Continuous Improvement Policy (Simple English)

Purpose

This policy explains how Soaring Sparrows works to keep improving our services.
We want to make sure:

- Participants get the best outcomes possible.
- Services are safe, effective, and person-centred.
- The organisation follows the NDIS Practice Standards and other laws.
- Feedback and learning are always used to make things better.

Scope

This policy applies to everyone who works with Soaring Sparrows – staff, contractors, and management.
It covers all services, supports, and systems within the organisation.

Key Words

1. **Continuous Improvement** – Always looking for ways to make services and systems better.
2. **Continuous Improvement Register** – A record that lists all improvements, who is responsible, and if they have been finished.
3. **Audit** – A check to see if services and systems meet the rules and standards.
4. **Feedback** – Information from participants, families, staff, or others, including complaints, compliments, and suggestions.
5. **Stakeholders** – People who have an interest in our services, like participants, families, staff, contractors, and community members.
6. **NDIS Practice Standards** – The rules providers must follow to make sure services are safe and good quality.
7. **Incident** – Something that caused, or could have caused, harm to a participant, staff member, or the organisation.
8. **Legislation** – The laws and rules we must follow.

Policy Statement

At Soaring Sparrows we are committed to:

- Making continuous improvement part of everyday work.
- Listening to participants, families, staff, and other stakeholders.
- Using feedback, audits, and reviews to make positive changes.

- Keeping a Continuous Improvement Register to track improvements.
- Sharing improvements with staff and participants when relevant.

Responsibilities

Director / NDIS Compliance Officer

- Bring up ways to improve to staff
- Keep the Continuous Improvement Register up to date.
- Make sure improvements are actioned and reviewed.
- Lead audits, reviews, and compliance activities.
- Provide staff with training about continuous improvement.

Staff and Contractors

- Look for ways to improve in daily work.
- Report feedback, risks, complaints, and incidents quickly.
- Take part in reviews and improvement activities.

Participants and Stakeholders

- Share feedback through surveys, meetings, complaints, or other channels.

Procedures

1. Identifying Improvements

Improvements can come from:

- Participant feedback (complaints, compliments, surveys).
- Staff ideas or supervision sessions.
- Incident reports.
- Audits and reviews.
- Updates to laws or NDIS rules.
- Team meetings and reflective practice.

2. Recording Improvements

- All improvements are written in the Continuous Improvement Register.
- The register records: what needs improving, where it came from, actions required, who is responsible, due dates, and the outcome.

3. Implementing Improvements

- The Director brings improvement ideas to staff meetings.
- Actions are assigned to the right people.
- Staff are given training or resources to carry out changes.
- Progress is monitored until complete.

4. Reviewing and Monitoring

- Each improvement is checked to see if it worked.
- Results are shared at team meetings and with stakeholders when needed.
- The Continuous Improvement Register is checked at least every 3 months.

5. Communication

- Staff are told about changes through meetings, emails, or training.

- Participants and families are told about changes that affect them.

Related Legislation and Standards
- NDIS Act 2013 (Cth)
- NDIS (Provider Registration and Practice Standards) Rules 2018 (Cth)
- NDIS Code of Conduct
- Work Health and Safety Act 2012 (SA)

Other Relevant Documents
- Complaints and Feedback Policy
- Incident Management Policy
- Risk Management Policy
- Continuous Improvement Register

Review

This policy will be reviewed every year or sooner if:
- Laws or NDIS rules change.
- Feedback or audits show it needs updating.
- New best practices suggest improvements.