

Tool 2.7.14 Standard 6 template document

Continuous improvement plan [insert date]

Purpose

The National Disability Insurance Scheme Act 2013 states that. ‘innovation, quality, continuous improvement, contemporary best practice and effectiveness in the provision of supports to people with disability are to be promoted.’

This continuous improvement plan encourages communication, questioning and analysis of new and existing activities and outlines what [organisation] will do to meet the highest standard of service and apply best practice. The plan supports:

- an organisational culture that values all people and recognises the need to always striving to have better services
- communication, information sharing and critical thinking
- [organisation] to apply the National Standards for Disability Services (the Standards) and turn the principles behind the NDIS into practice.

The Standards define continuous improvement as: ‘the ongoing effort of an organisation to improve services, systems, processes or products to maximise benefits for its clients. The process of continuous improvement relies on evidence based information to support the organisation’s success in achieving its goals and outcomes. This also means adapting to changing needs of the community or people using services.’

This plan aligns with the Standards and outlines activities that continuous improvement in a planned and routine way, including new initiatives and existing activities to improve systems and practice.

Identifying opportunities

Continuous improvement opportunities may be identified in everyday work and life. They may be raised in conversations, reported in quality evaluations or identified through complaints. Ideas to improve services can come from anyone including people with disability, family, carers, staff and volunteers. Staff will support people accessing services to document their ideas, feedback or complaints when necessary and appropriate.

There is a dedicated focus on continuous improvement and it is a standing agenda item at [type of meeting] held [frequency]. Suggestions for continuous improvement can be made at any time to [position] [organisation].

Exploring ideas

The development of a continuous improvement plan provides scope for [organisation] to improve the quality of its services and provide for better outcomes for people with disability, families, carers and the staff and volunteers who work within them. Each initiative whether a new activity or an existing system or practice needs to consider the following elements:

- Background

What is the issue and why does it need to be improved?

- Evidence

What is the experience of people with disability, families, carers, staff and volunteers?

Is there other evidence to support the need for change?

What is best practice?

Is the activity SMART (strategic, measurable, attainable, relevant and timely)?

- **Milestones and deliverables**

What needs to be done?

Who will do it and when?

- **Intended outcomes**

What do you want to achieve?

How will you communicate the outcomes and embed the changes?

- **Evaluation process**

How did the project measure up?

Was the improvement successful?

How will you measure that?

Did you achieve your intended outcomes on time and on budget?

What can you learn from this process that might benefit other activities into the future?

- **Report**

Have you added the activity to the continuous improvement register?

If the project impacts on many business areas is a report required from or for each area?

- **Deciding what to do**

A continuous improvement panel provides advice back to the organisation about ideas raised through both informal and formal channels ideas and their priority. It meets [frequency]. The panel includes representatives of people accessing services, families or carers, staff, volunteers and management. The terms of reference for the panel are below.

Ultimately the Chief Executive Officer is responsible for operational decisions including the allocation of resources. The CEO considers the panel's advice and approves continuous improvement activities, appoints a responsible officer, sets a timeframe and monitors progress.

Implementation of approved activities

Reference number/ date	Source of feedback	Opportunity for improvement	Standard/ Indicator of practice	Action required	By who	By when	File location
This number can be used to help track the progress of this activity	Who made the recommendation or where did the idea come from?	Describe what needs to change	Standard: Practice indicator:	What are you going to do?	Who is responsible for implementing the changes?	When will this happen?	Where the original information related to this activity is stored
Ref #: 001 5 Oct. 17	Complaint from a person we support	Staff awareness about financial abuse and its implications	Standard: 1 Rights Practice indicators: 1:1, 1:5, 1:6	-Review policies and procedures related to Standard 1 and relevant practice indicators -Review staff training to check that financial abuse and its implications are covered -Implementation of relevant Zero Tolerance framework and training resources	-Policy subcommittee -Training officer in consultation with relevant stakeholders (including people we support, families, support workers and team leaders)	5 Dec. 17 5 Dec. 17	Complaints register

Monitoring plan progress

The continuous improvement register is used to identify all continuous improvement activities and their outcomes in a single location. It includes options to identify the source of opportunities for improvement so [organisation] can see which areas of the service need to be encouraged. It also helps to identify whether the mechanisms for identifying improvement opportunities are effective.

Continuous improvement panel terms of reference

The continuous improvement panel meets [frequency] to consider opportunities to improve the quality of services. The panel includes representatives of key stakeholders and acts as a consultation mechanism. It provides advice to the organisation and helps it to prioritise continuous improvement activities. The panel is chaired by [position]. All meetings are minuted.

Panel members contribute ideas and provide feedback based on their experience. They help [organisation] understand a particular issue, come up with ideas on how to solve a problem or give feedback on some solutions that have already been shortlisted. All members must be honest and respectful. Members should not participate in discussions where they have a conflict of interest and should advise the Chair immediately upon becoming aware of the conflict.

Panel members will be appointed based on their response to an open selection process. Shortlisting and final appointment will be made by [position].

[organisation] will pay reasonable transport costs for panel members to attend meetings and will support any access requirements.

Definitions

Deliverable – something that must be provided. Often refers to reports or hard copies of materials but can also refer to workshops or other business activity.

Milestone – a particular point in time within a plan or project. Milestones can include the conclusion of a phase or a date when a major deliverable is required.

Outcomes – the results of an activity linked to an agreed objective. In the disability sector this might mean outcomes for an individual, for staff or the organisation.

