

CONTINUOUS IMPROVEMENT POLICY

INTRODUCTION / SCOPE

Matchu Pty Ltd. trading as “matchability”, provides services to people with a disability that enable the pursuit of person-centred supports that seek to maximise choices and individual preferences for people who request services.

Matchu is committed to continuous service improvement. Continuous improvement requires a deliberate and sustained effort and a learning culture. It is results-driven with a focus not only on strengthening service delivery but also on individual outcomes.

This policy guides the design and delivery of services and ensures Matchu maintains high standards, improves systems and processes, adapts to changing needs and demonstrates organisational improvement.

This policy applies to all programs of Matchu and to all Staff, Contractors and Company Directors.

PURPOSE

To implement and embed continuous quality improvement within culture.

To comply with all relevant legislation and NDIS Practice standards.

POLICY

- All services provided to people with disability and all processes and procedures undertaken by staff are the best they can be.
- Services are regularly reviewed and measured for quality and effectiveness.
- Staff and people with disability are encouraged to provide feedback on how to improve service delivery.
- People with disability should be involved in all decision-making processes that affect them to the extent possible.
- People with disability, family and carers can provide valuable insights about the effectiveness of services, highlight any gaps/or issues that arise and provide ideas for improvements and innovation.
- A learning culture of quality of the organisation ensures all staff, regardless of their role, contribute to service quality and quality management.
- Planning, resource allocation, risk management and reporting are critical for continuous improvement and part of an integrated approach that supports Matchu’s vision.
- Matchu is committed to innovation, high quality, continuous improvement, contemporary best practice and effectiveness in the provision of supports to people with disability.

PROCEDURES

- Matchu will maintain a Quality and Business improvement register to record improvements, provide a source for feedback and suggestions, allocate responsibility and timelines.
- Matchu will review the quality and business register for review at least quarterly. Matchu director or Operations Manager will disseminate any quality improvement to employees or contractors at team meetings.
- Matchu will regularly review policies and procedures on annual basis or as required or improvements identified.
- Matchu will hold monthly supervision for its employees or contractors to provide support, gain feedback and share professional knowledge.
- Where policies and procedures are updated, the date of review is nominated in the footer of the document.

ASSOCIATED DOCUMENTS & RESOURCES

Service Agreement
Customer Information Form
NDIS plan
Quality Improvement register
National Disability Insurance Scheme Act 2013
National Disability Insurance Scheme Rules
NDIS Quality and Safeguarding Practice Standards 2018
HR - Matchu HR Policy