

Continuous Improvement Policy

PURPOSE AND SCOPE

- To ensure the Easy iCare Pty Ltd actively pursues and demonstrates continuous improvement in all aspects of business operations.
- To meet legislative and regulatory requirements.
- To support Easy iCare Pty Ltd's commitment to high quality service for all stakeholders.

<p>Continuous Improvement</p>	<p>Is a formal, cyclical series of steps that are designed to improve processes and that lead to better outcomes for Participants and other stakeholders. The steps usually include matters such as identifying opportunities for improvement, collecting data, analysing data, deciding on a new approach based on the data analysis, developing and implementing changes, and evaluating the effectiveness of the changes.</p>
<p>Internal auditing</p>	<p>Is an independent, objective assurance and consulting activity designed to add value and improve the organisation's</p>

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Authorised by	Karl Jenkins (Director)	Review Date	26/2/19
Author/Reviewer	Kerry Bolton (Safety & Compliance Manager)		
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	<p>operations. It helps the organisation to accomplish its objectives by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of its quality management system.</p>
<p>Corrective Action</p>	<p>Is an action, or a plan, created by management to address a non - conformance.</p>
<p>Performance measures</p>	<p>Performance measures (or 'indicators') are the way in which outcomes or results are evaluated. They are the measures of how well the service provider is carrying out its work and</p>
	<p>achieving its aims. They are expressed as numbers rather than as descriptions. They can tell a service provider such as Easy iCare Pty Ltd:</p> <ul style="list-style-type: none"> • How much it has done (for example: numbers of people using a service, numbers of activities provided). • How well it has done something (for example: levels ,of satisfaction by numbers of people, timeliness or efficiency of activities). • What effect it has had (for example: outcomes for numbers of people receiving service, changes in social well-being or social policy). • Sound corporate governance.

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- The financial health of the service provider.
- Levels of satisfaction with the service received.
- Achievement of positive outcomes for people receiving services.
- Staff morale, and
- A positive profile for the service provider among stakeholders.

POLICY

Continuous improvement process

The basis of Easy iCare Pty Ltd's quality system is a cycle of self-improvement that follows a basic model that involves planning, acting, checking and acting to improve and standardise. This model is used at a whole of organisation level, to determine, measure, analyse and improve performance. At a process level, this approach involves:

- Identifying problem or improvement opportunity, investigate and determine root cause.
- Developing and implementing an action plan, listing tasks, set target dates, nominating responsibility and tracking progress through management.
- Checking that the improvement has led to improvement through performance measures, and identifying any new or additional measures needed, and
- Standardising improvements made e.g. through policies or other documents.

Measurements of quality

Easy iCare Pty Ltd uses survey and audit results to measure outcomes required under the NDIS Practice Standards and Quality Indicators, in addition to other legislative requirements.

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Sources of data for continuous improvement

Changes in legislation / regulation and best practice

Easy iCare Pty Ltd Management captures this information via structured access to government, industry and association information channels, and via attendance at industry conferences, networking events and education. This information will assist Easy iCare Pty Ltd in assessing the need for change in practice and/or approach to operations and/or services, and to make any improvements that may be necessary.

Policies and procedures will be reviewed to ensure compliance with legislation. Version control will occur to ensure current documents are available to staff and participants.

Feedback and evaluation data

Easy iCare Pty Ltd will conduct formal surveys at least annually to obtain opinions and feedback from Participants as well as those of their families, guardians/advocates (where possible).

Such feedback will assist Easy iCare Pty Ltd to accurately assess the quality of services and to make any improvements that may be necessary.

Easy iCare Pty Ltd will collate the feedback from its surveys and advise Participants of any proposed improvements to service delivery. Surveys and focus groups may also, as required, be targeted to review specific aspects of performance, such as our information provision, or assuring participants be involved in their planning and decision-making.

Staff surveys will also be conducted on an annual basis. These will be used to measure morale, understanding of Easy iCare Pty Ltd's policies and procedures, operating environment, roles within the organisation, training and information needs, and commitment to its values. "Feedback Analysis" is fed into continuous improvement plan.

Internal/ External Audits

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Easy iCare Pty Ltd will conduct periodic internal audits to determine whether or not the quality management system conforms to the requirements of the relevant quality standards. The internal audits will check all processes and documents to ensure that the quality management system has been effectively implemented and maintained.

Internal and external audits will be designed to ensure that legislation, industry standards, and operational processes are properly understood and implemented in accordance with organisational policy.

Data obtained from audits will be stored, and used to ensure corrective actions are recorded, verified and closed out. The data collected from internal audits and corrective actions will be used as part of the continuous quality improvement system.

Complaint Management

All complaints will be investigated to determine root causes and any needed improvements. Improvements will be tracking progress through management systems (meetings and reports) to capture and evaluate corrective actions.

All employees will be responsible to promote the development of a positive complaint handling culture.

Management will review complaints at least every six (6) months to ensure that these have been handled in accordance with Policy and Procedure.

The Manager (or person appointed) will annually review the complaint handling system as a whole to ensure that changes to policy and practice are made where necessary. The complaint data will be analysed to determine if there are any trends or patterns of on-going concern. Such analysis will be linked to the continuous improvement system and corporate governance.

Incident Reporting

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The Manager will be responsible for reviewing incidents including incidents recorded under the "Participant Incident Register"; requirements of major and minor impacts on the participant. They will collect the data from incident reports, analyse that data, and determine if there are any issues, trends or patterns of on-going concern. Such analysis will be linked to the continuous improvement system.

Unsolicited feedback

Every participant and employee have the right, and is encouraged, to provide feedback and / or suggestions that they believe can lead to improvements in the overall operation of the organisation.

They may use the Complaint Form, put their thoughts and ideas in writing to the Manager. Additionally, feedback can be provided via our website portal. All suggestions will be fully

considered, and improvements implemented; wherever possible. This information is linked to our corporate governance to allow changes in policies and procedures to improve practices.

Communication of Improvements

An overview of improvements is communicated via:

- Staff Meetings
- Email
- Sub-contractor meetings
- Updated policies and procedures

Monitoring Continuous Improvement Processes and Systems

- Continuous improvement processes and systems are regularly audited as part of our audit program, and staff, Participants and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be made.

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- Continuous improvement should include feedback from participants and community to ensure that Easy iCare Pty Ltd meets the needs of the community in which it functions.
- Continuous improvement ideas and strategies will be used to inform our Corporate Governance.
- Document and version control measures will include Document Control Register. New documents are forwarded as per communication in this document.

RELATED DOCUMENTS

- Compliments, Complaints and Feedback Forms
- Incident Investigation Form
- Feedback Analysis Annual Review
- Complaints Register
- Continuous Improvement Register
- Hazard Report
- Orientation Process
- Policies and Procedures Reviews
- Document Control Register
- Corporate Governance

REFERENCES

- Work Health and Safety Act (2011)
- Disability Inclusion Act and Regulation 2014
- Privacy Act (1988)
- NDIS Practice Standards and Quality Indicators 2018

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