

Continuous Improvement Policy and Procedure

Policy and Procedure

This Policy and Procedure has been created to ensure that workers are trained and taught in Continuous Improvement, provide first-class service in accordance with appropriate standards and legislative criteria. LifeOn Holistic Way aims to offer excellent services which is possible through an integrated Quality Management System based on the continuous process of evaluation, review and implementation. LifeOn Holistic Way aims for Quality Improvement by regular strategy, process and implementation analysis and audits. Continuous Improvement presents a straightforward direction throughout all areas of LifeOn Holistic Way, leading workers to think progressively and strive to work at their best, with continuous development.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

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| Continuous Improvement | The process of making regular small changes and improvements to the products, services etc., of a company, as problems or changes occur, rather than fewer large changes. |
| Evaluation | To determine the significance, worth, or condition of, usually by careful appraisal and study. |
| Review | A formal assessment of something with the intention of instituting change if necessary. |
| Implementation | The process of putting a decision or plan into effect. |

Policy

LifeOn Holistic Way supports professional growth and assists our stakeholders in promoting and implementing sustainable solutions that meet participant’s needs and maintain quality in best practice facilities. This policy provides LifeOn Holistic Way with an awareness of issues that require attention to improve the overall efficiency of the company. LifeOn Holistic Way is committed to delivering quality service, and to promoting innovation culture and continuous improvement, through best practices in service, management and strategic planning.

Worker Responsibilities

All workers will receive:

- Required training
- Necessary training.
- Continuous improvement meetings.

All LifeOn Holistic Way’s workers should strive to expand their knowledge base regarding LifeOn Holistic Way’s policies and procedures, ensuring they completely understand them and can effectively implement them; whilst being aware of possible adaptations that may need to be made. When implementing the policy and procedures they must analyse whether it is suitable for the intended purpose, workers are entitled to make recommendations regarding company policy and procedures for improvements.

LifeOn Holistic Way understands their requirement to continuously operate in accordance with the Internal Review and External Audit Schedule. It is the responsibility of the CEO/Director to ensure the organisation is continuously compliant and operates by following all set-out requirements. *Cont/...*

Those involved in reviews/audits:

- Participants
- Participant families, carers and advocates
- Workers.

Workers will receive the necessary training to ensure they can evaluate and analyse areas for continuous improvement. The CEO/Director is responsible for an ongoing review of continuous improvement during every meeting.

Procedures

This policy, in conjunction with both the Records and Information Management and the Feedback, Compliments and Complaints Policy and Procedure holds a structure for ensuring the continuous improvement and development of LifeOn Holistic Way. LifeOn Holistic Way reviews will involve the workers, participants and any other stakeholder. To guarantee up to date policies and procedures, they will be formally reviewed at a minimum once a year. It affiliates with the NDIS Practice Standards and is continuously updated and reviewed to comply with new and upcoming standards. LifeOn Holistic Way also understands their responsibility as providers to not only comply with the NDIS Practice Standards but to comply with all other setout rules, regulations, laws, legislations related to their operation, care provision and service provision.

Documentation

The areas found in need of improvement will be recorded by management in the Register of Continuous Improvement, which is continuously updated as matters change. The register entries will incorporate the date, any improvements that can be made, whoever is responsible for the implementation of the improvement, the completion date, and review of how the improvement was implemented and the outcome.

At a minimum, reports will be made quarterly to ensure efficient tracking of improvements, monitoring the Continuous Improvement plans.

Registers involved:

- Feedback, complaints and dispute resolution processes involving participants, workers or key stakeholders as recorded in LifeOn Holistic Way's Complaints Register.
- The Risk Register.
- The Incident Register.

Systems involved:

- Feedback, complaints and dispute resolution processes involving participants, workers or key stakeholders as recorded in LifeOn Holistic Way's Complaints Register.
- The Risk Register.
- The Incident Register.

Other involvements:

- Audit Information: results, feedback and reviews of internal and external audits will be reviewed to ensure Continuous Improvement.
- Strategic and Operational Planning: ensuring compliance and successful operation in accordance with the laid-out plans and objectives in the Strategic and Operational Plan.
- Incident and Risk Evaluation: evaluate and analyse any recorded incidents and evident risks that have been brought to attention in order to input harm minimisation strategies. *Cont/...*

- Worker Evaluation: Evaluate the Performance Reviews and KPI's of workers and Management. This opportunity is designed to find improvements and provide positive recognition.
- Training Evaluation: Evaluate the conducted training or developmental regimes and analyse their efficiency and effectiveness. It also provides an opportunity for future improvement.
- Complaints and Feedback Evaluation: Evaluate and analyse any recorded complaints, compliments and feedback provided. This allows for improvements to be implemented as well as provide an appraisal to specific workers.
- Lifeon Holistic Way's operation and upholding standards of the set-out Vision Statement.
- Lifeon Holistic Way's operation and upholding standards of the set-out Mission Statement.
- Lifeon Holistic Way's operation and upholding standards of the set-out Strategic and Operational Plan.
- Lifeon Holistic Way's operation and upholding standards of the set-out and relevant NDIS Standards.

Supporting Documents

Relevant documents relating to this policy and procedure:

- Compliance & Compliance Register
- All Policies and Procedures
- Continuous Improvement Register
- QMS Document Review Schedule
- Incident & Risk Register
- Schedule 2 Internal Review and External Audit Schedule
- Work Health and Safety Improvement Register
- All LifeOn Holistic Way policies and procedures
- Internal Review and External Audit Schedule

LifeOn Holistic Way can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every three years in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

LifeOn Holistic Way may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

| Version | Approved By | Reason/Section Update | Review Date | Next Review |
|---------|-------------|------------------------------------|-------------|-------------|
| V1 | Director | Initial Release | 6/5/2023 | May, 2024 |
| V2 | Director | Contextualise Wording and Branding | 30/5/2024 | May, 2025 |