## NDS LogoStandard 6 policy template

## Continuous improvement policy

**Policy statement**

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

**[organisation]** 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 **[organisation]** 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 **[organisation’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 **[organisation’s]** mission and vision.
* **[organisation]** 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

**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 CEO: **[insert signature]**