



# Continuous Quality Improvement Policy

## Scope

This policy applies to Brook RED Community Members, Nominated Support People, Board Members, employees, volunteers, and students on placement.

## Purpose

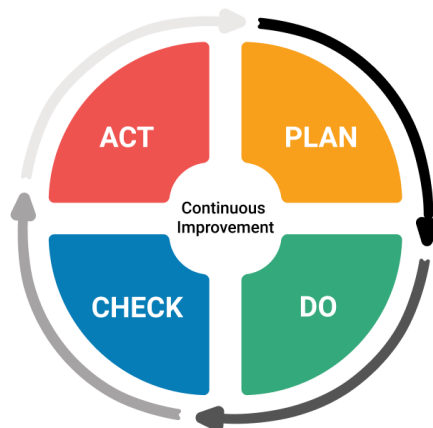
To ensure that Brook RED's supports and services provided are the best possible for our Community Members.

## Principles

We believe that listening to Community Members and other stakeholders and valuing their feedback is critical to having an effective quality management system. We endeavour to understand what we do well and take every effort to identify gaps and implement improvement plans to best meet the needs of our community.

## Policy

Brook RED will implement a 'Plan-Do-Check-Act' Continuous Quality Improvement strategy.



The Four Phases are:

### Plan

- Identify the problem or opportunity and establish expectations and set goals to improve

### Do

- Do what you set out to do in the planning phase

### Check

- Measure effectiveness and compare it to what was expected

### Act

- Implement improvement solution or develop a new goal

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The 'Plan-Do-Check-Act' model is depicted as a circle because it is a continuous process. To identify problems or opportunities, Brook RED will regularly consult with Brook RED stakeholders and collect information/feedback from a variety of sources. Brook RED will record CQI process in a continuous improvement plan and report regularly to the board on continuous improvement plans and the progress made.

## Responsibilities of management:

- Drive quality improvement and encourage and provide opportunities for employee involvement
- Ensure services are well planned, effective in meeting needs and provided at the best possible level of quality by:
  - Ensuring a quality management system is used and that internal controls are in place to comply with relevant standards
  - Monitoring the results of quality reviews and making changes as needed
  - Ensuring compliance with reporting requirements
  - Implementing risk management
  - Pursuing organisational goals of service excellence
- Foster a positive attitude to quality improvement among employees
- Implement policy and procedures for quality management to guide employees
- Identify key indicators for quality for the services
- Establish documentation and reporting processes to enable the ongoing tracking of quality improvement

## Responsibilities of employees:

- Constantly be on the lookout for ways that processes or services could be improved
- Discuss any identified areas for improvement with supervisor
- Participate in team meetings about continuous improvement

## Definitions of Terms Used

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## References

Brook RED Continuous Quality Improvement (CQI) Plan  
Brook RED Service Feedback Form

## Document Control and Record of Changes

Version	Effective Date	Approved by	Summary of Change	Date of Next Review
Version 01	September 2019	Eschleigh Balzamo	Introduction of new policy	January 2021
Version 02	June 2021	Eschleigh Balzamo	Review and Update	July 2023

# Continuous Quality Improvement Policy

Version 03	August 2023	Eschleigh Balzamo	Review and Update	August 2025
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The General Manager has overall responsibility for this policy. If there are any questions regarding this policy, please direct these to the Business Services Manager or General Manager.