

# NDS Quality and Safeguards Sector Readiness Project

## Continuous Improvement Checklist

This checklist has questions which are designed as thought starters for your organisation to consider.

This is a starting point and is not a complete procedure. Please consider the size of your organisation and the scope of services when evaluating the systems you have in place for continuous improvement.

This checklist has information on:

- **promoting a positive and inclusive culture**
- **actively seeking feedback**
- **systems and processes.**

## Promoting a positive and inclusive culture

- Do your leaders promote a culture of continuous improvement as a driver for quality service delivery?
- Does your organisation use a learning and reflection process to support continuous improvement?
- Is continuous improvement a standing agenda item at staff/ team/manager/executive meetings?
- Do workers encourage feedback or complaints from the people they work with?
- Can suggestions for continuous improvement be made at any time? Is the process clear on how to make suggestions and who to make them to?
- Is co-design used to make changes to existing services or in the design and development of new services?
- Do you have a continuous improvement working group, or similar forum, involving people with disability, their support networks and staff from different roles working to troubleshoot known issues and focus on improvement generally?
- Are there mechanisms in place for gathering feedback which are inclusive, are available in different formats, consider different people, their culture, how they communicate and what their preferences are?
- When a person provides feedback, is this acknowledged and followed up? Are regular updates provided on actions taken or improvements made?

## Actively seeking feedback

- Does your organisation have a customer evaluation or satisfaction survey, focus groups or interviews to seek ideas for improvements?
- Do you have a customer exit survey and/or interview which includes a question on ideas for improvements?
- Does your complaints procedure seek feedback from participants and staff about complaints as well as the complaints process and accessibility?
- Does your incident procedure seek feedback from participants and staff about the handling and outcomes of incidents?
- Do you have a continuous improvement ideas form which is available for people with disability, their support networks, and staff to log improvement ideas and suggestions?
- Do you survey your staff to seek ideas on workplace and service improvement?

## Systems and processes

- Do you have information systems in place to gather data to identify risks and areas for improvement?
- Do you use a continuous improvement register to record improvement opportunities and track progress?
- Do you include audit findings (both internal and external) to the continuous improvement register?
- Is an identified staff person responsible for keeping the register up to date and monitoring the status of improvement ideas?
- Are tasks assigned to a particular staff person with a deadline for implementation.
- Are feedback and individual outcomes analysed to determine what could be done better?
- Are your organisation's policies, procedures, and processes about continuous improvement regularly reviewed?



**Consider creating a template** to review plan and implement improvements within your organisation. An example is this [Continuous improvement template](#) from Commonwealth Home Support Programme.

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