



CASS Group- Disability Services

CONTINUOUS IMPROVEMENT

Policy Code: 1108	CONTINUOUS IMPROVEMENT
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Policy Statement

CASS is committed to a culture of continuous improvement. We aim to regularly evaluate and enhance our services, systems, and practices to improve outcomes for NDIS participants. Continuous improvement is achieved through active feedback, staff collaboration, performance monitoring, and evidence-based decision-making. The purpose is to ensure that our services remain participant-cantered, safe, effective, and responsive to feedback, data, and evidence.

Feedback can come at any stage of the cycle, but it is crucial to provide feedback on the results of the improvement process.

Scope

This policy applies to all staff, contractors, volunteers, and management within CASS involved in delivering or supporting NDIS services.

Principles

Our continuous improvement approach is based on the following principles:

- Participant-centred: Improvements are made with a focus on the rights, needs, and goals of participants.
- Evidence-based: Decisions are informed by data, audits, feedback, and best practice research.
- Inclusive: All stakeholders, including participants, families, carers, and staff, are encouraged to contribute to improvements.
- Systematic: Improvement activities are planned, documented, monitored, and reviewed regularly.

Responsibilities

- Management is responsible for implementing and reviewing continuous improvement strategies and ensuring resources are allocated appropriately.
- Service coordinators coordinate data collection, analysis, and reporting on improvement outcomes.
- Staff and Contractors must actively participate in improvement activities, provide feedback, and comply with updated policies and procedures.

Implementation Strategies

a. Feedback and Complaints Handling

- Encourage and support feedback from participants, staff, families, and stakeholders.



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- Maintain a transparent and accessible complaints handling process.
- Use feedback as a driver for service improvements.

b. Audits and Reviews

- Conduct internal audits against NDIS Practice Standards.
- Participate in external audits and incorporate findings into improvement plans.
- Regularly review performance indicators and compliance metrics.

c. Staff Training and Development

- Provide regular training based on identified skill gaps or emerging best practices.
- Include quality improvement principles in induction and ongoing training programs.

d. Data Collection and Monitoring

- Collect and analyse data on service delivery, incidents, participant satisfaction, and outcomes.
- Use data trends to inform decision-making and prioritize improvements.

e. Improvement Planning

- Develop and maintain a Continuous Improvement Plan.
- Document improvement actions, responsible persons, timelines, and outcomes.
- Monitor the progress and effectiveness of implemented improvements.

Continuous Improvement Register

A Continuous Improvement Register will be maintained to record all improvement opportunities, actions taken, and results achieved. This register will be reviewed quarterly by management.

Documents related to this policy	
Related Policies and regulations	• Compliments and Complaints policy • Incident Management Policy • NDIS Practice Standards • NDIS (Provider Registration and Practice Standards) Rules 2018 • NDIS Quality and Safeguards Commission
Forms, record keeping or other organisational documents	• CASS DS Service Evaluation Form • Continuous Improvement Plan • Internal Audit Form • Staff Training Records • Participant Satisfaction Survey

Reviewing and approving this policy		
Frequency	Person responsible	Approval
3 years	Unit Head	HAS & DS Committee



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Policy review and version tracking			
Review	Date Approved	Approved by	Next Review due
Version 1	1 June 2014	HAS & DS Committee	31 May 2017
Version 2	29 May 2017	HAS & DS Committee	28 May 2020
Version 3	May 2020	HAS & DS Committee	May 2023
Version 4	May 2023	HAS & DS Committee	May 2026
Version 5	September 2025	HAS & DS Committee	September 2028