

The Continuing Improvement Guide

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Purpose of the Continuing Improvement Guide

All services receive a *Continuing Improvement Guide* with their Accreditation Decision. The main purpose of the *Continuing Improvement Guide* is to provide services with recommendations to assist them with the self-study process and it is expected that the suggestions will support staff and carers to continue to evaluate their practices.

For some services the recommendations will focus on practices that have not been demonstrated at a Satisfactory standard. They will be specific about the actions that the service may take to meet a Satisfactory standard. For other services the recommendations will support the *Continuing Improvement Plans* that they have documented in their *Self-study Report*. In these cases the suggestions provided aim to help the service to maintain, extend and further research practices they currently have or are planning to put in place.

The *Continuing Improvement Guide* may also direct services to resources where they can find further information. These may include websites, journal articles, factsheets and/or books.

Using the Continuing Improvement Guide

When services receive their Accreditation Decision they receive a number of documents, including:



Tips for sharing the Continuing Improvement Guide with stakeholders

It is valuable for services to share the *Continuing Improvement Guide* management, staff, carers and families. Ways to do this include:

- discussing it at a staff, carer and family meetings, particularly when collaborating with stakeholders to plan for continuing improvement
- displaying it with the *Quality Profile Certificate* and *Certificate of Accreditation*
- providing information about it in the service newsletter
- discussing it with families when sharing the Accreditation Decision with them

- ratings awarded by NCAC for each Principle
- a *Continuing Improvement Guide*
- a *Quality Profile Certificate* for display in the service which shows how the service has rated in each Quality Area
- a *Certificate of Accreditation*, if the service is Accredited, for display in the service

After examining the *Quality Profile Certificate* it is beneficial for services to read the *Continuing Improvement Guide*. Any areas that show on the *Certificate* as not being met at a Satisfactory standard will be addressed as a priority in the *Guide*.

Spot Checks

To ensure consistent quality experiences for children, it is vital that services engage in ongoing self-study and planning for improvement between submissions of *Self-study Reports*. The introduction of Spot Checks recognises the importance of services being able to demonstrate quality practice at all times.

Services receiving a Spot Check are asked about the continuing improvement processes they use. The Validator will ask the service how they have made use of the *Continuing Improvement Guide* or what alternative strategies they used to support their quality improvement plans. The *Continuing Improvement Guide* is a practical resource that services may use in many ways to continually improve their practice once they have received an Accreditation Decision ■