POLICY STATEMENT

We are committed to the establishment of an internal culture that embraces principles of continuous improvement as an essential component of our practice. This requires education of management and staff to accept that an ongoing critical analysis of systems and processes is not about allocating fault or blame, but rather about actively seeking better ways of doing things that result in consistently positive outcomes.

SCOPE

This policy has direct application for all operations and at all levels within the organisation including the Committee of Management, CEO, senior management members and employees/contractors/volunteers.

PRINCIPLES

Principles of continuous process improvement represent a core philosophical commitment of our organisation. They are encapsulated in our quality objectives, which are a key strategic driver for Beata.

Quality monitoring and continuous improvement is an ongoing and integral part of our operations, aimed at ensuring our services continue to be relevant to client needs, are delivered efficiently and effectively, and result in positive outcomes.

Through the integration of principles of continuous improvement into our operations, we aim to:

- Enhance customer and employee satisfaction
- Encourage reflective thinking and critical analysis
- Effectively utilise data collections and reporting to drive improvement
- Establish a dynamic, change-oriented culture within the organisation that responds to opportunities for service innovation and improvement
- Build a corporate reputation for quality and reliability.
### PROCEDURES

#### 1 Participation

We aim to promote a culture of continuous improvement within **Beata** that is embraced organisation-wide.

Levels of participation in the continuous improvement system are monitored through inclusion in the Continuous Improvement Plan of the source of each improvement, e.g. client/stakeholder feedback, staff suggestion, survey response, internal audit, management review, non-conformance notification.

#### 2 Method

**Beata** has integrated a cyclical method into our practices to guide the application of continuous improvement principles. Our approach is based on the PDCA continuous improvement cycle, which has been aligned to the **AS/NZS ISO 9001:2000 Quality Management System**, as demonstrated in our Process Map.

The PDCA cycle is described as follows:

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<table>
<thead>
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<tbody>
<tr>
<td><strong>PLAN</strong></td>
<td>Establish the systems and processes necessary to deliver results in accordance with customer requirements;</td>
</tr>
<tr>
<td><strong>DO</strong></td>
<td>Implement the planned processes throughout the organisation;</td>
</tr>
<tr>
<td><strong>CHECK</strong></td>
<td>Monitor and measure the effectiveness of processes and levels of customer satisfaction, and report the results;</td>
</tr>
<tr>
<td><strong>ACT</strong></td>
<td>Take action to improve process performance and enhance customer and employee satisfaction.</td>
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#### 3 Customer Focus

Within our QMS Process Map, **Beata** has identified four “customer” groups with specific requirements and expectations from our organisation, namely our clients, funding bodies, employees and stakeholders. To ensure we maintain a strong customer focus in service development and delivery, different processes have been established and applied to facilitate engagement of each customer group in systems improvement.

a) **Clients**
   - Individual care planning and review
   - Care recipient satisfaction surveys
   - Program evaluations
   - Client Feedback (Tell us what you think forms)

b) **Funding bodies**
   - Compliance Register review for timeliness of reporting
   - Presentation of reports for approval
   - Liaison with allocated departmental Project Officers
c) Employees
   - Staff induction and supervision
   - Collaborative staff performance appraisal system
   - Staff satisfaction surveys
   - Staff meetings and planning forums
   - Client/Stakeholder Feedback (Tell us what you think forms)
   - Non-conformance notifications

d) Stakeholders
   - Community projects/activity evaluations
   - Stakeholder feedback (Tell us what you think forms)
   - Collaborative planning forums
   - Network meetings
   - Case management meetings (client’s case conference meetings etc.)

4 Integrated Systems Approach to Continuous Improvement

Beata has established documented procedures for monitoring and review of all activities, in
order to identify and evaluate all possible improvement opportunities related to systems and
processes, methods, materials, suppliers, products or services.

Our Quality Monitoring and Auditing Schedule provides the timelines, scope, frequency,
sampling technique and designated responsibility for all scheduled monitoring activities.

All customers of Beata (including our clients, funding bodies, employees or stakeholders) may
raise suggestions for improvement at any time, either verbally, or through submission of a
Feedback form or documented report presented to a staff member, the CEO or a member of
the Committee of Management.

EXPECTED OUTCOME

- 100% identified areas of continuous improvement have corrective plans in place.
- 100% corrective plans are reviewed to ensure effectiveness.

Related Documents:
- Audit Reports (MOA)
- Care recipient satisfaction survey (MOA)
- DOC 5.02 Feedback Form “Tell us what you think”
- DOC 5.01 Committee of Management Meeting Agenda
- DOC 6.02 Quality Meeting Agenda
- DOC 4.01 Minutes of Committee of Management Meeting
- DOC 3.02 Minutes of Quality Meeting
- REG 49.10 Continuous Improvement Plan
- DOC 1.06 Hazard Notification
- DOC 2.06 Workplace Incident and Accident Reports
- DOC 4.02 Non-conformance Notification
- DOC 1.03 Performance Appraisal form
- MOA auditing Tools
- Staff Satisfaction Survey (MOA)

References:
- POL 03.02 Non Conformance, Corrective and Preventive Action Policy