

We are committed to maintaining, and continuously improving, the safety, quality, and effectiveness of our care and services

Feedback from our clients, client representatives, team members, and our broader community is crucial in providing safe, high quality, and effective care and services. We will actively promote ongoing learning and continuous improvement by supporting our clients, team members, and others we work with to raise concerns, issues, suggestions, and complaints

Curtin Heritage Living

- Has a client and outcome focus
- Supports continuous learning and innovation
- Supports and encourages collaborative work practices
- Makes decisions based on evidence, and the needs and preferences of the individual
- Values and promotes safe, high quality, and effective person-centred care and services

We will

- Provide structures, systems, and support for all employees to learn from, and continuously improve, the services we provide
- Provide clear direction with accountability
- Involve clients, team members, corporate governance bodies, and other members of our community in designing and reviewing our services
- Monitor and analyse industry guidance, industry data, audits, feedback, incidents, and near misses to identify areas for continuous improvement
- Ensure that every person knows how to provide feedback, and is supported to do so, without concern of retribution or any adverse impacts
- Actively encourage feedback, promoting a positive, and blame-free approach to the resolution of issues
- Document improvement plans, activities, and outcomes and report on progress and performance
- Develop and maintain a blame-free learning culture of continuous improvement