

POLICY 2.1 CONTINUOUS IMPROVEMENT

Background

Continuous Improvement is a concept that recognises that no organisation is perfect, and at any stage of operation there will be issues that emerge which identify lacks and deficits in the policies, procedures and operations of an organisation. Improvement is an ongoing requirement for conducting effective business.

Quality organisations are committed to continuous improvement and demonstrate this commitment through providing realistic strategies which assist the organisation to improve over time and ensure that safety and wellbeing are optimised as various issues emerge.

Wonderland Community Services (WCS) adheres to standards of operation as set out by the NDIS – the National Standard for Disability Services. Central to the standards is the protection and care for the individual entering self-selected but NDIS-funded services.

Participants/Young People Rights are protected by our service by providing:

- A safe environment
- Clear information
- Access for participation and inclusion
- Protection of consumer information (confidentiality)
- Person-centred focus and individual outcomes rather than an organisation-centred approach
- Supporting and skilling the workforce who work with participants/young people
- Feedback and complaints mechanisms for incidents which result in change
- Quality governance and effective day-to-day management

NDIS Practice Standards and Child Safe Standards (QLD)

WCS ensures that its continuous improvement processes align with:

NDIS Practice Standards, including:

- Governance and Operational Management
- Risk Management
- Feedback and Complaints Management
- Human Resource Management
- Participant Rights and Individual Outcomes

These standards are embedded into our policies, procedures, staff training, and governance systems to ensure quality service delivery, accountability, and person-centred outcomes.

Queensland Child Safe Standards, including:

- Child safety and wellbeing embedded in organisational leadership, governance, and culture
- Children and young people informed about their rights and participating in decisions affecting them
- Families and communities informed and involved in promoting child safety and wellbeing
- Equity and respect for diverse needs embedded in policy and practice
- People working with children and young people are suitable, supported, and trained
- Complaints and concerns are taken seriously, and child-focused responses are prioritised
- Ongoing staff education and capacity building supports child safety responsibilities

These principles guide how WCS designs, monitors, and improves its service environments to uphold its duty of care, especially when working with children and young people.

Commitment to Continuous Safety

WCS is committed to continuous improvement in all key quality and safeguarding areas. We provide procedures, forms, and weekly feedback mechanisms to be responsive to issues as they emerge and to make ongoing changes that ensure:

- a. Information and policies are clear and understandable
- b. Procedures are straightforward and reasonable
- c. Forms are simple and accessible
- d. Systems are functional and fair

Weekly senior management meetings record feedback from staff, participants/young persons, and coordinators. These are documented in Management Meeting Minutes on Monday.com. Any resulting projects or actions are added to the Continuous Improvement Board on Monday.com and reviewed quarterly for progress and follow-through.

The Training and Compliance Manager ensures all actions are tracked and current status levels are visible to leadership.

Decision Making and Recording

Each participant/young person, their delegate, and staff member is considered a valuable part of the improvement process. However, it is understood that individuals may have differing views based on experience and perspective.

- Where improvements are simple, practical, and financially reasonable, the Manager can act without requiring consultation.
- Where improvements are complex, costly, or require long-term planning, the Manager will consult relevant stakeholders and schedule further discussion.
- In cases of conflicting views, Managers and Coordinators will review all input, assess risks, and determine a practical strategy and timeline for implementation, adhering to the organisation's Risk Management Plan.
- Any urgent safety concerns will be prioritised and acted upon immediately.

All improvements are recorded on Monday.com under Management Meeting Minutes and tracked via the Continuous Improvement Board.

DATE	PERSON/S	DETAILS
05.08.2025	Becci Fazldeen	Review and update
24.01.2025	Ashleigh Davis	Review and update
22.02.2024	Bronwyn McMullen	Review and update
03.08.2022	Toni Mehigan	Policy created