Continuous Improvement Checklist

This resource was developed by the NDS Quality and Safeguards Sector Readiness Project and is funded by the Government of Western Australia Department of Communities.

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? Yes/No?
* Does your organisation use a learning and reflection process to support continuous improvement? Yes/No?
* Is continuous improvement a standing agenda item at staff/ team/manager/executive meetings? Yes/No?
* Do workers encourage feedback or complaints from the people they work with? Yes/No?
* 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? Yes/No?
* Is co-design used to make changes to existing services or in the design and development of new services? Yes/No?
* 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? Yes/No?
* 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? Yes/No?
* When a person provides feedback, is this acknowledged and followed up? Are regular updates provided on actions taken or improvements made? Yes/No?

# Actively seeking feedback

* Does your organisation have a customer evaluation or satisfaction survey, focus groups or interviews to seek ideas for improvements? Yes/No?
* Do you have a customer exit survey and/or interview which includes a question on ideas for improvements? Yes/No?
* Does your complaints procedure seek feedback from participants and staff about complaints as well as the complaints process and accessibility? Yes/No?
* Does your incident procedure seek feedback from participants and staff about the handling and outcomes of incidents? Yes/No?
* 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? Yes/No?
* Do you survey your staff to seek ideas on workplace and serviceimprovement? Yes/No?

# Systems and processes

* Do you have information systems in place to gather data to identify risks and areas for improvement? Yes/No?
* Do you use a continuous improvement register to record improvement opportunities and track progress? Yes/No?
* Do you include audit findings (both internal and external) to the continuous improvement register? Yes/No?
* Is an identified staff person responsible for keeping the register up to date and monitoring the status of improvement ideas? Yes/No?
* Are tasks assigned to a particular staff person with a deadline for implementation? Yes/No?
* Are feedback and individual outcomes analysed to determine what could be done better? Yes/No?
* Are your organisation’s policies, procedures, and processes about continuous improvement regularly reviewed? Yes/No?

**Other Resources: Consider creating a template to review plan and implement improvements within your organisation. An example is this** [**Continuous improvement template webpage**](https://www.health.gov.au/sites/default/files/documents/2021/01/continuous-improvement-template.pdf)  **from Commonwealth Home Support Programme.**

**Please note:** This resource was developed in May 2023 by the NDS Quality and Safeguards Sector Readiness Project. The resource is general in nature and is provided as a guide only. NDS believes that the information contained in this publication is correct at the time of publishing, however, NDS reserves the right to vary any of this publication without further notice. The information provided in this publication should not be relied upon instead of other legal, medical, financial, or professional advice. Please always refer to online documents for the latest versions including the NDIS Practice Standards and advice to providers on the Code of Conduct.

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