

Participation in Service Improvement | Policy and Procedure

Document name	Participation in Service Improvement	CEO approved	
Category	People We Support		
Version	1	Approval date	August 2025
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Purpose

To ensure participants and their families, guardians, friends, carers (i.e. support network) and other relevant stakeholders, have opportunities to contribute to the development and continuous improvement of Identitywa Disability Services Limited (Identitywa).

Who is this policy and procedure for?

Participants and their support network, as well as workers and relevant stakeholders.

Policy statement

Identitywa is committed to high quality services for its participants by encouraging meaningful engagement in service improvement. Identitywa understands participants and their support network and other relevant stakeholders have unique expertise and lived experience that through active engagement, provide valuable contribution to continually improving Identitywa services. Participant engagement is supported with accessible means and advocacy.

Principles

Identitywa is committed to:

- Upholding the fundamental right for all people to be involved in the development, decision making and continuous improvement of services they receive.
- Promoting active participation as an important component of continuous quality improvement, with emphasis placed equally on process and outcome.
- Recognising and embracing the cultural diversity, unique knowledge and lived experience of participants, their families, guardians, carers and advocates, and encouraging their participation in ongoing service improvement – including seeking feedback on key policies and service development.
- Creating opportunities for communication between participants, their support networks, chosen communities, and collaborative stakeholders to foster continuous improvement.
- Ensuring accountability within the decision-making process by maximising opportunities for participation through accessible and transparent processes.
- Providing adequate training and support to workers, in recognition of the key role they play in facilitating participation in service improvement.
- Encouraging a culture of innovation and action to facilitate continuous improvement.

Procedure

Encouraging the active participation in service improvement by participants, their informal supports, and other stakeholders means a commitment to regular, transparent and open communication, and creating opportunities for meaningful engagement - especially regarding key areas of policy and service development.

Identitywa will support this active participation through:

- Informal and formal meetings with participants and informal supports; with a facilitator and/or advocate at key meetings.
- Induction and training of new Identitywa workers, as well as ongoing training.
- Opportunities to provide feedback, offered in a range of formats and languages. These include options such as surveys requiring feedback about Identitywa services (e.g. the Family and Participant Survey), and providing direct feedback accessible by a QR code and contact number provided on our posted Feedback and Complaints Posters and accessible through our website.
- Stakeholder working groups providing valuable perspective to planning, implementation and delivery of service.
- Projects that aim to improve and increase accessibility to Identitywa services.
- The collaborative development and review of individual plans for participants we support as well as relevant policies and procedures.
- Invitations to focus groups such as the Participant Reference Group.
- Transparent communication with relevant parties on the improvement process itself – including resulting decisions and actions and how participants influenced those decisions and actions, and any opportunities arising from the improvement process.
- Partnering community organisations and government agencies welcomed to provide input to facilitate Identitywa's delivery of a quality person-centred service

How do we know we are getting it right?

This policy and procedure is reviewed at least every three (3) years as part of our Continuous Improvement Framework, ensuring ongoing compliance with the NDIS Practice Standards and other regulatory requirements. Participants we support and their support network, Identitywa partner community organisations and government agencies are invited to contribute to our continuous improvement process.

The quality, accuracy and usefulness of this policy and procedure is further ensured by the following:

- Feedback from participants, families, and stakeholders is regularly collected through surveys, focus groups, and meetings, and is actively used to inform service improvements and policy updates.
- Evidence of participant and stakeholder involvement in key processes, such as training and service planning, is documented and reviewed to ensure meaningful engagement is occurring.
- Improvements in service accessibility, cultural responsiveness, and participant satisfaction are tracked over time, with outcomes shared transparently and used to guide future initiatives.

Definitions

Participant

A person supported by Identitywa, such as a client, resident or other recipient of services.

Worker

A person who carries out work in any capacity for a person conducting a business, including work as:

- An employee

- A contractor or sub-contractor/sole trader
- An employee of a contractor or sub-contractor or sole trader
- A student, trainee, apprentice or volunteer.

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:

- Advocacy groups
- Government agencies
- Partner community organisations
- Non-government organisations
- Not-for-profit organisations

Accessibility

If you are a participant, or part of the participant's support network, speak a language other than English and you need an interpreter, you can contact the Translating and Interpreting Service (TIS) for free translation services. Dial 131 450 and ask your interpreter to call (08) 9474 3303 for you.

If you're deaf or find it hard to hear or speak to hearing people on the phone, call the National Relay Services (NRS) TTY 133 677.

The legal and regulatory requirements we have to follow

[Carers Recognition Act 2004](#)

[National Disability Insurance Scheme \(NDIS\) Act 2013](#)

[NDIS Practice Standards](#)

[NDIS \(Complaints Management and Resolution\) Rules 2018](#)

[NDIS \(Quality Indicators for NDIS Practice Standards\) Guidelines 2018](#)

Other related documents

Complaints and Feedback – Easy Read

Complaints and Feedback Policy and Procedure

Feedback and Complaints Poster

Identitywa Vision, Mission and Values

Person-Centred Approach Policy

Rights Policy

Supported Decision Making Policy and Procedure

Do you need to know more?

If you have any questions regarding policies, procedures and reviews or if you would like to be involved in our policy development program, please contact the Quality and Compliance Team: Contact - Telephone: (08) 9474 3303.