

# Continuous Improvement Policy

ORGANISATIONAL GOVERNANCE POLICY  
OPERATIONAL DIRECTOR | CHRISTINE NEILAND



## 1 PURPOSE

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

## 2 SCOPE

All staff, whether permanent or casual, contractors, volunteers, or business partners, are responsible for monitoring how well Rainbow Care's services and supports are working.

## 3 POLICY STATEMENTS

- 3.1 All services provided and all processes and procedures undertaken by staff are the best they can be
- 3.2 Services are regularly reviewed and measured for quality and effectiveness.
- 3.3 Staff, stakeholders, and customers are encouraged to provide feedback on how to improve service delivery
- 3.4 People with disability should be involved in all decision-making processes that affect them



- 3.5 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.
- 3.6 A learning culture of quality of the organisation ensures all staff, regardless of their role, contribute to service quality and quality management
- 3.7 Planning, resource allocation, risk management and reporting are critical for continuous improvement and part of an integrated approach that supports Rainbow Care’s mission and vision.
- 3.8 Rainbow Care is committed to innovation, high quality, continuous improvement, contemporary best practice, and effectiveness in the provision of supports to all people engaged with the business.

## 4 DEFINITIONS

### 4.1 Continuous improvement

The ongoing effort to improve services, systems, processes, or products to maximise individual outcomes. Evidence-based approaches are used the organisation adapts to changing needs of the community or people accessing services.



**4.2 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.

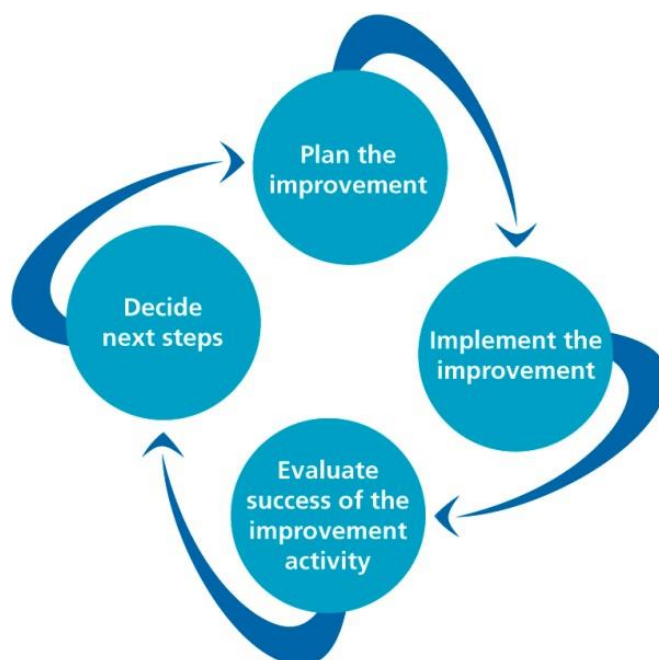
**5 PROCESS FRAMEWORK**

**5.1 4 Step Framework: PLAN – IMPLEMENT – EVALUATE – DECIDE**

Continuous improvement processes help services resolve problems and deliver high quality care and services to care recipients. Rainbow Care adopts the following 4-step framework to guide and drive the process of continuous improvement that is:

- Person-centred & strength-based
- Strategically aligned with business mission, values, and vision
- Inclusive of collaborative involvement of key stakeholders
- Innovative and includes regular monitoring and evaluation.

The diagram below shows the process flow of the 4 steps in the continuous loop:





## 5.2 Establishing a Culture of Continuous Improvement

A culture of continuous improvement ensures a service is responsive to change and can continually develop a quality service that is of value to its customers. A sound continuous improvement program can demonstrate:

- **Baseline** – the current situation the service is trying to change
- **Strategic** - planned improvements and the expected benefit to customers and community
- **Monitoring** – systems to monitor a new process or activity during its implementation
- **Evaluation** – systems to monitor a process or activity once it has been implemented, which should help ensure its sustainability and capture the actual improvements.

## 5.3 Plan the Improvement

Continuous improvement means taking a systematic and planned approach to improving the quality of care and services including:

- analysing complaints trends and themes
- researching possible solutions at the service level
- planning and prioritising improvement activities
- listening to suggestions from customers, representatives, and staff
- monitoring and evaluating new solutions, processes, and improvements

Improvements that are made in response to problems (for example, malfunctions being corrected, broken furniture being repaired) are not *planned* continuous improvement.

**5.4 Implement the Improvement**

Services should monitor new processes and activities to make sure the change is not causing problems. This will allow services to make modifications to an activity or process as required and ensure positive results for customers.

Customers and staff should be involved in the implementation, including through keeping them informed as appropriate. Staff should be supported through education and training, and updated information in policies and procedures.

**5.5 Evaluate Success**

Evaluating the effectiveness of a new activity or process is an important step.

Ensure all components of the activity have been closed-off, for instance, updating of any policies and procedures, and seeking customer and staff input. Having a structured approach to the evaluation of continuous improvement can also provide guidance for future improvement activities.

**5.6 Decide Next Steps**

There are at least two possible situations in this step:

1. If the improvement activity has been successful you can close the loop, or
2. The improvement activity has been unsuccessful or partially successful and staff need to make amendments and start a new cycle of planning, implementing, evaluating, and deciding.



**6 RELATED LEGISLATION & POLICY**

- Carers' Recognition Act 2004
- Disability Services Act 1993 (WA)
- Equal Opportunity Act 1984 (WA)
- Occupational Health and Safety Act 1984 (WA)
- United Nations Convention on The Rights of Persons with Disabilities
- National Standards for Disability Services
- National Disability Insurance Scheme 2013: Principles
- National Disability Insurance Scheme Quality and Safeguarding Framework