



Congratulations on achieving accreditation!

To all those organisations who have been certified, congratulations! It has been a long road to this point, however the journey has just begun.

We would like to make the following points in regard to your continual journey on the 'quality road'.

- **Celebrate** your success of attaining the certification with the people who use and work for the service.
- **Reflect** on the processes that you used to get your to certification.
- **Plan** for your next audit.
- **Continually improve** your systems and ways of engaging with people who use and work for the service.
- **Keep the engine ticking over** by keeping up with the processes that you established during your self assessment.

Celebrate. Pat each other on the back, open a bottle of something sparkling and rest on your laurels (for an hour or two). Then....

Reflect. **How** did you plan 'the project' of self-assessment and development of the continuous improvement system? **What** worked well during the implementations of the self-assessment? **When** was the best time to gather people who use and work for the service to collaborate over the project? **Where** is the service now in relation to implementing a continuous improvement system?

Plan. Use the information from your reflections to guide you in drawing a map to continuous improvement. Plan to:

- conduct an internal audit before the next maintenance audit;
- keep the continuous improvement plan on the agenda for management and other relevant meetings; and
- review documents and policies on a regular basis.



Continually Improve. The continuous improvement plan is part of the map that you and those that use the service are drawing on a continual basis. The plan will have entries from the original self-assessment process, any corrective actions from the external audit you had undertaken and any 'issues' that come up for the people who use and work for the service. Ask other organisations in your network how they collect and process their issues.

Keep the Engine Ticking Over. At your next audit (the maintenance audit), the continuous improvement plan will be a document of most interest to the auditor, so keep it up to date and make sure you have a system in place that makes sense for your organisation to capture this.

There are a couple of areas that attracted the most non-conformances during the initial external audits. Pay attention to these areas as they are likely to be foremost in auditor minds when doing maintenance audits. They are:

- Standard 2 – Individual needs
- Standard 4 – Privacy, dignity and confidentiality
- Standard 8 – Service Management
- Standard 10 – Staff recruitment, employment and development

Good luck on the road ahead! NDS is here to support you in issues surrounding the Disability Services Quality System. Continue to contact us, use us to troubleshoot ideas or discuss issues/barriers, and most importantly, share your success with others. We would be very interested in hearing stories about your progress. Please don't hesitate to contact our team. We look forward to the opportunity to meeting with you when we are in your region.

To find out more about our Sector Development activities, visit our Queensland Projects website (at www.ndsqldprojects.net).

Alternatively you reach our Sector Development Team in the Brisbane office by phone on (07) 3357 4188.