

Flow Chart – Continuous Improvement

Continuous Improvement – GROW is committed to continuous service improvement. Continuous improvement requires a deliberate and sustained effort and a learning culture.

We undertake ongoing efforts to improve services, systems, processes to maximise individual outcomes. We use evidence-based approaches so that the organisation adapts to changing needs of the community or people accessing our services.

Quality management – we use systems and processes that monitor, review, plan, and control the quality of our services or supports.

Continuous Improvement

Step 1 - The Operations Manager will analyse internal and external environments and requirements.

This includes planned engagement with participants and other key stakeholders to understand their needs and expectations and ensure a person-centred approach.

Key stakeholders involved in this process include staff, Management Committee Members, relevant community organisations, families, carers, advocates and other relevant parties as appropriate.



Step 2 – The GROW Management Committee will work closely with the Operations Manager to use a range of processes that proactively identify and recommend improvement opportunities including:

- 3 yearly Strategic Planning
- Organisational planning, including annual budgets
- Review of all service registers, Feedback & Complaints, Training & Development etc.
- Day-to-day service delivery and interaction with staff, Management Committee members and participants



Step 3 – GROW undertakes an annual service review every 12 months. This includes an analysis of reporting data to measure and evaluate performance against established goals. The annual review measures our compliance with relevant NDIS standards and legislation, evaluating risks and identifying action strategies to address risks, this includes:

- Complaints and feedback (formal or informal) including stakeholder surveys
- Accident and serious incident reports
- Reviewing all service registers
- Service reviews with participants
- Staff exit interviews
- Exit interviews for participants and or their advocates



Step 4 – The Operations Manager will ensure that any inclusions or actions are recorded within the **Continuous Improvement Plan K7** and it is securely stored.