

Easy Read - Continuous Improvement Policy

About this Form

This policy talks about our commitment to continue improving.



Continuous improvement

Continuous improvement means making steady and ongoing improvements to our service.



We believe that good support is a shared responsibility for the whole team.



We improve by gathering feedback from participants, families, and others.



We look closely at incidents and risks, to see how we can do better to prevent them.



We keep this recorded in a register for continuous improvement.



We review our systems to find opportunities for improvement.



We make sure to address all feedback.



Staff suggestions for improvement

Staff can also provide feedback and suggest improvements to services.



Staff can share their feedback with the Director.



The Director must then look for the best solution, which could be changing a policy or system.



Our team will log the feedback in the continuous improvement register.



Our team will choose a specific person to fix the problem, and set a timeframe.



Our team will tell everyone involved what changes were made.



This will be reviewed later on, to make sure the solution worked.



NDIS Registration

By law, NDIS registered providers must be checked by external bodies.



This means we undergo audits.



We must prove that we are following NDIS practice standards at all times.



If auditors tell us we can do better, we need to listen to them.



We can add their advice to our continuous improvement register.



New learning

We do not just rely on our own ideas for improvement.



We stay up to date with changes in the industry.



We also run internal audits to check our own systems.



We look for opportunities to learn or upskill.



Need help?

If you want our help, tell us.



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