

**Continuous Improvement Policy and Procedure**

**Purpose**

CAPS recognizes that to ensure continuous improvement, continuous and planned effort and learning must be implemented. Efforts will be result driven and will imply to all aspects of the organisation.

The Continuous Improvement Policy and Procedure ensures that CAPS complies with the National Disability Insurance Service Practice Standards and Quality Indicators.

**Scope**

All staff are responsible for supporting the improvement of services.

**Definition**

*Continuous improvement*

A formal, cyclical series of steps that are designed to improve processes that lead to better outcomes for participants and other stakeholders.

The steps usually include matters such as identifying opportunities for improvement, collecting data, analyzing data, deciding on a new approach based on the data analysis, developing, and implementing changes and evaluating the effectiveness of the changes.

*Internal auditing*

An independent, objective assurance and consulting activity designed to add value and improve the organization’s operations. It helps the organisation to accomplish its objectives by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of its quality management system.

*Corrective Action*

An action, or a plan, created by management to address a non-conformance

*Performance measures*

Performance measures (or ‘indicators’) how outcomes or results are evaluated. They are the measures of how well the service provider is carrying out its work and achieving its aims.

They are expressed as numbers rather than as descriptions. They can tell a service provider:

* How much it has done (numbers of people using a service, numbers of activities provided)
* How well it has done something (levels of satisfaction by numbers of people, timeliness, or efficiency of activities)
* The effect it has had (outcomes for numbers of people receiving service, changes in social well-being or social policy)
* Sound corporate governance
* The financial health of the organisation
* Participant satisfaction levels
* Achievement of positive outcomes for participants
* Level of staff morale
* Provide a positive profile for the service provider among stakeholders

**Policy**

This policy provides directive for staff so that a high quality of service is sustained and is continuous improved and adapted to meet the needs of participants.

Continuous improvement process

CAPS improvement process is a basic model. It includes planning, acting, and monitoring standards and improvements. This model ensures that performance is measured, analysed, and improved through the whole organisation.

The basic elements of this model are:

* Finding problems or areas where there is room for improvement and finding the cause
* Outlining the process for how improvement will be made through plans, target dates, assigning the staff member responsible for making these changes
* Monitoring progress through the identified progress measure and re-evaluating if needed
* Standardising the improvements through creating or updating policies and other documents

Principles

* Ensuring that all aspects of the organisation are at the highest standard
* All services are regularly reviewed to ensure they are being delivered with the highest quality
* Feedback is encouraged from staff and participants so areas of improvement can be identified
* Participants are given a voice in decision-making processes that concern them
* Acknowledgment of the insight that participants, their advocates, and their family/caregivers, can provide on the effectiveness of service delivery
* Staff at all levels are encouraged to use what they have learned to contribute to service and management quality
* CAPS recognises the importance of planning, resource allocation, and risk management and reporting, in the improvement of the organisation
* CAPS aims to use modern ideas, practices, and innovation to make continuous improvements the ensure high quality and effective support is provided to participants

Continuous Improvement Cycle Process

Measurements of quality

Surveys from both participants and staff as well as results for audits will measure the success of an improvement, in compliance with the NDIS Practice Standards and Quality Indicators.

Sources of data for continuous improvement

*Changes in legislation/regulation and best practice*

CAPS ensures that it is informed of changes to legislation and regulation through access to government, industry, and association information channels. CAPS also ensures ongoing training to keep up with new perspectives and ways of implementing support. Through these actions, CAPS can use new information to improve services and management.

All documents will be reviewed regularly to ensure they are compliant with all associated legislation. Updated documents will be made available to relevant staff and participants.

*Feedback and evaluation of data*

CAPS will regularly encourage participants, parents/caregivers, and staff to complete surveys so that the organisation is able to recognise their opinions and feedback.

These surveys will provide the information that CAPS needs to assess the quality of services and management and identify areas of improvement.

After reviewing the surveys, CAPS will advise all participants and staff of changes being implemented that will affect them. CAPS may conduct follow-up meetings if it is felt that a participant’s feedback should be further investigated.

Staff surveys will also measure morale and the satisfaction with the work environment. The surveys will also provide staff with the opportunity to comment on any areas that they feel there should be more training and information provided.

*Internal/external audits*

CAPS will conduct annual internal audits to monitor the quality standards are being upheld. Internal audits will consider all processes and documents to ensure that quality management is being implemented and maintained.

Internal and external audits will monitor the organisations understanding and implementation of legislation, industry standards, and operational processes.

Information collected from audits will be stored and used to inform decision making on quality improvement.

*Complaint management*

All complaints will be investigated to determine the cause and the actions needed. Improvement actions will be monitored and corrected as needed.

CAPS staff are responsible for promoting the positive handling of complaints and feedback. Complaints will be reviewed every quarter to ensure complaints are being handled in accordance with the policy and procedure.

The entire complaints handling system will be reviewed in the annual internal audit. This analysis determines if there are any patterns or trends of concern, allowing CAPS to implement an improvement plan.

*Incident reporting*

Incidents will be added to the Incident Register, which will be reviewed by the CEO. Revision of the register allows CAPS to determine if there are any patterns or trends of concern, allowing for the appropriate improvement plan to be implemented.

*Unsolicited Feedback*

 Participants and Staff are both encourages to provide feedback in areas they believe it is needed. This feedback allows CAPS to faster identify areas of improvement and make the necessary changes to improve management and service delivery. Complaints can be provided through the Feedback and Complaints Form, written in an email, or provided over the phone.

Feedback provided by staff and participants will be considered and improvements will be made where possible.

Communication of improvements

Information on improvements will be communicated through:

* Meetings
* Emails
* Text message
* Updated documents

Monitoring continuous improvement processes and systems

During regular audits, all staff and participants are encouraged to engage and provide feedback on any areas they feel they feel the need to.

Continuous improvement relies on the inclusion of participant and staff feedback to ensure that the organisations community feel that their needs are being met and high-quality support is being delivered.

Continuous improvement will be used to continue the positive progress of the organisation. Changes to documents will be recorded in the Document Control Register. New documents will be distributed in the manner described above.

**Related documents**

Feedback and Complaints Form

Feedback and Complaints Reportable Incident Register

Improvements Register

Management Performance Improvement Plan

Document Control Register

Investigation Form

Incident Report Form

Risk Management Plan

CAPS NDIS Worker Induction Checklist

Annual Training Plan

Internal Audit Schedule