



## 17<sup>th</sup> Mitscham Community House

# Continuous Improvement Policy

Policy number	V4	Date approved: COM mtg	
		17/08/16	
Draft No.	Final	Scheduled review date:	17/08/18

### PURPOSE

The purpose of this policy is to affirm Mitscham Community House's commitment to the provision of quality classes, activities, services and programs and to an ongoing cycle of quality improvement.

### Policy

Mitscham Community House is committed to operating efficiently and effectively in order to meet the needs of all stakeholders, and recognizes that continuous improvement is a vital component of continued success.

Mitscham Community House undertakes ongoing quality control and evaluation of all its operations to ensure the standards of its classes, activities, services and programs are appropriate to the expectations of all stakeholders

To achieve our purpose, we will:

- work in partnership with our participants and funding bodies
- encourage, educate and empower all our volunteers, tutors and staff to engage in quality improvement, risk management programs and innovation through teamwork
- develop, document and communicate the strategic objectives for Mitscham Community House
- adhere to relevant industry standards as well as regulatory requirements
- measure and regularly review our performance to ensure continuous improvement.

### Definitions

- **Committee** is the Committee of Management which has responsibility for the employment of and support to the Manager, policy development, financial and legal compliance, strategic and annual planning and risk management.
- **Manager** has responsibility for the employment of and support to Program Coordinators, program staff and tutors and for the day-to-day management of the community house.
- **Program Coordinators** include the Manager (Administration and ACFE/Learn Local), Family Violence Coordinator and Childcare Coordinator and they are responsible for the supervision of program staff
- **Program Staff** include administration, family violence and childcare staff
- **Staff** is a generic term to cover all staff regardless of their position

### AUTHORISATION

Signature of Committee Chairperson	
Date of approval by the Committee	



## Mitcham Community House

# Continuous Improvement Procedures

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Quality Area	Purpose and Actions	Who is responsible	When
<b>Participants</b>			
Participant Feedback	<p>To evaluate the quality of the classes, activities, services, programs, facilities, staff and tutors of Mitcham Community House through:</p> <ul style="list-style-type: none"><li>• Mid-year evaluation and feedback survey</li><li>• Short course and workshop evaluations</li><li>• Invite feedback on the website, in the newsletter, through email, phone contact or in person</li><li>• ACFE classes learner review</li><li>• Term-based FV programs evaluation</li></ul> <p>To analyse the responses and take actions as required in line with available resources and the mission and values of the organisation. To seek further resources where possible.</p>	<p>Manager and administration staff</p> <p>Family Violence Coordinator</p>	Ongoing
Complaints and Grievances	<p>To ensure that all complaints and grievances are handled in accordance with the procedures outlined in the <i>Complaint Handling Policy</i>.</p> <p>To promote how complaints and grievances are managed through the</p>	<p>Manager</p> <p>Manager</p>	Ongoing

	<p>website and the newsletter.</p> <p>To make improvements to policies and procedures as a result of a complaint or grievance.</p>	Committee	
<b>Governance</b>			
Reputation	<p>Model and promote a culture of equitable and fair treatment of everyone involved at Mitcham Community House.</p> <p>Acknowledge and uphold the principles of the Conduct Policy</p>	Committee	Ongoing
Committee membership	<p>Provide a Committee manual to new members as part of their induction to ensure they understand the organisation's goals and philosophy.</p> <p>Monitor the number of members so that it does not drop below an agreed 'healthy' level as determined by the Association Rules.</p> <p>Provide ongoing support to the Committee and ensure that members are valued as a team.</p>	<p>Chairperson</p> <p>Chairperson and Manager</p>	Ongoing
Committee Meeting Effectiveness	<p>Attend Committee and appointed subcommittee meetings regularly</p> <p>Ensure that there is a quorum</p> <p>Everyone to contribute to the discussion</p> <p>Ensure that decision-making is informed by relevant and up-to-date information</p>	<p>Committee members</p> <p>Chairperson</p> <p>Committee members</p> <p>Chairperson, Manager and Program Coordinators</p>	Every 2 months
Monitoring Finances	<p>Provide training and support to new Committee members to ensure that they understand the financial reports.</p> <p>Monitor the budget, develop policies as required and draft the budget for the financial year</p> <p>Monitor the budget</p>	<p>Treasurer</p> <p>Finance and Risk Subcommittee members</p> <p>Treasurer, Manager and Finance Officer</p>	<p>As required</p> <p>Quarterly</p> <p>Monthly</p>

	<p>Present financial reports to the Committee meeting and Committee take action as required</p> <p>Organise the annual financial statements to be audited</p>	<p>Treasurer</p> <p>Treasurer, Manager and Finance Officer</p>	<p>Two monthly</p> <p>Jan-Feb annually</p>
<p>Planning and Evaluation</p>	<p>Organise a Strategic Planning Day to develop goals and objectives through extensive consultation with all stakeholders.</p> <p>Monitor Strategic Plan at Committee meetings</p> <p>Hold an Annual General Meeting:</p> <ul style="list-style-type: none"> <li>• Invite all stakeholders</li> <li>• Present the Annual Report and Financial Statements</li> </ul>	<p>Committee</p> <p>Committee</p> <p>Chairperson, Treasurer, Manager and Program Coordinators and program staff</p>	<p>Every 3 years</p> <p>Two monthly</p> <p>March-May annually</p>
<p>Compliance</p>	<p>Ensure that new members have read and understand the Association Rules and the Policy and Procedures Manual</p> <p>New and continuing members are kept informed of any changes in legal and reporting requirements</p> <p>Ensure that accurate minutes are taken at all Committee meetings, all resolutions are approved and the minutes are signed by the Chairperson.</p> <p>Make sure that all funding agreements are appropriately signed and understood by Committee members and that all compliance requirements are met.</p>	<p>Chairperson and other Committee members</p> <p>Chairperson and Manager</p> <p>Minutes Secretary and Chairperson</p> <p>Chairperson, Treasurer, Committee members and Manager</p>	<p>As required</p> <p>As required</p> <p>Two monthly</p> <p>As required</p>
<p>Policies</p>	<p>Review and develop policies</p>	<p>Committee, Manager, Program Coordinators and relevant subcommittees</p>	<p>Existing policies- Every 2 years from effective date</p>

			New policies- when required by changes to legislation, regulation, funding contracts or when impacted by organisational change
Procedures and Documentation	Review, update, amend and/or create procedures and documentation	Manager, Program Coordinators and program staff	When required by changes to legislation, regulation, funding contracts or when impacted by organisational change
<b>Staff, Committee, Volunteers and Tutors</b>			
Recruitment	<p>Ensure a fair and open recruitment process is in place</p> <p>Ensure checks are done where required:</p> <ul style="list-style-type: none"> <li>• Referee</li> <li>• Qualifications</li> <li>• Memberships</li> <li>• WWCC and/or National Police Check</li> <li>• Additional training required</li> </ul> <p>Develop and provide position descriptions.</p> <p>Give induction and ongoing support.</p> <p>Provide adequate resources to achieve the tasks and duties outlined in the relevant position description.</p> <p>Ensure employment conditions are understood</p>	Committee and Manager	Ongoing

	Ensure the Committee and Manager know how and where to seek assistance on employment issues and have current information on industrial matters		
Professional Development	Update knowledge and skills development. Attend workshops, seminars, conferences, webinars approved by the Manager or Committee. Attendees are expected to share their knowledge on return from such activities and information may be used to improve the operations of MCH.	Committee members, staff and volunteers	Ad hoc as available and/or required
Administration Staff Meetings	To discuss and review the day to day administration of the organisation. Review and develop operational procedures Provide peer support Identify and resolve issues Information gathered from these meetings is used to improve: <ul style="list-style-type: none"> <li>• Customer service</li> <li>• Documentation</li> </ul> Management of operations Minutes to be kept and circulated to all program staff and Committee members	Manager and administration staff	Monthly
Whole of Staff Meeting	Provides an opportunity for team building and to discuss what each program area is doing	Manager, Program Coordinators and program staff	Twice per year
Staff Appraisals	Review position descriptions and training needs, look at what has worked well, achievements, challenges and what improvements could be made	Manager, Program Coordinators and program staff	Annually
Program Area Subcommittees Budget and Finance	Review and develop policies and procedures- as above Give support to program staff Monitor how the program area is	Members of the subcommittee	At least once per term

Childcare Family Violence	going Identify and help resolve any issues Receive feedback from program staff for continuous improvement in their area of responsibility Risk management Information gathered from these meetings is used to improve: <ul style="list-style-type: none"> <li>• Customer service</li> <li>• Documentation</li> <li>• Management of operations</li> </ul>		
Tutor Support	To assist tutors in delivering quality classes to the participants through administration and IT support. Manager will deal with any complaints or concerns in a prompt and confidential manner. Manager will explore opportunities for tutors to provide feedback on their teaching experiences and any suggestions they may have for improvement.	Manager and administration staff  Manager  Manager	Ongoing
Program Staff Support	To assist program staff in carrying out their duties outlined in their position descriptions to provide the best outcomes for the organisation and to ensure job satisfaction in a safe work environment. Manager will deal with any complaints or concerns in a prompt and confidential manner.	Manager and staff delegated by the Manager	Ongoing
Moderation and Supervision	Ensure that: <ul style="list-style-type: none"> <li>• Moderation is done for each ACFE funded course each year in accordance with ACFE requirements</li> <li>• Supervision is provided for the FVP staff to ensure best practice.</li> </ul>	Manager  Manager and Family Violence Program Coordinator	Annually  As per employment contract

## RELATED DOCUMENTS

- Privacy Policy
- Complaint Handling Policy
- Code of Conduct Policy
- Proper Practice Policy
- Conduct of Committee Meetings Policy
- Committee Management Recruitment Policy
- Governance Policy