GOV - Continuous Improvement
Policy and Procedure

Dept/Service: (CO) Governance	**Version:**3.004006 **Issued:**25/08/2023	**Stage:** Issued

Policy Statement:

Colac Otway Disability Accommodation Inc, (CODA) is committed to identifying opportunities to continuously improve its services to meet and exceed the expectations of our particpants, their families and people identified as important in their daily lives. Through continuous improvement, CODA maintains its profile as a local community provider known to provide excellence in service delivery.

This policy and procedure applies to members of the Board, and all staff of CODA in the belief that the provision of a quality service is the responsibility of every CODA employee. Each person is expected to work within the organisational values and commit to a culture of continuous improvement.

CODA will work in partnership with all our stakeholders to understand their needs and expectations. With that understanding we will encourage and empower staff to participate in continuous improvement and risk management activities through teamwork and structured meetings at every level of the organisation. We are committed to ensuring that our continuous improvement activities meet all legislative and service funding body requirements at a Federal and State level.

The Continuous Improvement policy and procedure is accessible to particpants and their carers/families via the CODA website and available in a format consistent with participants preferred communication methods.

Process Steps:

	Responsibilities	**Links**
1 Continuous Improvement Plan CODA has a service wide Continuous Improvement Plan (CIP) which is updated regularly by the Quality and Compliance Manager (QCM) or designated person. The plan is updated by; • review at the CODA Quality and Risk Committee meetings, which are held monthly or as required • the forwarding of a Continuous Improvement Plan Update Form (CIPUF) to the QCM who then registers the form and updates the plan • monitoring, measuring and trending incidents, accident and injury forms, complaints and compliments • collecting quality indicator data which is analysed to determine trends in service gaps and operations which identifies opportunities for improvement and/or corrective action	(CO) HR - Quality & Compliance Manager (CO) Human Resources	GOV - Continuous Improvement Plan Update Form (CO-Forms)
2 Continuous Improvement activities CODA aims to ensure a culture of continuous Improvement through a range of activities that include but are not limited to;	(CO) GOV - Board members (CO) Governance (CO) HR - Chief	

Process Steps:

	Responsibilities	Links
• quality and /or continuous improvement as an agenda item for the Quality and Risk Comittee, the Leadership Team meeting, the Supervisors meeting and all staff/team meetings • progressively educating staff in continuous improvement via professional development days and team meetings • a supported parent/family forum to gather feedback and provide information on disability community updates and changes • an annual feedback opportunity at point of plan review • a particpant engagement forum supported by the Operations Manager • collection of Quality Indicators for trending and analysis to identify opportunities for improvement • feedback of Quality Indicators to Supervisors and Team leaders to discuss at their staff meetings and identify potential strategies moving forward • having the Continuous Improvement Plan (CIP) available for all staff to read • a member of the management team reviewing data on client and staff incidents on the Client Management System and following up where required • the completion of an incident register to ensure the feedback loop is maintained • capturing all complaints and monitoring for trends CODA utilises a digital quality management system that contains the organisations policies and procedures, job descriptions, work instructions and forms, called "dKnet". All staff have access to the dKnet policies and procedures to guide their professional practice either via the internet on work site computers, or via a tablet provided. The system is managed by the Chief Executive Officer (CEO) and the Quality and Compliance Manager (QCM) who organise permissions to documents based on type of access required. Policies and procedures are updated by managers according to portfolio allocations. The CEO and QCM approve and issue policies, procedures and other quality documents to staff.	Executive Officer (CO) Human Resources (CO) HR - Operations Manager (CO) Human Resources (CO) HR - Quality & Compliance Manager (CO) Human Resources	

3 Audits

	Responsibilities	Links
CODA monitors compliance with appropriate policies and procedures through a system of audits. An audit schedule is developed annually by the Quality and Compliance Manager (QCM) in consultation with administrative and supervisory managers and staff. Compliance with the audit schedule is monitored by the QCM. Process and practice audits are implemented in response to trends in feedback data collected and analysed as part of operational activities. CODA expects all staff to participate in audits conducted in their areas of work.	(CO) CODA (CO) HR - Quality & Compliance Manager (CO) Human Resources	

Process Steps:

	Responsibilities	**Links**

4 Legislative requirements

All CODA continuous improvement activities meet the requirements of the National Disability Insurance Scheme (NDIS) Quality and Safety Commission Practice Standards, Department of Human Services Standards and all appropriate funding body requirements at the State and Federal level.

Quality Document References:

(CO) HR - Chief Executive Officer: Position Description -(CO) Human Resources

(CO) HR - Operations Manager: Position Description -(CO) Human Resources

(CO) HR - Quality & Compliance Manager: Position Description -(CO) Human Resources

References to Standards and Legislation:

NDIS: Provider Governance & Operational Mgt   :2.1 Governance & Operational Mgt

NDIS: Provider Governance & Operational Mgt   :2.3 Quality Management

NDIS: Provider Governance & Operational Mgt   :2.5 Feedback and Complaints Management

NDIS: Provider Governance & Operational Mgt   :2.6 Incident Management

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