



Quality and Continuous Improvement Policy

POLICY 3

We are committed to maintaining and continuously improving the quality of our care and services. CatholicCare will provide the structures and systems for all employees to learn from, and continuously improve the services and supports we provide.

CatholicCare

- Will acknowledge and respect the rights of all people through the continuous improvement process
- Provides clear direction with accountability
- Supports continuous learning and innovation
- Actively encourages feedback, promoting a positive and proactive approach to the resolution of issues, concerns and complaints
- Values people and diversity
- Supports and encourages collaborative work practices
- Makes decisions based on best practice evidence
- Values and promotes social, environmental and ethical responsibility.

CatholicCare will

- Involve staff, the Advisory Council, people who receive services and other stakeholders in service review processes
- Document improvement plans, activities and outcomes
- Monitor performance by tracking complaints, incidents and achievements and use this information to inform continuous improvement
- Report internally on progress and performance
- Develop opportunities to provide feedback in a culture of continuous improvement.

We recognise

That feedback from employees, clients and other stakeholders is crucial to our ongoing learning and continuous improvement. We will actively promote and support our clients, staff, volunteers, students and others as we work through any concerns, issues, suggestions and complaints raised.

Our responsibility is

To ensure that every person knows how to provide feedback, and feels supported to do so, without concern of retribution or any adverse impact.

We will

Comply with legislation and program standards to actively resolve issues while continuously improving our services and supports.

Accountability

Sits with the Executive Director who is accountable to the Diocese for giving effect to the Quality and Continuous Improvement Policy.



Peter Loughnane
Executive Director
March 2021