

	ONE2ONE POLICY			
	Title	Continuous Improvement	Policy No	19
	Indicator	CM2 – Governance and Operational Management	Review Date	

1. PURPOSE AND SCOPE

This policy underpins One2One’s approach to designing and delivering quality supports and services to our community of consumers, family, and staff. This policy will guide One2One to maintain high standards, improve our internal systems and processes, and adapt to the changing needs of our consumers and the sector.

This policy has been framed around the NDIS Practice Standards and applies to all of One2One’s supports and services.

2. POLICY STATEMENT

One2One is committed to regularly improving our supports and services and are committed to a continuous improvement practice that focuses and relies on a learning culture.

Our continuous improvement practices will ensure we are focused on the best possible outcomes for consumers, their families, and our staff, are results driven, and guide our efforts to strengthening our services. It will also mean we are regularly:

- listening to and valuing feedback from our consumers, families, and staff
- understanding what we are doing well
- identifying where improvements are needed
- acting to best meet the needs of consumers.

3. POLICY CONTENT

One2One’s continuous improvement practices will include:

- regularly collecting information, from a variety of sources, including:
 - things that are working well
 - things that are not working well
 - things that have gone wrong
 - decide if the issue is a risk
 - any changes in requirements
 - any external knowledge or advice.
- recording ongoing projects and ideas in our Continuous Improvement Action Plan
- deciding if an issue presents a risk and record in our Risk Management Register in line with One2One’s Risk Management Policy, and work with those affected to address on ideas for change
- recording incidents and near misses that require implementation of new or improved systems, procedures or policies in our Continuous Improvement Action Plan
- implementing changes as agreed and documented
- advising all relevant stakeholders of any changes made
- monitoring changes and review if intended outcomes are positive, whether there are any unintended negative impacts and any further changes required to address this
- reporting regularly to key management on continuous improvement progress

One2One's Quality Systems Management committee will be responsible for:

- driving quality improvement, and encouraging and providing opportunities for staff involvement around continuous improvement
- ensuring services are well planned, effective in meeting needs and provided at the best possible level of quality by:
 - ensuring a quality management system is used and that internal controls are in place to comply with relevant standards
 - monitoring the results of quality reviews and internal audits, and making changes as needed in line with One2One's Internal Audit Policy and register
 - ensuring compliance with reporting requirements
 - implementing risk management
 - pursuing organisational goals of service excellence
- implementing policy and procedures for quality management to guide staff
- identifying key indicators for quality for One2One supports and services
- establishing documentation and reporting processes to enable the ongoing tracking of quality improvement

4. PERFORMANCE STANDARDS

- 4.1** One2One successfully meets outcomes and sector standards as monitored by the National Disability Insurance Scheme Commission (NDIS Commission) Auditing program
- 4.2** One2One regularly maintains and consults a Quality System Matrix as a measuring tool for meeting its obligations under the NDIS Commission Certification requirements

5. POLICY REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One