

Continuous Improvement Policy

1. Purpose:

YMCA Whittlesea is committed to ensuring all participants are supported in appropriate ways, in a safe environment and in a way that recognises their rights and needs. This policy aims to outline a process of continuous Improvement through channels such as feedback, complaints and observations whether this be from staff or participants.

2. Scope:

This Policy is applicable to all Disability Services participants and administration staff of Y Whittlesea.

3. Policy:

YMCA Whittlesea Disability Services encourages and welcomes feedback and actively pursues continuous improvement in order to provide an optimal service to every service user.

4. Definitions:

Participant - a person who takes part in something.

Administration staff - workers are those who provide support to a company. This support might include general office management, answering phones, speaking with clients, assisting an employer, clerical work (including maintaining records and entering data), or a variety of other tasks.

Improvement – a thing that makes something better

Feedback - information about reactions to a product, a person's performance of a task, etc. which is used as a basis for improvement.

Complaints - a statement that something is unsatisfactory or unacceptable.

Observations-the action or process of closely observing or monitoring something or someone.

5. Related Policies, Procedures and Supporting Documents

- Feedback Concerns and Complaints Policy and Procedures
- Feedback, Complaints and Observation Report (Acting as Continuous Improvement register)
- Disability Services Service User Survey
- WhiSKHA Child Participant Evaluation Sheet
- WhiSKHA Child Parent/Carer Evaluation Sheet
- Disability Services Leader Evaluation Sheet
- Incident Reports
- Disability Services Feedback Form
- Feedback, Complaints and Observation Form (YMAC)

6. Legislative and Industry Requirements

NDIS Practice Standards

7. Consequences of Breaching this Policy

All elements of this policy must be adhered to, and any breach will be dealt with in accordance with the [YMCA Whittlesea Disciplinary and Termination Policy](#).

8. Policy Owner

The Community Services Manager is responsible for keeping this policy current, including making amendments as required and regular reviews as scheduled.

9. Document Control

Review of this policy will be undertaken every two years, or prior as required by law, in consultation with appropriate YMCA personnel.

Policy available on Y-MAC>Communication>Manuals and Files>Policies and Procedures

This document is due for review on 30/06/2022.

Version:	Description of Amendment, Approver and Date:	Amended by:	DCR Updated	New Issue Date:	Policy Location:
V4	Splitting of Policy and Procedure into two separate documents Inclusion of NDIS Practice Standards	Annette Jurisch	08/07/20	30/06/20	Shared:Drive>YMAC>Policies_Final>Community Services
V3	Reformatting	Annette Jurisch		13/07/17	