



Continual Improvement POLICY & PROCEDURE

Policy Version 1.0

Category: Administrative *(Required by Legislation)*

Adopted: January 2022



Continual Improvement Policy & Procedure

Policy Statement

The Winton Shire Council (WSC) Human Services Quality Framework team is committed to the continual improvement of services and service delivery.

Council will continue to build on known strengths, champion creative solutions and seek new and sustainable ways to deliver superior outcomes in relation to the services provided by our Human Services Quality Framework team.

Scope

This Human Services Quality Framework (HSQF) policy and procedure applies to Council's HSQF team members, Service Providers and Volunteers.

Council's HSQF services include:

- Youth / Sports / Recreation
- 60 & Better
- Family Support

This policy and procedure applies also to Council's Clients who use the HSQF services provided by the HSQF team members, volunteers and other Council Service Providers.

Human Services Quality Standards:

The Human Services Quality Framework (HSQF) is underpinned by a commitment to efficient and effective business operations that result in quality outcomes for clients. The framework contains six Human Services Quality Standards:

Standard 1 — Governance and management

Standard 2 — Service access

Standard 3 — Responding to individual need

Standard 4 — Safety, wellbeing and rights

Standard 5 — Feedback, complaints and appeals

Standard 6 — Human resources.

The standards have been developed to include the core components of quality standards used in disability, child safety, community and community care services and are based on the following principles.

Respecting human rights — services are planned and delivered in a manner that respects the individual's human rights, in keeping with the United Nations Universal Declaration of Human Rights.

Social inclusion — services are planned and delivered to promote opportunities for people to be included in their community.

Participation — people using services are included in decision-making about the service they receive.

Choice — people using services are provided with the opportunity for choice regarding the service they receive and where and how they receive it, within available resources.

https://www.qld.gov.au/_data/assets/pdf_file/0017/55214/human-services-quality-standards.pdf



Definitions

Client – A person who receives approved services from a service provider

Council – Winton Shire Council

HSQF – Human Services Quality Framework

NDIS – National Disability Insurance Scheme, provides support to eligible people with intellectual, physical, sensory, cognitive and psychosocial disability.

Procedure

General Responsibilities

Management shall ensure that the HSQF team adopt a Client decision-making approach in relation to the services they provide. Management shall ensure the establishment and delivery of safe service outcomes to all Clients, by trained and experienced HSQF team members. Management shall ensure that each Client is provided services that are:

- Best practice
- Tailored to the Client's needs
- Optimises the Clients health and well-being

The HSQF team shall follow the requirements of this policy/procedure and where possible, participate in development opportunities, and deliver safe services that address the Client's HSQF needs.

Council encourages Clients to provide input into and feedback on the Council HSQF services they utilise.

Benefits of Continuous Improvement

Continuous improvement is a valuable opportunity for the HSQF team to:

- Identify changes in service needs.
- Increase Client input and service ownership.
- Improve Client services and service delivery.
- Improve management systems.
- Demonstrate sustainable results.

Continuous Improvement Cycle

Continuous improvement is a systematic, ongoing effort to improve the quality of services and service delivery. The model shown below is the four-phase Plan-Do-Check-Act cycle, and shall be referred to by the HSQF team to ensure effective continuous improvement.





1. Plan the Improvement

Analyse the current situation, gather information and research different ways to make improvements. Seek input and feedback from stakeholders. Establish goals and identify actions to implement the plan.

2. Implement the Improvement

Test the suggested alternatives to identify the preferred improvement. Allocate resources to ensure the improvement is a success. It is important to keep all stakeholders informed and involve those with a direct benefit from the outcome. Document the decisions made throughout the implementation phase.

3. Evaluate the Improvement Activity

Evaluate if the improvement is delivering what you intended – are adjustments required or should an alternative improvement be used?

Measure the improvements for example, audits, assessments and surveys. Document the evaluation methods and results. Take your time, as incremental steps may deliver better results.

4. Act to Standardise the Process

There are two possible situations in this step:

- If the improvement isn't successful, analyse what can be done differently next time and go through the cycle again with a different plan.
- If successful, ensure all stakeholders are informed of the new process, necessary team members are trained, and affected policies/procedures are updated.

Continual Improvement Process – Key Elements

To be effective, continuous improvement must be the central focus and understood and accepted by all HSQF team members.

The HSQF team shall demonstrate continuous improvement through:



- Embracing the needs and preferences of our Clients and other stakeholders.
- Being open to innovation.
- Planning and responding to changes in legislation, community needs and change in best practice.
- Working through involvement and accountability of essential stakeholders including:
 - Clients and their families
 - Team members and volunteers
 - Advocates
 - Council
 - Service providers and other professionals
- Regularly monitoring and evaluating to measure progress
- Linking evaluations to strategic planning

Communication

- Council's HSQF team shall have access to this policy/procedure.
- The HSQF team shall be provided with opportunities to be involved in the review of this policy/procedure.
- All relevant employees shall read and understand this policy/procedure at the time of their employment and orientation.
- Changes/amendments made to this policy/procedure document shall be communicated to the relevant HSQF team members.

Enforcement

The failure of any employee to comply with this policy/procedure in its entirety may lead to:

- Council's performance management process being implemented - which may involve refresher or further training, or
- Modification or termination of employment.

Related Council Documentation

- Feedback and Complaints Policy and Procedure WSC-HSQF-POL-006
- Feedback and Complaints Register
- HSQF Risk Register
- Client Privacy and Confidentiality Policy WSC-HSQF-POL-012
- Risk Assessments
- WSC Risk Management Framework and Guidelines

Legislation, Recognised Authorities and Other Sources

- *Anti-Discrimination Act 1991*
- Aged Care Quality Standards
- *Aged Care Act 1997*
- Human Services Quality Framework (HSQF) Standards
- *Human Rights Act 2019 (Qld)*
- National Disability Insurance Scheme (NDIS) Practice Standards
- *Privacy Act 1988 (Federal)*
- *Work Health and Safety Act 2011*



- *Work Health and Safety Regulation 2011*
- Winton Shire Council - <https://www.winton.qld.gov.au/contact/home>

CEO Discretion

Where applicable, the CEO can apply their discretion as to the enforcement of the requirements outlined in this policy/procedure and any requests for variations to this document.

Review of Policy

This policy/procedure remains in force until amended or repealed by resolution of Council. This document will be reviewed biannually or as required.

RECORD OF AMENDMENTS and ADOPTIONS			
DATE	REVISION NO	REASON FOR AMENDMENT	ADOPTED BY COUNCIL
January 2022	V1.0	Preparation for Council Adoption	17 February 2022

