluation

District 360 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.

6. Other relevant policies

Staff, especially managers and supervisors, are encouraged to read this policy in conjunction with other relevant District 360 policies, including

- Code of Conduction
- Continuous Improvement Plan
- Access to Service Policy

Relevant Forms & Registers

- D360S_R002 Risk Register
- D360S_R003 Complaints Register
- D360S_R005 Continuous Improvement Register

Related legislations and Standards

- Carers' Recognition Act 2004
- Disability Services Act 1993 (WA)
- Equal Opportunity Act 1984 (WA)
- Occupational Health and Safety Act 1984 (WA)
- United Nations Convention on The Rights of Persons with Disabilities
- National Standards for Disability Services
- National Disability Insurance Scheme 2013: Principles
- National Disability Insurance Scheme Quality and Safeguarding Framework

7. More information

If you have a query about this policy or need more information, please contact the management team at info@district360.com.au

8. Review details

Approval Authority	Tanya Johnston
Responsible Officer	Coco Johnston
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