



Central Highlands Association of Neighbourhood Houses

Continuous Improvement Policy

Document Control

Policy Title:	Continuous Improvement		
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Date Ratified:	25.10.2018	Review Date:	TBD

** Policy reformatted January 2021, no content changes made*

Relevant standards, legislation and other documents:

- Incorporations Act
- Victorian Human Rights Charter
- DHHS Service Agreement Information Kit

Definitions: (define key terms)	
CHANH	Central Highlands Association of Neighbourhood Houses
DHHS	Department of Health and Human Services
Members	Neighbourhood Houses (represented by managers and committees of management) funded by DHHS within the Central Highlands area
CoM	Individuals representing member houses in CHANH Committee of Management
Staff	Any person employed by CHANH or volunteering at CHANH
Executive Team	CHANH President, Vice President, Treasurer and Secretary

Central Highlands Association of Neighbourhood Houses

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Policy Declaration

CHANH is committed to continuous improvement in all aspects of our organisation, from service to management.

Purpose:

This policy guides the design and delivery of services and ensures CHANH maintains high standards, improves systems and processes, adapts to changing needs and demonstrates organisational improvement.

Owner:

This policy is the responsibility of the Executive Team and must be ratified by the CoM.

Application:

This policy applies to all employees of the CHANH, any representatives acting on behalf of CHANH and is available for information to all members.

Policy Rationale

Continuous improvement requires a deliberate and sustained effort and a learning culture. It is a results-driven cycle, with a focus not only on strengthening service delivery but also on individual outcomes.

CHANH does this through:

- All services, processes and procedures undertaken by staff aim to be the best they can be.
- Services and programs are reviewed annually for quality and effectiveness.
- Staff and CHANH members are encouraged to provide feedback on how to improve service delivery.
- CHANH members are invited to be involved in decision-making processes that affect them.
- CHANH Members provide valuable insights about the effectiveness of services, highlight any gaps/or issues that arise and provide ideas for improvements and innovation.
- A learning culture of a quality organisation ensures everybody, regardless of their role, contributes to service quality and quality management.
- Documentation of planning, resource allocation, risk management and reporting are critical for continuous improvement and are part of an integrated approach that supports CHANH's mission and vision.

- CHANH is committed to strong leadership and active participation of all staff and members.
- CHANH is committed to innovation, high quality, continuous improvement, best practice and effectiveness in the provision of support for our member organisations.

Related Organisational Policies and Procedures:

- Code of Ethics
- 2017-2020 Strategic Plan
- 2017-2020 Implementation Plan
- Annual Plan
- Feedback, Compliments and Complaints Policy

Responsibilities

Executive Team:

- To implement and monitor policy

Members:

- To be informed of the Privacy Policy
- To participate in policy reviews as required

Staff:

- Implementation of policy, as outlined in position descriptions
- Participation in policy review as required

Breach of Policy

A breach of this policy may result in disciplinary action up to and including termination of employment.