



Continuous Improvement Procedure

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.

This procedure supports All About You – Disability Services to apply the National Standards for Disability Services, in particular *Standard 6: Service Management*.

Planning and support

All About You – Disability Services 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.

All About You – Disability Services uses a range of processes to proactively identify and recommend improvement opportunities including:

- business/operational planning;
- day-to-day service delivery and interaction with each other and with people with a disability;
- seeks regular feedback from participants and significant others; and
- records feedback and suggestions on the feedback register.

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.

All About You – Disability Services 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.

All About You – Disability Services are responsible for the development and implementation of the organisational continuous improvement plan.

Reporting

All About You – Disability Services 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 register is reviewed monthly and All About You – Disability Services reports outcomes against the objectives and any key performance indicators included in the plan.

Review and evaluation

All About You – Disability Services 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 can include:

- 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