



# POLICY

## 8.4 - SERVICE MANAGEMENT: CONTINUOUS IMPROVEMENT

### ***Purpose***

The purpose of this policy and procedure is to set out how Better Together delivers quality services, meets legislative, contractual and funding requirements through an effective Quality Management System (QMS) that is based on an ongoing cycle of review, evaluation and improvement.

This policy guides the design and delivery of services and ensures Better Together maintains high standards, improves systems and processes, adapts to changing needs and demonstrates organisational improvement.

### ***Applicability***

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

### ***Policy statement***

Better Together is committed to continuous service improvement by;

- Having different information collection sources as point of reference to determine service quality and issues including feedback from Service Users and staff
- Recording issues and improvements in a plan
- Considering risks related data, evidence-informed practice
- Monitor, audits and review progress
- Communicating relevant changes to relevant stakeholders

### ***Principles***

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.

- 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 Better Together's mission and vision.
- Better Together 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 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
- Governance
- Risk management
- Information management
- Continuous Improvement Register



### Continuous Improvement Information Management Process

