

Policy #14a	ORG - POL - Monitoring Quality and Performance
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Applies to: Whole of Organisation	Version: 3
Specific responsibility: Chief Executive Officer	Last Date approved: 28/04/2023
Definitions: 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>	Next review date: 28/04/2025

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.

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- 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 Committee 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

Policy context: 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	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)

Reviewing and approving this policy		
Frequency	Person responsible	Approval
2 years	Chief Executive Officer	Board

Policy review and version tracking				
Review	Date Approved	Document Reviewed	Approved by	Next Review Due
	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	
1	14/07/2021	Monitoring Quality and Performance	Board	8/04/2022
2	8/04/2022	Monitoring Quality and Performance	Board	7/04/2023
3	28/04/2023	Monitoring Quality and Performance	Board	28/04/2025

Documentation

Documents related to this policy

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Related policies	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Practice Framework Refer Policy and Procedure List

Attachment 1: Social and Affordable Housing Appeal Categories

<p><i>Social Housing Provider Eligibility</i></p> <ul style="list-style-type: none"> • Eligibility for social housing • Removal from the social housing register • Reactivation of a closed application • Eligibility of people classified as unsatisfactory or ineligible former tenants
<p><i>Housing Entitlement</i></p> <ul style="list-style-type: none"> • Type and size of dwelling • Modifications or special features of dwelling needed for medical needs <p><i>Assessment of bedroom entitlements when a Vacant Bedroom Charge is applied. Clients cannot appeal the decision to apply the vacant bedroom charge. (Public Housing only)</i></p>
<p><i>Priority Housing Eligibility</i></p> <ul style="list-style-type: none"> • Eligibility for priority housing • Locational need
<p><i>Eligibility for Emergency Temporary Accommodation</i></p> <ul style="list-style-type: none"> • Eligibility for assistance (Public Housing only)
<p><i>Private Rental Subsidy Assistance</i></p> <ul style="list-style-type: none"> • Ending or tapering Private Rental Subsidy assistance following an individual or scheduled review • Ending assistance due to refusal of an offer • Review of whether the offer was a reasonable rejection and the subsidy should be reinstated.
<p><i>Succession of Tenancy</i></p> <ul style="list-style-type: none"> • Eligibility to be granted succession of tenancy
<p><i>Recognition as a tenant</i></p> <ul style="list-style-type: none"> • Eligibility for Recognition as a tenant • Eligibility for a provisional lease
<p><i>Minors</i></p> <ul style="list-style-type: none"> • Eligibility for a minor to be listed on the FACS Housing Services register
<p><i>Housing Assistance for Elderly</i></p> <ul style="list-style-type: none"> • Eligibility for housing assistance to an elderly client • Eligibility for special consideration as an Aboriginal elderly client
<p><i>Matching and Offering a Property</i></p> <ul style="list-style-type: none"> • Whether an offer is considered 'reasonable' (eg. type, location, size) • Removal of the applicant from the housing register for refusal of offers • Reasonableness of offers made when a Vacant Bedroom Charge is applied

Rentstart Bond Loans

- Eligibility for Rentstart assistance, including Temporary Accommodation, Tenancy Assistance, Rentstart Move, Advance Rent and Rentstart Bond Loan
- The amount of assistance provided under Rentstart Bond Loan. For example, the amount of bond assistance and/or Advance Rent provided.
- Decision to decline a client applying for their third Bond Loan.
- Decisions to suspend a client's access to further Rentstart assistance
- Decision to decline an application when a client reapplies and they are suspended from further assistance.
- Decision to decline a payment variation request
- Decision to decline a payment deferral request

Transfer

- Eligibility for transfer
- Eligibility for priority transfer / Category of transfer approval granted
- Transfer - locational need
- Eligibility for tenancy reinstatement

Relocating Tenants for Management Purposes

- Notice of Intent under Section 149 of the Residential Tenancies Act 2010 that the social housing provider intends to issue a Notice of Termination where a tenant has been offered alternative social housing premises

Charging rent

- Calculation of rent subsidies
- Cancellation of rent subsidies
- Eligibility for a rent subsidy

Modification to property

- Need for modifications for disability/medical reasons only

Mutual Exchange

- Eligibility for Mutual Exchange

Absence from Dwelling

- Request for absence from dwelling
- Decisions in relation to rent calculated during absence from dwelling

Length of Lease

- Type and length of lease offered when entering public housing
- Type and length of lease offered after a lease extension
- Notice under Section 145 of the Residential Tenancies Act 2010 that a tenant is no longer eligible to reside in public housing
- Eligibility for an extension of a lease as a result of a change of circumstances following a lease review

Tenant Charges

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<ul style="list-style-type: none"> Charges at vacation of dwelling where not covered by the NCAT orders
<p><i>Offers of a Property - transfer</i></p> <ul style="list-style-type: none"> Whether 'reasonable' offers are made and an offer counted for purpose of offers policy Offers made to tenants under relocation of a tenant for management purposes.
<p><i>Joint Tenancies</i></p> <ul style="list-style-type: none"> Eligibility for joint tenancy
<p><i>Aboriginality</i></p> <ul style="list-style-type: none"> Confirmation of Aboriginality
<p><i>Categorising a tenancy</i></p> <ul style="list-style-type: none"> Former tenant category Eligibility for Statement of Satisfactory Tenancy
<p><i>Antisocial Behaviour (ASB)</i></p> <ul style="list-style-type: none"> ASB 1st and 2nd strike notices
<p><i>Water Charges</i></p> <ul style="list-style-type: none"> Grant of a water usage allowance as per policy Method of calculation of water charges