

# **Continuous Improvement and Quality Management Procedure**

Policy area	Service Delivery
Document type	Procedure
Applicable to	DD's Compassionate Support Pty Ltd
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Policy Sponsor	Director
Related policies	Continuous Improvement and Quality Management Policy Incident Management Policy Risk Management Policy Client Feedback and Complaints Management Policy Client Health and Wellbeing Policy Client Living Alone and Receiving Personal Care from Sole Worker Policy Safeguarding Against Violence, Abuse, Neglect, Exploitation and Discrimination Policy Duty of Care Policy Client Advocacy Policy Consent Policy Diversity Policy Support Planning Policy Service Access and Exit Policy Service Delivery Policy Privacy Policy Work Health and Safety Policy Waste Management Policy Human Resources Management Policy Information Management Policy Governance Policy
Authority	NDIS Act 2013 NDIS Practice Standards and Quality Indicators NDIS Code of Conduct Aged Care Act 1997 Aged Care Quality and Safety Standards Aged Care Code of Conduct Privacy Act 1988

## PURPOSE

The purpose of this procedure is to explain our organisation's continuous improvement and quality management processes.

#### SCOPE

This procedure applies to all our workers (employees, contractors and volunteers).

## DEFINITIONS

Term	Definition
Complaint	An expression of dissatisfaction with a support or service where standards or
	expectations have not been met.
Continuous Improvement	A deliberate and sustained effort to improve processes and adopt a 'learning' culture. It
	involves cyclical steps: identifying opportunities for improvement; collecting and
	analysing data; deciding on new approaches based on data analysis; developing and
	implementing changes and evaluating the effectiveness of the changes.
Deming Cycle	A management methodology incorporating integrated knowledge and learning, with the
	aim of continually improving processes. This cycle is based on four stages:
	Plan; Do; Check; and Act.
Open Disclosure	The practice of acknowledging the complaint, expressing regret to the person making
	the complaint that standards or expectations have not been met, finding out what
	happened, how and why and seeking to learn from the experience and make
	improvements. Note: Expressing regret does not mean an admission of guilt.
Internal Audit	Independent, objective assurance and consulting activity designed to add value and
	improve operations. It adopts a systematic and disciplined approach to evaluating and
	improving the effectiveness of a quality management system.
Corrective Action	An action, or a plan created to address a non-conformance from an internal or external
	audit.
Performance Indicators	Measures that evaluate outcomes or results.

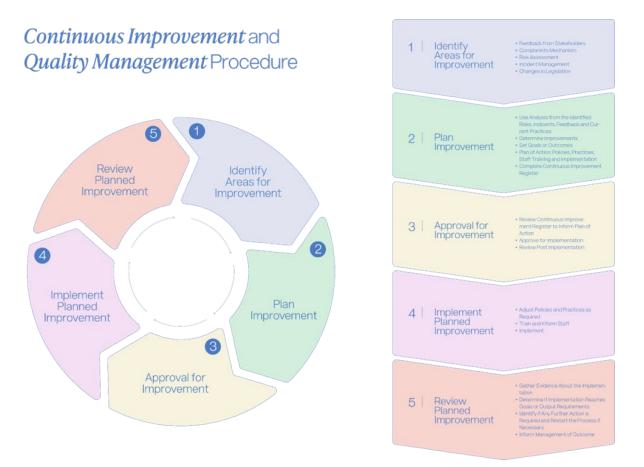
### CONTEXT

Our organisation is committed to continually improving our service delivery and business operations. We will adopt a 'Plan; Do; Check; and Act' approach to continuous improvement and quality management which:

- is proportionate to the size and scale of our organisation and the scope and complexity of supports provided;
- prioritises client health, safety and wellbeing;

- promotes a learning culture where gaps, opportunities, input and feedback (including complaints) from stakeholders are encouraged and welcomed;
- integrates planning, resource allocation, risk management and reporting as part of the continuous improvement process;
- provides cultural and language-accessible modes and methods for clients to submit feedback and complaints;
- fosters a resolution-based culture of open disclosure;
- upholds clients' human rights including their right to privacy, confidentiality, dignity and respect;
- promotes clients' right to choice, control and self-determination;
- encourages and supports client independence and capacity-building, where possible; and
- implements changes as required and evaluates the effectiveness of those changes.

## PROCEDURES



#### SUPPORTING DOCUMENTS

Related procedures and forms include:

- Safeguarding Against Violence, Abuse, Neglect, Exploitation and Discrimination Procedure
- Reportable Incident Management Procedure
- Incident Management Procedure
- Support Planning Procedure
- Service Delivery Procedure
- Service Access and Exit Procedure
- Client Advocacy Procedure
- Client Feedback and Complaints Management Procedure
- Complaint and Feedback Form
- Anonymous Complaint and Feedback Form
- Complaints Process Checklist
- Complaint Register
- Continuous Improvement Plan Register

- Service Agreement
- Incident Investigation Form Final Report
- Incident Report
- Incident Register
- Hazard Report Form
- Internal Audit Schedule
- Risk Assessment Form
- Risk Management Plan Register

## RESPONSIBILITIES

The Director is responsible for:

- maintaining this procedure and associated documents;
- ensuring the procedure is effectively implemented across the service;
- monitoring workers compliance with the requirements of this procedure; and
- ensuring training and information is provided to workers to carry out this procedure.

All workers are responsible for complying with the requirements of this procedure.

## COMPLIANCE

Deliberate breaches of this procedure will be dealt with under our misconduct provisions, as stated in the Code of Conduct.