

Policy #14a	<b>ORG - POL - Monitoring Quality and Performance</b>
-------------	---

<p><b>Applies to:</b> Whole of Organisation</p>	<p>Version: 1</p>
<p><b>Specific responsibility:</b> Chief Executive Officer</p>	<p>Last Date approved: 14/07/2021</p>
<p><b>Definitions:</b> Refer to Schedule of Definitions <i>duty of care, stakeholders, volunteers</i> <i>Complaint: Expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required. (Source AS/NZS 10002:2014 (AS/NZS Complaint Management Standard))</i></p>	<p>Next review date: 14/07/2023</p>

## Policy Statement

Social Futures systematically monitors, analyses, and evaluates the quality and performance of our activities and reports regularly to ensure continuous service improvement, safety, duty of care and accountability to our community, funders, staff and stakeholders.

We foster a culture of open and honest communication with our community and internally to evaluate service delivery performance, promote quality and effectiveness, inform organisational reviews, plan and improve our services, and drive new initiatives. We record, analyse, respond to and act on concerns, complaints, compliments, suggestions, and other feedback in a responsive and respectful way.

We identify and analyse emerging issues to improve organisational and sector knowledge and improve outcomes for people who use our services and all our stakeholders.

Program data is collected annually to monitor outcomes, with minimum satisfaction targets set in Social Futures Strategic Plan.

We consider the needs and risks of different groups in targeted communities when soliciting feedback, managing complaints, and evaluating our services and programs. Targeted communities include Aboriginal and Torres Strait Islander peoples, people living with a disability, children and young people, LGBTIQSB and culturally and linguistically diverse communities.

## Quality and Performance

We are committed to:

- meeting the needs of service users and improving the quality of life in the community
- meeting and exceeding our legislative responsibilities and prescribed standards.

- monitoring and evaluating our performance for key aspects of service delivery and operations against documented measures and in accordance with our procedures
- collecting and analysing data related to performance measures
- maintaining records from monitoring, measuring, analysing and evaluation activities and results
- using practice-based evidence, sector benchmarks and research when reviewing performance
- involving staff and volunteers in continuous quality improvement across our organisation
- coordinating our assessments, audits and evaluations
- regularly reporting to management and the Board on safety and quality performance.
- documenting and evaluating the effectiveness of our quality improvement process.

### **Feedback and Complaints**

Social Futures recognises that any feedback received – including concerns, complaints, compliments, and suggestions - helps us understand what we do well and how we can improve. It holds us accountable to our community and staff. All staff and volunteers are responsible for ensuring they are familiar with feedback and complaints procedures and for reporting feedback and complaints via Social Futures Quality Management System.

To facilitate feedback, we will:

- inform service users of ways to provide feedback or to complain, including anonymously
- ensure our systems are easy and safe for people to provide feedback and complain
- support, empower and protect the rights of people who complain or provide feedback
- provide complaints information in easy-to-read simple text, pictorial formats and languages other than English
- ensure our feedback and complaints systems and processes are inclusive, culturally safe and accessible to all people including targeted communities.

### **Appeals**

We will ensure that any person using our services or affected by our work, their families, carers or advocates, has the right to complain or to appeal a decision. We will address their concerns equitably, accountably and transparently. We will report complaints to the Board and funders in accordance with our procedures, systems and the provisions of relevant funding agreements.

We will take proactive steps to prevent repercussion or disadvantage to people who complain. We provide options for review or appeal including information on external appeal bodies.

Tenants placed in Social or Affordable Housing may appeal decisions made by Social Futures. If unhappy with the outcome they may lodge a 2nd tier appeal with the Housing Appeals Committee. All tenants will be provided a copy of the Housing Appeals Committees factsheet on Scope of Appealable Decisions when they begin tenancies with us and again if they lodge a complaint and are unhappy with the outcome. Appealable decisions are defined in Attachment 1 of this policy.

## Policy Administration

<b>Policy context:</b> This policy relates to	
Standards or other external requirements	Australian Service Excellence Standards C.7.1 Family Relationships Services Standards 2, 14 National Home Care Standards 1.5 National Principles for Child Safe Organisations NSW Good Practice Guidelines 1.1, 3.2 National Standards for Mental Health Services 1.2 Rainbow Tick 1.1
Legislation or other requirements	<i>Refer to Table 1 (Legislation)</i> Community Services (Complaints, Reviews and Monitoring) Act 1993 (Clth) Privacy Act 1988 (Clth) Child Protection (Working with Children) Act 2011 (NSW) Children and Young Persons Care and Protection Act 1998 (NSW) Work Health and Safety Act 2011 (NSW) Work Health and Safety Act 2011 (Qld)

<b>Reviewing and approving this policy</b>		
<b>Frequency</b>	<b>Person responsible</b>	<b>Approval</b>
2 years	Chief Executive Officer	Board

<b>Policy review and version tracking</b>				
<b>Review</b>	<b>Date Approved</b>	<b>Document Reviewed</b>	<b>Approved by</b>	<b>Next Review Due</b>
	30/01/2020	Feedback and Complaints	Board	Reviewed 28/6/2021 as one merged policy Monitoring Quality and Performance
	30/01/2020	Continuous Quality Improvement	Board	
	30/01/2020	Monitoring Performance	Board	
	14/07/2021	Monitoring Quality and Performance	Board	14/07/2023

## Documentation

<b>Documents related to this policy</b>	
Related policies	Communication, Marketing and Branding Compliance and Risk Management Governance, Structure and Delegations



	Privacy, Information and Knowledge Management Service Access, Intake, Referral, Delivery and Transition Strategic and Program Planning Values, Vision and Purpose Work, Health and Safety Workplace Management
Related procedures	Practice Framework Refer Policy and Procedure List