

Capricorn Citizen Advocacy

CONTINUOUS QUALITY IMPROVEMENT POLICY

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| Policy number: | 1.2.3 | Approved by Management Committee: | 28 th February 2017 |
| Version: | 2.0 | Signed off by Executive: | 28 th February 2017 |
| Responsible person: | Coordinator | Scheduled Review Date: | 28 th February 2020 |

Purpose

Capricorn Citizen Advocacy will provide a high quality Citizen Advocacy program to protégés and advocates and is continually striving to improve the quality of our program. This requires the Management Committee, Coordinator and staff to gather and analyse data and feedback. That information is used to improve our processes and optimise the quality of our advocacy.

Capricorn Citizen Advocacy also is fully committed to participating in regular formal reviews and audits of our operations to verify that we are conducting our advocacy program in accordance with both the *Human Services Quality Standards* and the *Citizen Advocacy Program Evaluation (CAPE)* review process, taking into account the Social Role Valorisation (SRV) framework.

Policy

1. Goals of the Continuous Quality Improvement Program

- To build a high organisational commitment to the *Human Services Quality Standards* and the *Citizen Advocacy Program Evaluation (CAPE)* process.
- To ensure a high quality of operating standards and financial accountability.
- To use the feedback from the data to improve processes.
- To ensure useful information is available to protégés to help them exercise their rights.
- To design procedures with simplicity with a protégé and advocate focus in mind.

2. Internal Relationship Review

- Once per year all current protégé/advocate match files will be reviewed by Capricorn Citizen Advocacy's Management Committee and staff and an updated annual *General Work Plan* will be produced. The annual *General Work Plan* will list the year's objectives for our program and the month of the year in which the objectives will be addressed.

- b) These objectives should include; Protégé Recruitment; Advocate Recruitment; Presentations; Advocate Associate Recruitment; Crisis Advocate Recruitment; Training and Ongoing Learning; Key Office Activities; Quality Assurance Events, Board Meetings and Funding Body engagement.
- c) During the following year, the updated *General Work Plan* will be reviewed at least every six months by the Management Committee or a sub-committee delegated responsibility to do so.

3. Quality Audit

Quality audits cover a three year cycle. Capricorn Citizen Advocacy will regularly undertake the relevant part of its quality audit cycle; being either a recertification audit or a maintenance audit.

Quality audits test whether our program is operating in compliance with the requirements of the *Human Services Quality Standards* and with our quality management system, legal obligations and policies and procedures.

a) **Self-Assessment**

- Once each triennium, Capricorn Citizen Advocacy will complete a self-assessment questionnaire against the *Human Services Quality Standards*.
- The self-assessment assists us to review its processes and practices and determine the extent to which we are meeting the standards. It provides Capricorn Citizen Advocacy with information on which processes are working well and which may require greater attention.

b) **Recertification Audit**

- Every three years, the auditor / auditing team will review how Capricorn Citizen Advocacy is operating in accordance with all six Human Service Quality Standards.
- All major non-conformances must be closed or downgraded to a non-conformance prior to certification, or the certification expiry date.

c) **Maintenance Audit (Mid Cycle Review)**

- Maintenance audits are undertaken between certification and re-certification audits every 18 months.
- The auditor / auditing team will review Capricorn Citizen Advocacy's conformity with Standards 1, 3, 4 and at least one other selected standard.

4. Continuous Quality Improvement Register (CQIR)

- a) Capricorn Citizen Advocacy will maintain a *Continuous Quality Improvement Register* and the register will provide details of all workplace changes and quality improvements achieved during each calendar year.
- b) All recommendations of internal audits, CAPE Reviews and external audits are also to be included in the CQIR to ensure that they are implemented.
- c) The *Continuous Quality Improvement Register* is to be reviewed at least twice per year by the Management Committee.

5. CAPE (Citizen Advocacy Program Evaluation) Review

- a) Capricorn Citizen Advocacy will conduct a CAPE review every 3 to 5 years.
- b) Capricorn Citizen Advocacy's Management Committee will regularly include findings from its most recent CAPE review for further discussion in its monthly meetings or delegate this to a sub-committee established to oversee the implementation of adopted CAPE recommendations.

6. Data Collection

- a) Staff from Capricorn Citizen Advocacy will meet in person with, or contact by telephone, all Protégés/Advocates at least once in each calendar year and more regularly as required, to determine how the matching process is progressing. Details regarding these contacts will be recorded on the relevant match file.
- b) Staff will maintain an electronic database of all matches which provides an ongoing consistent and accurate dataset regarding the program's protégés, advocates and details of matches. This will include the information gathered when preparing annual *Internal Relationship Reviews* and information regarding discontinuation of matches.

7. Complaints

- a) The *Complaints Register* is a tool used by Capricorn Citizen Advocacy to maintain/improve continuous improvement by checking for any patterns/trends that may emerge.
- b) All formal complaints are to be listed for discussion promptly at the next available monthly meeting. The Management Committee will review the *Complaints Register* at least twice per year.

8. Workplace Health and Safety

- a) All accidents/incidents will be reviewed at monthly Management Committee meetings.
- b) Annual fire safety audits and inspections of fire safety equipment are to be conducted.
- c) Regular inspection and tagging of electrical equipment will be conducted as required.

9. Staff Performance

Staff performance appraisals are to be conducted annually by the Coordinator and for the Coordinator by a person delegated by the Management Committee.

Related Documents

1. *Policy 1.2.1 Policy Framework*
2. *Policy 1.2.2 Program Management*
3. *Policy 1.3.4 Risk Management Framework*
4. *Human Services Quality Standards*
5. *Human Services Quality Standards - Self-Assessment Workbook*
6. *Annual External Audit of Capricorn Citizen Advocacy Incorporated*
7. *Citizen Advocacy Program Evaluation (CAPE) Reviews*
8. *Capricorn Citizen Advocacy Annual General Work Plans*
9. *Continuous Quality Improvement Register*
10. *Complaints Register*
11. *Staff Performance Appraisals*

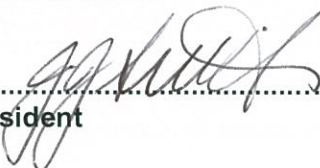
References

Not Applicable

Ratification

This policy was adopted by Capricorn Citizen Advocacy's Management Committee at its meeting held on 28 /02 /2017.

SIGNED:


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President

28 / 02 / 17
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(Date)

SIGNED:


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Secretary

28 / 02 / 17
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(Date)