



Continuous Improvement

Policies & Procedures

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CONTINUOUS IMPROVEMENT

Scope

When

- Applies to all areas of service at all times

Who

- Applies to all representatives including key management personnel, directors, full time employees, part time employees, casual employees, contractors, and Volunteers

Purpose

Continuous improvement helps to ensure support and services provided are always the best possible for clients.

Part of quality management, continuous improvement involves:

- Listening to clients and valuing their feedback
- Understanding what 123 Support Services are doing well
- Identifying where improvements are needed
- Taking action in order to best meet the needs of clients

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

The following meeting agendas compulsorily ask if there are any items in these categories that are not being picked up elsewhere:

- Incident/Allegation
- Complaint
- Feedback -- Client, Family, Staff, Community
- Emergency/Disaster Management
- Human Resources Management
- Financial Audit

- Governance/Operational Management
- Information Management
- Work Health/Safety
- Review/Update Policies and Procedures
- Alerts for Improvement
- Ideas for Improvement

The agendas where these will be raised are:

- Board of Management Meetings
- Leadership Team Meetings
- Service Coordinators Meetings
- Support Team Meetings

Reports on any item that fits improvement or risk alert will be entered in the Register for attention and eventual signing off.

The Leadership Team will manage and maintain the register.

Outcomes of Findings

- 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 employee 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 employees
- Implement policy and procedures for quality management to guide employees
- 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 employees:

- Constantly be on the lookout for ways that processes, or services could be improved
- Discuss any identified areas for improvement with the service coordinator
- Participate in team meetings about continuous improvement

Further Advice or Assistance

Further advice and information can be obtained from the:

» 123 Support Services' Director:

- by phoning: 07 4361 6848;
- by emailing: admin@123supports.com

Effectiveness and Review

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.