



CASS Group- Disability Services

CONTINUOUS IMPROVEMENT

Policy Code: 1108	CONTINUOUS IMPROVEMENT
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Policy Statement

Quality management systems are in place to ensure continuous improvement in all aspects of Disability Services. Program performance is monitored through audits and feedback from Participants, staff, and other stakeholders in a continuous process of monitoring, assessing, taking action, and following up.

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

Procedure

1. The CASS Disability Services will conduct regular audits across all services.
2. All aspects of the quality system will be audited at least once per year.
3. The scope and frequency will be determined by the status, potential risk, changes within the program and results of previous audits.
4. An annual Participant evaluation will be conducted by Coordinator.
5. A complaints management process is in place and complaints are used as a basis for service improvement.
6. Continuous improvement is on the agenda of all staff meetings.
7. Participant newsletters will provide service information to Participants/authorised representative and provide an opportunity for feedback to the service.
8. Policies and procedures will be reviewed every THREE years or more frequently whenever the standards and regulations change.
9. All staff are responsible for making recommendations about possible improvements to the service through their individual meetings with the supervisor and/or staff meetings. Continuous Improvement projects are documented and tabled at the appropriate meetings.
10. Feedback received by individual services from funding bodies or authorised authorities, e.g. NDIS Certification Auditors, Community Visitors, Advocacy or Complaints Services, will be responded to promptly and any issues addressed.



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11. The NDIS Certification / Verification is evidenced based performance assessment and monitoring frameworks used in Disability Services Sector to monitor CASS Disability Services quality service provision.

Documents related to this policy	
Related Policies	Service Evaluation
Forms, record keeping or other organisational documents	<ul style="list-style-type: none"> • CASS DS Service Evaluation Form • Continuous Improvement Plan • Internal Audit Form

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

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	25 February 2019	HAS & DS Committee	25 February 2022
Version 4	21 February 2022	HAS & DS Committee	21 February 2025