

Policy name	Participation in Service Improvement	CEO Approved	
Category	People We Support	Approval date	August 2018
Version	3	Review date	August 2020

Why do we need this policy?

The purpose of this policy is to ensure people we support, their families, friends, carers and chosen community, and Identitywa partner community organisations and Government agencies, have sufficient opportunities to contribute to the development and continuous improvement of Identitywa.

What do we want to achieve with this policy?

We want to ensure that participation results in service improvement across all organisational levels through implementing sound processes and organisational structures. Identitywa is committed to providing a quality service and with participation in service improvement will achieve and sustain a service that is more accessible and appropriate to all people we support.

Who is this policy for?

This policy applies to all Identitywa people we support, their families, Carers and chosen community, and all Identitywa workers and stakeholders

Our policy statement

Identitywa recognises the participation of people we support, their families, friends, Carers and chosen communities, along with stakeholders, is a key mechanism for ensuring and improving accountability of Identitywa service delivery.

Identitywa understands people we support and their families have unique expertise and lived experience that through active engagement provide valuable contribution to continually improving Identitywa services.

Promoting efficient service delivery without compromising quality and encouraging an organisational culture that fosters professional development and progressive service improvement is of paramount importance to Identitywa.

Identitywa encourages meaningful involvement in service improvement by enhancing participation at all levels from corporate services to workplace practice, and particularly in quality assurance processes.

Principles

- It is the fundamental right for all people to be involved in the development, decision making and continuous improvement of services that affect them.

- To acknowledge the unique knowledge and lived experience of individuals and their families, and advocate the importance of their participation in service improvement.
- Opportunities for participation through accessible and transparent processes are maximised, ensuring accountability within the decision making process.
- Individuals, families, Carers and stakeholders are informed of key policy and service development areas, and their feedback and input is encouraged and welcomed.
- To create opportunities for communication between people we support, their families, friends, Carers and chosen communities, and collaborative stakeholders to foster continuous improvement.
- Cultural diversity of people we support, their families, Carers and chosen community is embraced and their active involvement in decisions about the services they receive and improvement opportunities is fostered.
- To recognise key role workers, play in facilitating consumer participation and provide adequate training and support.
- Encourage a culture of innovation and action to facilitate continuous improvement.
- To promote active participation as an important component of continuous quality improvement, with emphasis placed equally on process and outcome – leading to more accessible and effective service delivery.

Definitions

Continuous Improvement

A systematic, ongoing effort to improve the quality of care and services.

Stakeholders

Can affect or be affected by Identitywa's actions and include:

- Government Agencies
- Partner community organisations
 - Non-government Organisations
 - Not-for-profit Organisations

Procedure

Through people we support, their families, Carers and chosen communities, and stakeholder's involvement, Identitywa aims to achieve a service that is more accessible and appropriate to all people we support.

The means in which this is achieved include the involvement of:

People we support, their families, Carers and chosen communities:

- Informal and formal meetings;
- The recruitment process of workers, including interviewing of applicants;
- Induction of new Identitywa workers;
- Surveys requiring feedback and comments about different aspects of Identitywa services;
- Stakeholder Working Groups providing valuable perspective to planning, implementation and delivery of service; and
- Projects that aim to improve and increase accessibility to Identitywa services.

Partnering community organisations and government agencies:

- Welcomed and encouraged to provide input to facilitate Identitywa’s delivery of a quality person centred service;
- The development and review of individual plans for people we support;
- Review and development of relevant policy and procedures; and
- Linking with corresponding workers within Identitywa to provide feedback on service delivery and individual concerns

Identitywa provides transparent open communication to encourage collaborative partnerships with all people and stakeholders that will successfully improve Identitywa’s services.

To support the participation of the people we support, their families and other stakeholders, Identitywa strive to ensure they are regularly informed of key areas of policy and service development and their input invited via our regular newsletter or by personal invitation where appropriate.

Identitywa endeavours to identify and take action to promote and facilitate participation via provision of:

- information and surveys in a range of formats and languages (e.g. Easy Read brochures, forms and booklets);
- Interpreters;
- facilitator and/or consumer advocate at key meetings; and
- sharing of resulting decisions and actions:
 - Decisions made, and how people we support’ participation influenced those decisions, are communicated to all those involved, and all those affected by the decisions.
 - Service improvement opportunities resulting from the participation process will be identified and communicated as widely as possible.

Other related documents

- Identitywa Vision, Mission and Values
- ‘Let’s Have a Chat’ Easy Read feedback form
- Managing Complaints Policy and Procedure
- Person-Centred Approach Policy
- ‘We Value Your Views’ feedback form

Legal and Regulatory Requirements we have to follow

This policy has been developed in accordance with the following:

- National Standards for Disability Services - all 6 Standards are applicable
- Community Care Common Standards - all 3 Standards are applicable

Do you need to know more?

Please contact the Policy Officer if you have any questions regarding policies, procedures and/or review details. If you would like to be involved in our policy development programme please also use the contact details below:

- Telephone: (08) 9474 3303