



**Aussie Hope  
Blooms**

★ Support Services ★

# BLOOM 360° Quality Assurance System

★  
**Every Shift Checked.  
Every Voice Heard.  
Every Outcome Improved.**

The BLOOM 360° Quality Assurance System is our practical method for keeping participants safe, improving support quality and achieving meaningful NDIS goals. It brings together current NDIS expectations with proven approaches such as participant-experience tracking, lived-experience advisory input, Active Support, frontline practice observation and capability-based worker supervision.

The NDIS Practice Standards expect providers to use participant feedback, internal audits, risk information and service outcomes to continuously improve supports. The NDIS Workforce Capability Framework also describes what good looks like from the participant's perspective and supports better recruitment, training, supervision and communication.



**Participant  
Focused**



**Safe &  
Reliable**



**Outcome  
Driven**



**Improvement  
Everyday**



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# Our Exclusive 5-Layer Service Quality Assurance System

A practical, person-centred system that protects participants, strengthens compliance and improves outcomes every day.



1



## Frontline Delivery

Quality in every shift.  
Real-time support, active listening, safety and outcomes.

2



## Monitoring & Oversight

Daily checks, participant feedback and early issue identification.

3



## Management Review

We analyse data, investigate trends and implement corrective actions.

4



## Quality Leadership

Training, supervision and coaching build capability and confidence.

5



## Governance & Continuous Improvement

Strategic oversight, participant voice and ongoing service improvement.



## Why BLOOM 360° Matters

- ★ The BLOOM 360° Quality Assurance System is our practical method for keeping participants safe, improving support quality and achieving meaningful NDIS goals.
- ★ It brings together current NDIS expectations with proven approaches such as participant-experience tracking, lived-experience advisory input, Active Support, frontline practice observation and capability-based worker supervision.
- ★ The NDIS Practice Standards expect providers to use participant feedback, internal audits, risk information and service outcomes to continuously improve supports.
- ★ The NDIS Workforce Capability Framework also describes what good looks like from the participant's perspective and supports better recruitment, training, supervision and communication.



**Participant  
Focused**



**Safe &  
Reliable**



**Outcome  
Driven**



**Improvement  
Everyday**



**Transparent &  
Accountable**



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# Our Five-Step BLOOM Technique

Simple steps. Powerful impact. Better outcomes.



## 1 B — Begin Right

Before every shift, the support worker confirms:

- the participant's current needs and preferences;
- communication method;
- health and safety risks;
- goals for the shift;
- medication or behaviour-support instructions;
- emergency contacts;
- required participant-specific competencies.



Workers cannot independently support a participant when required checks, training or competencies have expired.



### Practical solution



**Green:** worker is approved;  
**Amber:** supervision or training is required;  
**Red:** worker must not be independently rostered.



## 2 L — Listen Every Shift

Quality begins by listening to the participant.

“What would you like to do today?”

“Did you feel listened to and supported today?”

Feedback can be provided through:

- speech;
- AAC;
- pictures;
- gestures;
- Easy Read cards;
- thumbs-up or thumbs-down;
- a family member or representative where appropriate.



Participants can also provide feedback privately to a manager without the regular support worker being present.



### Practical solution



Happy with my support



Something could be better



I need someone to contact me



Any unhappy response creates an automatic management follow-up.

# Observe, Measure and Improve

We record what matters and turn everyday support into meaningful outcomes.



## O — Observe What Matters

Workers observe and record important changes, including:

- health and mobility;
- communication;
- mood and emotional wellbeing;
- behaviours of concern;
- medication effects;
- eating and drinking;
- community participation;
- environmental safety;
- changes in the participant's normal routine.

*Workers record facts rather than assumptions.*

### Not acceptable:

"Participant was difficult today."

### BLOOM-quality note:

The participant declined the planned shopping activity by pushing the visual card away and saying "no" three times. The worker offered two alternative activities. The participant selected a walk and appeared calm after approximately ten minutes.



## O — Outcomes, Not Just Hours

Our progress notes explain what the participant achieved—not only what the worker completed.

- 1 One choice offered
- 2 One activity the participant joined
- 3 One step towards an NDIS goal
- 4 The level of prompting required
- 5 The participant's response

*This demonstrates choice, participation, skill development and progress.*

### Instead of:

"Worker prepared lunch for the participant."

### Record:

The participant selected lunch from two picture options, collected ingredients and prepared a sandwich with verbal prompting.



## M — Make It Better

Every concern, complaint, incident and suggestion must lead to action.

Aussie Hope Blooms uses:

- daily safety-alert reviews;
- weekly Quality and Safety Huddles;
- monthly participant-quality checks;
- eight-to-twelve-week goal reviews;
- quarterly management reviews;
- annual independent quality checks.

*Practice reviews are recognised as an important continuous-improvement activity that can strengthen safeguarding and improve support quality.*



### Reliable Records

Accurate, objective and NDIS-ready documentation.



### Meaningful Outcomes

Focus on what participants achieve and value.



### Stronger Progress

Clear evidence of growth towards NDIS goals.



### Safer Supports

Risks identified early and acted on quickly.



### Continuous Improvement

Systemic action leads to better experiences.





# Three-Proof Quality Rule and Quality Alerts

We do not rely on paperwork alone — we verify quality in three ways and respond quickly to risk.

## 1 Our Exclusive Three-Proof Quality Rule



### 1 Participant Proof

What does the participant say or communicate about the support?



### 2 Record Proof

Do progress notes, plans, incidents, feedback and goal records show good support?



### 3 Practice Proof

Has a manager observed how the worker communicates and delivers support?

★ A quality concern is not closed until these three forms of evidence have been considered. ★

## 2 Traffic-Light Quality Alert System



**Red — Act Immediately**

### Examples:

- suspected abuse or neglect;
- serious injury;
- missing participant;
- serious medication error;
- participant feeling unsafe;
- unauthorised restrictive practice;
- significant health deterioration;
- serious privacy breach.

The participant is protected first, emergency assistance is obtained where required, and management begins the appropriate internal and external reporting process.



**Amber — Review the Same Day**

### Examples:

- repeated participant distress;
- unexplained marks or bruising;
- negative participant feedback;
- worker-participant mismatch;
- medication omission without immediate harm;
- missed activity or appointment;
- repeated late notes;
- equipment or vehicle concerns.



**Green — Routine Improvement**

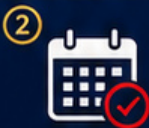
### Examples:

- participant requests a different activity;
- new communication preference;
- suggestion for improving a service;
- minor documentation improvement;
- worker coaching opportunity.

## 3 The BLOOM Quality Response Promise



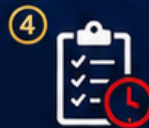
1 Listen and protect the participant.



2 Acknowledge the concern within one business day.



3 Explain who is managing it.



4 Provide an initial action plan within two business days where practicable.



5 Keep the participant or representative updated.



6 Check whether the solution worked.



7 Explain what was changed.

★ This is an internal Aussie Hope Blooms service promise and does not replace mandatory incident-reporting timeframes. ★



Aussie Hope

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Website Placeholder

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# Workforce Quality and Participant Review.

*Skilled workers, regular participant review and early quality checks help us deliver safe and consistent support.*



## 1 Worker Quality Passport

Every worker receives a BLOOM Worker Quality Passport showing their approved competencies.



- ✓ participant-specific communication;
- ✓ medication support;
- ✓ mealtime and swallowing support;
- ✓ positive behaviour support;
- ✓ seizure management;
- ✓ diabetes support;
- ✓ hoisting and transfers;
- ✓ infection prevention;
- ✓ community transport;
- ✓ emergency response;
- ✓ high-intensity personal support.

**i** A qualification or training certificate alone is not treated as proof of practical competency.



1. complete training;
2. read the participant's plan;
3. observe a demonstration;
4. complete a supervised shift;
5. demonstrate the skill;
6. receive written approval;
7. complete reassessment when needs change.



## 2 Monthly Participant Quality Check



A manager contacts the participant, family or representative each month and asks six simple questions:

1. Do you feel safe?
2. Do workers listen to you?
3. Are you offered real choices?
4. Are your workers reliable?
5. Are you progressing towards your goals?
6. Is there anything you would like us to change?



The answers are entered into the Quality Dashboard and followed up where required.

## 3 First 30-Day Welcome Review



Every new participant receives an additional quality review within their first 30 days.

- ✓ whether the participant feels comfortable with workers;
- ✓ whether the roster is reliable;
- ✓ whether communication methods are working;
- ✓ whether the support plan reflects actual needs;
- ✓ whether any risks have changed;
- ✓ whether the participant wants to change a worker;
- ✓ whether goals and activities are meaningful;
- ✓ whether the family or Support Coordinator is receiving appropriate updates.



This catches service problems early instead of waiting for a complaint.



### Skilled Workers

Approved and observed in practice.



### Regular Reviews

We listen, learn and improve.



### Better Outcomes

Safe, consistent support that builds confidence.



# Working Together for Better Outcomes

Clear reporting, measurable quality targets and continuous improvement help participants, families and Support Coordinators feel confident in our service.



## 1 Support Coordinator Quality Summary

With the participant's consent, Support Coordinators can receive a concise monthly or quarterly summary containing:

- ✓ supports delivered;
- ✓ participant engagement;
- ✓ progress towards goals;
- ✓ changes in support needs;
- ✓ incidents and actions taken;
- ✓ barriers affecting outcomes;
- ✓ recommended next steps;
- ✓ evidence that may assist with plan reviews.



This reduces unnecessary follow-up emails and gives coordinators useful, outcome-focused evidence.

## 2 You Said, We Did Improvement Report

Every quarter, Aussie Hope Blooms publishes an accessible summary showing:

| You Said                                                     | We Did                                                                            | The Result                                                                             |
|--------------------------------------------------------------|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| What participants, families and workers told us.             | What we changed.                                                                  | How we checked whether the improvement worked.                                         |
| You said: Roster changes were not communicated early enough. | We did: Introduced SMS and email notifications whenever a regular worker changes. | The result: Fewer complaints and improved participant satisfaction with communication. |

## 3 Simple Quality Scorecard

| QUALITY MEASURE                                            | TARGET       |
|------------------------------------------------------------|--------------|
| Worker screening and required checks current               | 100%         |
| Participant-specific competency before independent support | 100%         |
| Current support and risk plans                             | 100%         |
| Serious incidents escalated within required timeframes     | 100%         |
| Shift notes completed on time                              | At least 95% |
| Notes showing participant choice and participation         | At least 90% |
| Monthly participant-quality checks completed               | At least 95% |
| Planned worker supervision completed                       | At least 95% |
| Participants reporting that they feel safe                 | At least 90% |
| Participants reporting that workers listen                 | At least 90% |
| Overdue high-risk corrective actions                       | Zero         |

## 4 How We Put It into Practice

|                      |                                                                                                                                                                                                                                                                                                                                                     |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>First 30 Days</b> | <ul style="list-style-type: none"> <li>• appoint the Quality and Safeguarding Lead;</li> <li>• introduce the BLOOM shift-note template;</li> <li>• create traffic-light alerts;</li> <li>• check all participant and worker files;</li> <li>• introduce Worker Quality Passports;</li> <li>• commence monthly participant-quality calls.</li> </ul> |
| <b>Days 31-60</b>    | <ul style="list-style-type: none"> <li>• complete supervised practice observations;</li> <li>• start weekly Quality and Safety Huddles;</li> <li>• introduce the First 30-Day Welcome Review;</li> <li>• begin Support Coordinator Quality Summaries;</li> <li>• create the Quality Dashboard.</li> </ul>                                           |
| <b>Days 61-90</b>    | <ul style="list-style-type: none"> <li>• review incidents, complaints and feedback together;</li> <li>• begin quarterly "You Said, We Did" reports;</li> <li>• establish a Participant and Family Advisory Group;</li> <li>• test whether improvement actions are effective;</li> <li>• complete an independent quality gap review.</li> </ul>      |

## 5 What Makes Aussie Hope Blooms Different?

Quality is checked during support—not only during audits.

Participants help define good support.

Workers are approved for the individual participant.

We measure meaningful outcomes.

We use three forms of proof.

We communicate openly.

We prove that improvements worked.

## “ Our Quality Promise

At Aussie Hope Blooms, quality is not a checklist completed before an audit. It is how we listen, support, observe, respond and improve during every participant interaction.

”

- ✓ Begin Right.
- 👂 Listen Every Shift.
- 👁️ Observe What Matters.
- 🎯 Focus on Outcomes.
- 📈 Make It Better.



Every Shift **Checked**. Every Voice **Heard**. Every Outcome **Improved**.

