

Continuous improvement

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Introduction

Continuous improvement helps to ensure supports and services provided are always the best possible for participants. Part of quality management, continuous improvement involves:

- listening to participants and valuing their feedback
- understanding what we are doing well
- identifying where improvements are needed
- taking action in order to best meet the needs of participants.

Applicability

When

- applies to all areas of the service at all times.

Who

- applies to all representatives including key management personnel, directors, full time workers, part time workers, casual workers, contractors and volunteers.

Continuous improvement

- regularly collect information, from a variety of sources, including:
 - things that are working well
 - things that are not working well
 - things that have gone wrong
 - decide if the issue is a risk
 - any changes in requirements
 - any external knowledge or advice
- record issues and ideas in a continuous improvement plan
- decide if an issue presents a risk—if it is, record in the risk management plan, and work with those affected to address on ideas for change
- implement changes as agreed and documented
- advise all relevant stakeholders of any changes made
- monitor changes and review if intended outcomes are positive, whether there are any unintended negative impacts and any further changes required to address this
- report regularly to key management personnel on continuous improvement plans and the progress.

Continuous improvement responsibilities of key management personnel

- drive quality improvement, and encourage and provide opportunities for worker involvement
- ensuring services are well planned, effective in meeting needs and provided at the best possible level of quality by:
 - ensuring a quality management system is used and that internal controls are in place to comply with relevant standards
 - monitoring the results of quality reviews and making changes as needed
 - ensuring compliance with reporting requirements
 - implementing risk management
 - pursuing organisational goals of service excellence.

Additionally, key management personnel should provide leadership in quality management including:

- foster a positive attitude to quality improvement among workers
- implement policy and procedures for quality management to guide workers
- identify key indicators for quality for the service
- establish documentation and reporting processes to enable the ongoing tracking of quality improvement.

Continuous improvement responsibilities of workers

- constantly be on the lookout for ways that processes or services could be improved
- discuss any identified areas for improvement with supervisor
- participate in team meetings about continuous improvement.