Practice Improvement Framework

1. Purpose

Benevida is committed to establishing a robust foundation for continuous practice improvement as a new and emerging provider of disability and aged care services. This framework serves as a guide for the development of best practices, enhancement of participant outcomes, and the cultivation of a learning culture centred on quality, safety, and innovation.

Our objectives include:

- Delivering positive outcomes: Placing clients at the core of care to improve well-being, independence, and choice.
- Embedding continuous improvement: Systematically evaluating and refining services to ensure they are effective, safe, and focused on the individual.
- Fostering innovation: Promoting flexible and creative strategies to address emerging needs.
- Promoting collaboration: Encouraging teamwork, effective communication, and stakeholder engagement to achieve better outcomes.
- Building capability: Enhancing workforce skills and organisational culture through training, reflection, and supervision.
- Managing risk: Identifying, mitigating, and learning from incidents and risks to enhance service safety.

This framework aligns with the NDIS Practice Standards, Aged Care Quality Standards, and Australian Privacy Principles. It ensures that Benevida remains compliant, responsive, and participant-centric as we advance in our mission.

2. Guiding Principles

Principle	Description
1. Person-Centred	We put clients ' goals and choices at the heart of everything we do.
2. Collaboration	We work together with families, staff, and partners to improve outcomes for our clients.
3. Innovation	We welcome new ideas and approaches to improve care and support our clients.
4. Integrity	We act honestly, take responsibility, and learn from our mistakes.

5. Capability	We help our team grow through support, training, and recognition.
6. Safety & Risk	We actively manage risks and use incidents to drive learning and improvement.

3. Scope of the Framework

This framework applies to all areas of Benevida's service delivery and operations. It provides a common approach for staff, leadership, and stakeholders to understand their role in driving service improvement, quality, and safety. It supports compliance with applicable legislation and promotes reflective practice at all levels.

4. Key Action Areas

Action Area	Key Actions
4.1 Service Quality	• Collect feedback from clients and carers via surveys and reviews. • Hold quarterly reflections to celebrate success and address gaps. • Encourage staff ideas to improve service quality.
4.2 Stakeholder Relationships	• Strengthen communication with families, partners, and communities. • Involve stakeholders in planning, co-design, and feedback. • Collaborate with other providers to broaden support options.
4.3 Program Development	• Regularly update programs based on feedback and evidence. • Co-design solutions with clients and staff for unmet needs. • Pilot and refine initiatives to ensure long-term impact.
4.4 Policies and Procedures	• Keep policies practical, accessible, and standards-aligned. • Create clear work instructions with frontline input. • Review and update procedures based on service experience.
4.5 Workforce Capability and Culture	• Deliver annual training plans linked to goals. • Promote supervision, coaching, and daily reflection. • Recognise contributions and promote staff wellbeing.
4.6 Risk, Safety and Incident Learning	• Ensure open reporting of incidents and near misses. • Review risks quarterly to inform improvements. • Share lessons learned to embed safer practices.

5. Improvement Process

Benevida adopts a four-step improvement cycle—Plan, Act, Review, Embed—as a simple, organisation-wide method to drive service improvements. This cycle is applied to all action areas and supports our alignment with sector quality standards.

1. Plan – Identify improvement ideas or service issues based on feedback, incidents, or review.
2. Act – Implement changes in a structured, tested way.
3. Review – Evaluate the outcomes using measurable data and participant input.
4. Embed – Integrate successful changes into ongoing operations.

Benevida Improvement Process Cycle
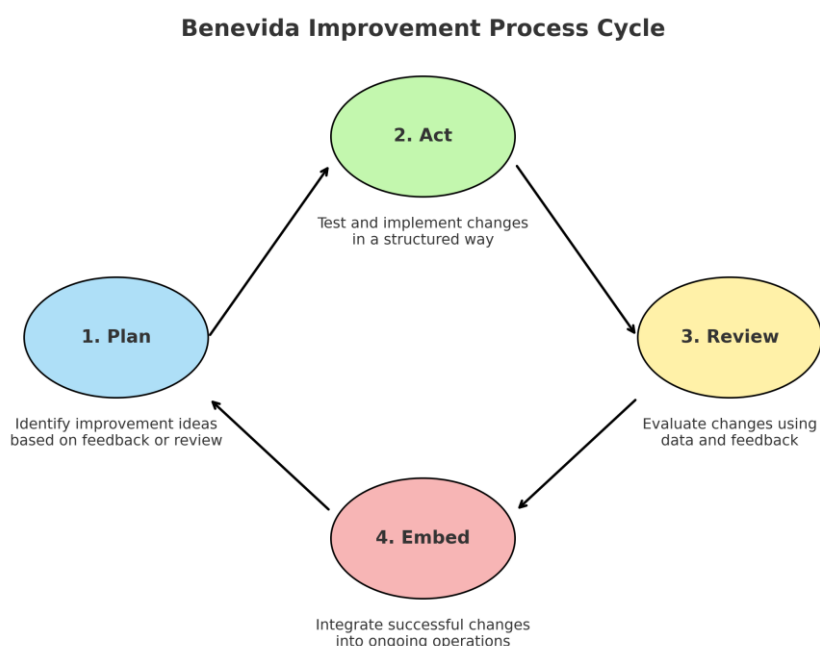
This process fosters a learning culture where staff and clients collaborate to drive continuous improvement.

6. Roles and Responsibilities

Role	Responsibility
All Staff	Contribute feedback and follow improvement processes in their roles.
Managers / Team Leaders	Facilitate team reflection, supervision, and documentation of improvements.
Managing Director / CEO	Oversees alignment with strategy and monitors outcomes.
Clients, Carers & Families	Actively shape service quality through input and participation.

7. Reviewing the Framework

This framework will undergo a formal review annually. The updates will ensure that the framework remains aligned with Benevida's growth, values, and the perspectives of those we serve and support. Feedback will be collected through:

- Participant and family feedback
- Team reflections and supervision
- Analysis of service outcomes and incidents