

# CONTINUOUS IMPROVEMENT POLICY

## Policy Statement

This policy supports Mypower Foundations to apply the NDIS Practice Standards, NDIS Code of Conduct, and in particular Standard 6: Service Management.

Mypower Foundations 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 Mypower Foundations maintains high standards, improves systems and processes, adapts to changing needs and demonstrates organisational improvement.

All staff, whether permanent or casual, contractors, volunteers or business partners, are responsible for monitoring how well Mypower Foundations services and supports are working.

## Principles

- 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 Mypower Foundations' mission and vision.
- Mypower Foundations 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 as 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.

## Procedure

### Planning and Support

Mypower Foundations analyses internal and external environments to understand the broader disability sector and contemporary services. This includes planned engagement with people with disability and other key stakeholders to understand their needs and expectations and ensure a person-centred approach. Key stakeholders can include contractors, families, carers, guardians, advocates and other relevant parties as appropriate.

Mypower Foundations offers a range of ongoing training for its staff to ensure continuous improvement is promoted throughout all team members

Feedback is encouraged by all stakeholders in the form of communication most comfortable for them, including written, verbal, and via structured feedback forms.

Mypower Foundations uses a range of processes to proactively identify and recommend improvement opportunities including:

- Strategic planning.
- Organisational planning.
- Day-to-day service delivery.
- Interaction with each other and with people with disability.
- NDIS directions.

## Responsibility

People with disability, families, carers, advocates and all contractors are encouraged to speak up at any time and raise any concerns they have as well as provide their service improvement ideas on organisational processes, procedures and systems.

The Director is responsible for the development of operational plans. The development process should include deliberate effort to identify opportunities for improvement.

The Director is responsible for the development and implementation of the organisational continuous improvement plan.

The Director will ensure contractors are made aware of the NDIS Code of Conduct and its obligation towards human rights, respect, and risk. The Director will direct contractors to complete the NDIS Workers Orientation Module as part of their onboarding process.

## **Reporting**

Mypower Foundations involves people with disability and contractors in formal quality evaluations and complying with all legal and contractual reporting requirements. This includes all quality system requirements such as Serious Incident Reporting.

The Continuous Improvement Plan is reviewed yearly, or as needed. Whichever is the former.

## **Review and evaluation**

Mypower Foundations undertakes analysis of data and information to measure and evaluate performance against established goals. This includes regular audit activity to monitor and review performance and compliance with relevant standards and legislation as well as evaluate risks and identify strategies required.

This includes:

- Gap analysis.
- Complaints and feedback (formal or informal) including surveys.
- Accident and serious incident reports.
- National Standards for Disability Services.
- Service or process mapping and audit.
- Service reviews with people with disability.
- Contractors exit interviews.
- Exit interviews for people with disability, families, and carers.
- Understanding of the NDIS Code of Conduct by workers and contractors.

These updates will be implemented by updating policy and procedures as notified to contractors and, where appropriate, distributed to participants.

This procedure explains how Mypower Foundations will implement its policy on Continuous Improvement, ensuring compliance with the NDIS rules and regulations.

### **Relevant Legislation and Policies**

- Privacy Act 1988
- Work Health and Safety Act 2011
- Community Services (Complaints, Reviews, and Monitoring) Act 1993
- NSW Disability Services Standards
- National Standards for Disability Services
- Disability Discrimination Act 1992
- NSW Disability Inclusion Act 2014
- NSW Anti-Discrimination Act 1977
- National Disability Insurance Scheme Act 2013
- NDIS Code of Conduct
- NDIS Quality and Safeguarding Framework
- Universal Declaration of Human Rights
- United Nations Convention on The Rights of Persons with Disabilities