

Continuous Improvement Policy

Policy statement

This policy supports Patches to apply NDIS Quality and Safeguarding Practice Standards for Provider Governance and Operational Management and Provision of Supports. Patches 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 Patches maintains high standards, improves systems and processes, adapts to changing needs and demonstrates organisational improvement.

Scope

This policy applies to all individuals engaged in a service arrangement with Patches.

Principles

- Patches is committed to innovation, high quality, continuous improvement, contemporary best practice and effectiveness in the provision of supports to people with disability.
- Planning, resource allocation, risk management and reporting are critical for continuous improvement and part of an integrated approach that supports Patches' mission and vision.
- 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.

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.

Related policy and procedures

- Code of conduct
- Continuous improvement register

Related legislation and policy

- Carers’ Recognition Act 2004
- Disability Services Act 1993 (WA)
- Equal Opportunity Act 1984 (WA)
- State based WHS legislation
- United Nations Convention on The Rights of Persons with Disabilities
- National Standards for Disability Services
- National Disability Insurance Scheme Quality and Safeguarding Framework
- NDIS Practice Standards and Quality Indicators 2021

Document Control

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