

1.9 Evaluation and Continuous Improvement Policy

1. Purpose

It is the purpose of this policy to provide guidance to the Board, staff, volunteers and community for the responsibility for ensuring that an environment exists that supports continuous improvement and evaluation within the organisation.

2. Responsibilities

It is the responsibility of the Centre's Board to ensure that this policy is implemented. It is the responsibility of the Centre's Community Development Officer (CDO) or his/her delegate to ensure that the procedures are implemented.

3. Principles

The Centre recognises the importance of evaluation and the application of continuous improvement principles in respect to all services, programmes and activities provided through the Centre.

4. Definitions

Evaluation methodologies – Assessment systems and/or processes that measure qualitative and quantitative outcomes.

Continuous Improvement – The practice of constantly seeking to improve the quality of process or service in the belief that performance can always be improved.

Performance Indicator - an agreed standard against which success can be measured.

Quality Cycle – the continual rotation through a set of activities designed to continuously improve performance. It involves checking to identify deficiencies, planning changes to remove them, implementing the changes and then checking to see if the changes have worked. The last step becomes the first step in the next cycle of improvements and so on.

Objectives – specific statements of what you intend to achieve. Should be specific, measurable, achievable, results oriented, time bound.

Outcomes – what has been achieved.

5. Policy

Aldinga Community Centre will ensure that a variety of methods of evaluation are used as a tool to improve responsiveness to community needs, to measure and improve the quality of

programs and services, to provide data to consolidate good practice and to identify opportunities for improvement.

Aldinga Community Centre will carry out regular reviews of procedures, structures and methodologies to ensure that they remain appropriate and effective.

6. Approvals

	Policy	Procedure
Approving Authority	Board of Management	Board of Management
Approval Date	21 st September 2017	21 st September 2017
Next Review Due	September 2018	September 2018