



JUMBUNNA COMMUNITY PRESCHOOL AND EARLY INTERVENTION CENTRE INC.

ST 6va

Quality Management and Continuous Quality Improvement

Jumbunna prioritises leading a culture of safety, inclusion and quality which embraces diversity, and which prioritises the rights, safety, health, and quality of life of its clients and the workforce.

Jumbunna is committed to quality management and to building and maintaining a culture of continuous quality improvement. This policy guides the development and implementation of services and ensures that Jumbunna's quality system enables the organisation's performance and continuous improvement.

Jumbunna will:

- involve staff, corporate governance body, people who receive service and other stakeholders in service review processes
- Provide opportunities for people who receive service, families and carers to have input into the organisation's policies and processes relevant to service provision and protection of client rights
- document improvement plans, activities and outcomes
- gather information on performance by tracking complaints, incidents and achievements and use this information to inform continuous improvement
- report internally on progress and performance
- develop a culture of continuous improvement
- adhere to the joint Australian/New Zealand national quality management standard principles

Record of policy development

Version	Date approved	Date for review
1		30/6/2019

Responsibilities and delegations

This policy applies to	Board Members, Staff, Volunteers
Policy approval	Board

Policy context – this policy relates to:

Standards	NDIS Practice Standards
Legislation	Disability Services Act
Contractual obligations	National Disability Insurance Agency
Organisation policies	
Forms, record keeping, other documents	

Definitions

Quality Management: an organisation's processes for maintaining and improving the level of quality services the organisation delivers to clients.

Core principles of quality management include:

Principle 1: Customer focus: The primary focus of quality management is to meet customer requirements and to strive to exceed customer expectations.

Principle 2: Leadership: Leaders at all levels establish unity of purpose and direction and create conditions in which people are engaged in achieving the organisation's quality objectives.

Principle 3: Engagement of people: Competent, empowered and engaged people at all levels throughout the organisation are essential to enhance its capability to create and deliver value.

Principle 4: Process approach: Consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes that function as a coherent system.

Principle 5: Improvement: Successful organisations have an ongoing focus on improvement.

Principle 6: Evidence-based decision making: Decisions based on the analysis and evaluation of data and information are more likely to produce desired results.

Principle 7: Relationship management: For sustained success, an organisation manages its relationships with interested parties, such as suppliers.¹

Continuous improvement

Continuous improvement is the ongoing effort of an organisation to improve its services, systems, processes or products to achieve the best possible outcomes for clients. Continuous improvement systems help the organisation to identify where quality and safety is at risk and helps an organisation to respond promptly and appropriately.

Continuous improvement relies on evidence-based information to support the organisation in achieving its goals and outcomes. This includes adapting to the changing needs of the community of people using services. It takes into account the needs and feedback of clients and may involve them in improvement activities.

Continuous improvement is part of an overall quality system that assesses the standards of care and service achieved. The core elements of continuous improvement are:

- Client-focus;
- Innovation;
- Achievement of improvement through planned steps;
- Investment in priority areas to deliver quality care and services;
- Driven by involvement and accountability of key stakeholders;
 - clients, representatives, carers and others;
 - staff and volunteers;
 - committee and board members;
 - advocates; and
- Involves regular monitoring and evaluation of progress.

Jumbunna's continuous improvement system reflects a 'plan, do, check, act' model.

¹ International Organisation for Standardisation (ISO) *Quality Management Principles*
<https://www.iso.org/files/live/sites/isoorg/files/archive/pdf/en/pub100080.pdf>

Procedures

Corporate governance leadership

Jumbunna's Management Board will work with senior staff to:

- foster a positive attitude to quality improvement across the staff team and openly demonstrate that this positive attitude and culture exists throughout the organisation
- implement policy and procedures for quality management that will provide guidance to staff
- identify key indicators for quality for the service provider
- establish documentation and reporting processes that will enable the ongoing tracking of quality improvement

Implementation of a quality system

Jumbunna implements a quality system that:

- Supports quality care and services for all clients;
- Sets out responsibilities and accountabilities for supporting quality care and services which are specific to different roles;
- Improves the quality of services and care by investing in priority areas;
- Sets strategic and operational expectations to support quality care and services and helps to ensure that these expectations are met; and
- Enables the governing body to monitor its performance in delivering quality care and services.

Jumbunna will seek to continuously improve its quality management system.

Participation and feedback

Jumbunna will have clear policy and procedures for gathering, recording, and responding to complaints and feedback.

Jumbunna's complaints and feedback policies and procedures will ensure that input and feedback is sought from clients, their carers and/or families, the workforce, and others. This feedback will be used to inform continuous improvements for individual clients and the broader organisation.

All service users will be made aware of opportunities to provide service feedback at the Annual Survey and Policies review.

Continuous improvement of complaints and feedback management system

Jumbunna will regularly review complaint and feedback policies and procedures to ensure continuous improvement of complaints and feedback management. Jumbunna will seek clients' views on the accessibility of the complaints management system, and use their feedback to implement changes to the system. Feedback will help to guide investment by the organisation into priority areas.

Continuous improvement of incident management system

Jumbunna will regularly review incident management policies and procedures to ensure continuous improvement of incident management. Jumbunna will document and review the causes, handling and outcomes of incidents (including 'near misses'), seek clients' and workers' views, and use their feedback to implement changes to the system.

Monitoring and Review

Jumbunna will review quality and safety policies on an annual basis. The General Manager will monitor the policy review processes.

Jumbunna’s governing body will monitor the performance of management to drive continuous improvement in management practices.

Jumbunna will establish the following strategies to identify, action and monitor quality improvement:

- Annual SWOT Analysis
- Annual Service Survey (Staff, Service Users, Community, Board Members)
- Feedback box in foyer
- Board Meeting
- Staff Meetings
- Newsletters

The General Manager will prepare annual reports for Board on quality improvement actions within the organisation.

Continuous quality improvement register

The continuous improvement register is to be used to record all continuous improvement activities and outcomes in one location.

Open Disclosure

Jumbunna practices open disclosure as part of its quality management system. This means that it will openly communicate with clients and their family members and representatives if things go wrong.

DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	

Policy Name:	Quality Management & Continuous Quality Improvement	Policy Number:	
Date Approved:	March 2024	Approved By:	Senior Management Team
Date Issued:	March 2024	Review Date:	30 June 2025
Version 1.6	This version of the policy was approved March 2024 and replaces the version approved 24 August 2023.		