

## Standard 6



### WADSA Continuous improvement plan

#### Purpose

The National Disability Insurance Scheme Act 2013 states that. 'innovation, quality, continuous improvement, contemporary best practice and effectiveness in the provision of supports to people with disability are to be promoted.'

This continuous improvement plan encourages communication, questioning and analysis of new and existing activities and outlines what WADSA will do to meet the highest standard of service and apply best practice. The plan supports:

- an organisational culture that values all people and recognises the need to always striving to have better services
- communication, information sharing and critical thinking
- WADSA to apply the National Standards for Disability Services (the Standards) and turn the principles behind the NDIS into practice.

The Standards define continuous improvement as: 'the ongoing effort of an organisation to improve services, systems, processes or products to maximise benefits for its clients. The process of continuous improvement relies on evidence based information to support the organisation's success in achieving its goals and outcomes. This also means adapting to changing needs of the community or people using services.'

This plan aligns with the Standards and outlines activities that continuous improvement in a planned and routine way, including new initiatives and existing activities to improve systems and practice.

## **Identifying opportunities**

Continuous improvement opportunities may be identified in everyday work and life. They may be raised in conversations, reported in quality evaluations or identified through complaints. Ideas to improve services can come from anyone including people with disability, family, carers, staff and volunteers. Staff will support people accessing services to document their ideas, feedback or complaints when necessary and appropriate.

There is a dedicated focus on continuous improvement and it is a standing agenda item at fortnightly staff meetings, six monthly staff reviews and association planning days. Suggestions for continuous improvement can be made at any time to the General Manager, WADSA.

## **Exploring ideas**

The development of a continuous improvement plan provides scope for WADSA to improve the quality of its services and provide for better outcomes for people with disability, families, carers and the staff and volunteers who work within them. For example: continuous improvement could consider elements inclusive of background, evidence, progress, and final outcomes.

The General Manager is responsible for operational decisions relating to continuous improvement including the allocation of resources, advice and approval of continuous improvement activities,

**Continuous Improvement Framework (sample of separate register)**

Reference number/ date	Source of feedback	Opportunity for improvement	Standard/ Indicator of practice	Action required	By who	By when	File location
This number can be used to help track the progress of this activity	Who made the recommendation or where did the idea come from?	Describe what needs to change	Standard: Practice indicator:	What are you going to do?	Who is responsible for implementing the changes?	When will this happen?	Where the original information related to this activity is stored
Fortnightly	Staff Meetings	Opportunity for improvement detailed	Standard: Practice indicators:	Staff meeting will			Staff meeting minutes

### **WADSA's Continuous Improvement Framework**

The continuous improvement suggestions, process and outcomes are recorded where the activity was discussed according to our framework. This includes staff fortnightly meetings, WADSA Management Meetings and Staff reviews. This framework is outlined in as part of WADSA's Continuous Improvement framework. A sample template for this framework is part of this Continuous Improvement Plan.

### **Approvals**

Date of approval: **[insert date]**

Date of review: **[insert date]**

Signature of Managing Director: **[insert signature]**

## Standard 6 policy

### Continuous improvement policy

#### Policy statement

This policy supports WADSA to apply the National Standards for Disability Services, in particular Standard 6: Service Management.

WADSA 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 WADSA maintains high standards, improves systems and processes, adapts to changing needs and demonstrates organisational improvement.

#### Scope

All staff, whether permanent or casual, contractors, volunteers or business partners, are responsible for monitoring how well WADSA's services and supports are working.

#### Principles

- All services provided to people with disability and all processes and procedures undertaken by staff are the best they can be.
- 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.

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

## **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 membership, 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 plan

## **Related legislation and policy**

- Carers' Recognition Act 2004
- Disability Services Act 1993 (WA)
- Equal Opportunity Act 1984 (WA)
- Occupational Health and Safety Act 1984 (WA)
- United Nations Convention on The Rights of Persons with Disabilities
- National Standards for Disability Services
- National Disability Insurance Scheme 2013: Principles
- National Disability Insurance Scheme Quality and Safeguarding Framework

## **Approvals**

Date of approval: **[insert date]**

Date of review: **[insert date]**

Signature of Managing Director: **[insert signature]**

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## Standard 6 procedure

### 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 WADSA to apply the National Standards for Disability Services, in particular Standard 6: Service Management.

#### Planning and support

WADSA 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.

WADSA uses a range of processes to proactively identify and recommend improvement opportunities including:

- Strategic planning
- Organisational planning
- Staff operational planning
- Staff reviews
- Staff meetings
- Day-to-day service delivery and interaction with each other and with people with disability.
- Evaluation and research

#### 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.



The General Manager is responsible for the development of operational plans. The development process should include deliberate effort to identify opportunities for improvement.

The General Manager is responsible for the development and implementation of the organisational continuous improvement plan.

### **Reporting**

WADSA 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 plan is on the document control register and reviewed accordingly

The General Manager is responsible for reporting overall organisational improvement to the Management Committee.

### **Review and evaluation**

WADSA undertakes analysis and reporting of data and information to measure and evaluate performance against intentions. 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 includes:

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- 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 reviews with people with disability
- Staff exit interviews

- Feedback opportunities following participation with the association for people with disability, families and carers.

### **Key contact**

Questions about how to implement this procedure should be directed to **General Manager**

### **Approvals**

Date of approval: **[insert date]**

Date of review: **[insert date]**

Signature of Managing Director: **[insert signature]**

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