# Continuous Improvement & Quality Management Policy

# Policy

*futures in sight* actively pursues and demonstrates continuous improvement and quality management in all aspects of our work. This commitment is integrated into all organisational activities.

### Scope

*futures in sight* Partners, Contractors, Employees and Volunteers

**Principle**

*futures in sight* is committed to continuously improving all aspects of our operations with the aim of delivering improved services to the people we support. The continuous improvement and quality management processes for *futures in sight* are based on ongoing feedback from all stakeholders including people we support and their families and allies, Volunteers, Contractors and Employees and includes:

* Systematic monitoring of complaints and appeals
* Documented policies and procedures
* Internal and independent external audits
* Scheduled validation and review activities
* Effective meetings capturing feedback
* Annual Surveys
* Regular Partner meetings where *futures in sight* policies and procedures are discussed.

**Procedure**

*futures in sight* continuous improvement process involves four stages:

1. **Data Collection**

*futures in sight* has in place a range of formal and informal data collection processes including, but not limited to:

* Annual surveys
* Regular Partner meetings
* Meetings between Contractors and Partners
* Regular meetings between Employees and Partners
* Feedback from people we support.

1. **Analysis and Review of Feedback**

Once data is collected, analysis and review is undertaken by the Partners to identify issues that require immediate attention for the purpose of future planning and delivery.

1. **Acting on Data and Feedback**

Action is either undertaken by the Partners or delegated to a Contractor. Actions are recorded and tracked in the continuous improvement register in future hub.

1. **Monitor and Review**

Improvement actions that have been implemented are checked by the Partners to confirm they are addressing the issue and if further action is necessary.

**Continuous Improvement and Risk Management**

*futures in sight* has integrated risk management into the continuous improvement process by:

* Delegating responsibility for risk management oversight to the Partners
* Including the identification and discussion of risks on the agenda of Partner meetings
* Delegating responsibility to all Contractors, Employees and Volunteers for developing, maintaining and reviewing the Risk Management Identifications which are reviewed and discussed at relevant meetings
* Including improvements to reduce or control risks in the improvement process and in the Quality Improvements section of future hub.

**Continuous Improvement through Policy Update and Review**

*futures in sight* has in place a Policy update and review procedure which also contributes to continuous improvement. Reminders for policy review are sent from future hub to Partners at prescribed intervals one month before a policy is due to be reviewed.

**Continuous Internal Audits**

*futures in sight* has in place a Continuous Internal Audit procedure which contribute to continuous improvement. Reminders for Audit reviews are sent from future hub to Partners at prescribed intervals.

**Continuous Improvement Forms/Systems processes**

The following forms/systems processes are used to ensure continuous improvements:

* annual surveys
* complaint/feedback form
* Incident/accident form
* Risk management checklist
* Conflict of Interest register
* Individual Action Plan
* Internal Audit schedule

**Attachment**

* Individual Action Plan

**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 shall be reviewed immediately and amended accordingly.

|  |  |  |  |
| --- | --- | --- | --- |
| Signed by all Partners |  |  |  |
| Date effective | 1 June 2023 | Version | 6 |
| Review date | 1 June 2025 | No of pages | 7 |

# Individual Action Plan

# Name: Click or tap here to enter text.

# Date: Click or tap here to enter text.

## Please complete this action plan together with your Coordinator of Support (CoS) in the first 4 weeks of starting with futures in sight.

## Then you can review and update this Plan together every 6 months.

## Participant Details:

|  |  |
| --- | --- |
| **Name** | Click or tap here to enter text. |
| **NDIS Number** | Click or tap here to enter text. |
| **NDIA Plan Start Date** | Click or tap here to enter text. |
| **NDIA Plan End Date** | Click or tap here to enter text. |

**Your Goals**

**(to be reviewed every 6 months during your plan)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Goals (from NDIS plan and others)** | **Where are we at?**  **What has been achieved?** | **What will the CoS do? (actions and by when)** | **What will the participant/ their nominee do? (actions and by when)** | **Active/Completed** |
| Click or tap here to enter text. | Click or tap here to enter text. |  |  |  |
|  |  |  | Click or tap here to enter text. | Active |
| Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |  | Active |
|  |  | Click or tap here to enter text. |  | Active |

Support Coordination

|  |  |
| --- | --- |
| **Name of your Coordinator of Support:** | Click or tap here to enter text. |
| **Estimate of CoS hours required to implement the action plan:** |  |
| **CoS hours used to date:** | Click or tap here to enter text. |
| **CoS hours remaining:** | Click or tap here to enter text. |

## Risks and Barriers

|  |  |
| --- | --- |
| Please list any identified risks | Click or tap here to enter text. |
| Please list any barriers to implementation? |  |
| Any further comments? |  |

***Signed:***

***Date:***