




Maleny Neighbourhood Centre is a NFP community resource, responding to diverse local needs. We deliver emergency relief, facilitating community networks and connections. Maleny Neighbourhood Centre fosters resilient and fair communities and a just society where diversity is celebrated and participation encouraged.

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 and booked activities anytime



In the Heart of Maleny ...

MALENY NEIGHBOURHOOD CENTRE			
2022 CONTINUOUS QUALITY IMPROVEMENT POLICY			
Authorised By:	Maleny Neighbourhood Centre (MNC) Assn Inc Management Committee		
Responsibility for Review:	Centre Coordinator and Development Worker (CCDW) and the MNC Management Committee		
Policy Developed:	October 2021		
Last Review:	NA		
Approved by Management Committee:	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">Signed: </td> <td style="width: 50%;">Dated: <i>2 FEB 2023</i></td> </tr> </table>	Signed: 	Dated: <i>2 FEB 2023</i>
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Date of Next Review:	November 2024		
Review Process	This Policy will be reviewed by the MNC Management Committee and approved on the next date of review.		
Documentation and Communication:	<p>Any decisions requiring policy changes will be recorded in the Minutes of Maleny Neighbourhood Centre Management Committee and forwarded to CCDW for action and updating of policy documents.</p> <p>Policy changes relevant to staff and volunteers will be either emailed or discussed at staff and volunteer meetings.</p>		
PLAN CONTEXT			
Queensland Standards for Community Services:	Standard 1: Governance and Management		
Other Standards:	Standard 5: Feedback, Complaints and Appeals		
Relevant Policies:	2019 Feedback and Complaints by Clients Policy 2020 Workplace Health and Safety Policy 2022 Incident Management and Procedures Policy		
Forms or other organisational documents:	2020 Continuous Improvement Plan 2020 Continuous Improvement Register		
Legislation or other requirements:	NA		

<p>Purpose and Commitment</p>	<p>Maleny Neighbourhood Centre is committed to quality management and to building and maintaining a culture of continuous quality improvement. This policy guides the development and implementation of services and ensures Maleny Neighbourhood Centre maintains high standards, continuously improves systems and processes and adapts to changing needs.</p> <p>Maleny Neighbourhood Centre will:</p> <ul style="list-style-type: none"> ● involve staff, the Management Committee, and other stakeholders in service review processes ● provide opportunities for people who receive service, families and carers to have input into the organisation's policies and processes relevant to service provision and protection of client rights ● document improvement plans, activities and outcomes ● gather information on performance by tracking complaints, incidents and achievements and use this information to inform continuous improvement ● report internally on progress and performance ● develop a culture of continuous improvement ● adhere to the joint Australian/New Zealand national quality management standard principles <p>Continuous improvement is central to an organisation's ongoing functioning. It involves regular review of service delivery, processes and planning activities and, where required, remedial action to amend or update these. Continuous improvement actions can be identified from the self-assessment process, feedback from service users, complaints or other service delivery issues.</p>
<p>Scope</p>	<p>Quality management is an organisation's processes for maintaining and improving the level of quality services the organisation delivers to clients.</p> <p>Core principles of quality management include:</p> <ul style="list-style-type: none"> ● Customer focus: The primary focus of quality management is to meet customer requirements and to strive to exceed customer expectations. ● Leadership: Leaders at all levels establish unity of purpose and direction and create conditions in which people are engaged in achieving the organisation's quality objectives. ● Engagement of people: Competent, empowered and engaged people at all levels throughout the organisation are essential to enhance its capability to create and deliver value. ● Process approach: Consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes that function as a coherent system. ● Improvement: Successful organisations have an ongoing focus on improvement. ● Evidence-based decision making: Decisions based on the analysis and evaluation of data and information are more likely to produce desired results. ● Relationship management: For sustained success, an organisation manages its relationships with interested parties, such as suppliers.'

	<p>Continuous improvement is the ongoing effort of an organisation to improve its services, systems, processes or products to achieve the best possible outcomes for clients. Continuous improvement systems help the organisation to identify where quality and safety is at risk and helps an organisation to respond promptly and appropriately.</p> <p>Continuous improvement relies on evidence-based information to support the organisation in achieving its goals and outcomes. This includes adapting to the changing needs of the community of people using services. It takes into account the needs and feedback of clients and may involve them in improvement activities. Continuous improvement is part of an overall quality system that assesses the standards of care and service achieved.</p> <p>The core elements of continuous improvement are:</p> <ul style="list-style-type: none"> ● client-focus ● innovation ● achievement of improvement through planned steps ● driven by involvement and accountability of key stakeholders <ul style="list-style-type: none"> ○ clients, representatives, carers and others ○ staff and volunteers ○ committee and board members ○ advocates ● involves regular monitoring and evaluation of progress <p>Maleny Neighbourhood Centre's continuous improvement system reflects a 'plan, do, check, act' model.</p>
Procedures	<p>Management Committee leadership</p> <p>Maleny Neighbourhood Centre's Management Committee will work with senior staff to:</p> <ul style="list-style-type: none"> ● foster a positive attitude to quality improvement across the staff team ● implement policy and procedures for quality management that will provide guidance to staff ● identify key indicators for quality for the organisation ● establish documentation and reporting processes that will enable the ongoing tracking of quality improvement <p>Participation and feedback</p> <p>Maleny Neighbourhood Centre will have clear policy and procedures for gathering, recording and responding to complaints and feedback.</p> <p>Maleny Neighbourhood Centre's complaints and feedback policies and procedures will ensure that input and feedback is sought from clients, their carers and/or families, the workforce and others. This feedback will be used to inform continuous improvements for individual clients and the broader organisation.</p> <p>All service users will be made aware of opportunities to provide service feedback at service commencement and service review.</p> <p>Continuous improvement of complaints and feedback management system</p> <p>Maleny Neighbourhood Centre will regularly review complaint and feedback policies and procedures to ensure continuous improvement of complaints and feedback management. Maleny Neighbourhood Centre will seek clients' views on the</p>

	<p>accessibility of the complaints management system, and use their feedback to implement changes to the system.</p> <p>Continuous improvement of incident management system Maleny Neighbourhood Centre will regularly review incident management policies and procedures to ensure continuous improvement of incident management. Maleny Neighbourhood Centre will document and review the causes, handling and outcomes of incidents (including 'near misses'), seek clients' and workers' views, and use their feedback to implement changes to the system.</p> <p>Monitoring and review Maleny Neighbourhood Centre will review quality and safety policies on an annual basis. Maleny Neighbourhood Centre will monitor the policy review processes. Maleny Neighbourhood Centre's management committee will monitor the performance of management to drive continuous improvement in management practices. Maleny Neighbourhood Centre is required by the Queensland Government to undergo the Human Services Quality Framework Self-Assessment every 30 months.</p> <p>A dedicated committee will prepare quarterly reports for staff and the management committee on quality improvement actions within the organisation.</p> <p>Continuous quality improvement register The continuous improvement register is to be used to record all continuous improvement activities and outcomes in one location.</p>
Responsibility	<p>Continuous Quality Improvement Committee Maleny Neighbourhood Centre's quality improvement committee will meet quarterly to consider opportunities to improve the quality of services. The committee will invite representatives of key stakeholder groups and will act as a consultation mechanism to provide advice to MNC and help prioritise certain areas for continuous improvement. Committee members will contribute ideas and provide feedback from other stakeholders to MNC. Committee meetings will encourage discussion on issues regarding MNC's service delivery and facilitate problem-solving. Members must not participate in discussions where they have a conflict of interest and are to advise the committee as soon as they become aware of a conflict.</p>