

**Organisational**  
**HACC Standard 1, 2 & 3**  
**AQTF Standard 1**  
**Review Date June 2011**

**Policy Number: 05**  
**Number of pages: 2**  
**Attachments: 5**

## **POLICY REGISTER**

<b>Subject: Evaluation, Planning and Continuous Improvement</b>
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### **Primary Responsibility:**

Board members, Executive Officer and Operations Manager

### **Policy Statement:**

Western Sydney Community Forum has a commitment to ongoing planning and evaluation of services to make sure that the needs of the community are being met effectively and efficiently, and that compliance with the Standards of registering/funding bodies is maintained.

### **Procedure**

- WSCF gathers feedback and evaluates services so as to improve:
  - Information dissemination and promotion of services;
  - Learning and Development content in meeting industry needs;
  - Training and assessment strategies;
  - Communication with clients and stakeholders; and
  - Administrative systems.
- The planning and evaluation of WSCF is the responsibility of Board members and the Executive officer and Operations Manager. They will ensure that the process includes:
  - Participation of WSCF members;
  - Participation of staff, contractors, students and volunteers;
  - Participation of clients and client organisations;
  - Participation of key stakeholders of registering/funding bodies; and

- Participation of other relevant stakeholders including local government, industry peaks, partner organisations.
- The effectiveness and relevance of services delivered by WSCF will be reviewed and evaluated from time to time using a range of evaluation tools (client organisations survey; training evaluation forms; *focus groups* and independent reviews; e-Flash and other electronic communication);
- WSCF encourages formal and informal evaluation and feedback processes to occur from clients, client organisations and other stakeholders to ensure that the organisation can continually improve in all aspects including education and assessment.
- Formal and informal meetings and discussions with stakeholders (such as WSCF Forums and Training Directions Network) are recorded and taken into consideration in the development and review of policies, procedures, research projects, and Learning and Development materials and resources.
- The Board together with the Executive Officer and Operations Manager will ensure ongoing monitoring of services through reports;
- Annual planning will incorporate evaluation data and feedback
- Individual staff workplans will reflect overall organisational priorities;
- The development of new project proposals will reflect overall organisational priorities, client organisations feedback and an assessment of organisational capacity;
- The outcomes of Planning and Evaluation processes shall be freely available to members of the organisation, funding bodies, and other interested stakeholders.

### **WSCF Learning and Development**

- WSCF employs the following strategies to ensure feedback and evaluation is received.
  - Evaluation feedback forms are completed at the end of every training session by participants. These evaluation forms are collated and utilised in the updating of courses.
  - A 'Feedback for Improvement in Training Services' template is completed when verbal or informal feedback is received. The

comments received through this mechanism are taken into consideration in the updating of training courses and also the annual review of the WSCF Policies and Procedures Manual.

- Feedback on past courses as well as requests for training will be invited on the six monthly survey form which is sent out to WSCF Members and other stakeholders.

**Adopted by Board on: 02/06/2009**

### ***CROSS REFERENCE***

- GP1 Vision Statement Policy
- O2 Statement of Purpose Policy
- PS2 Consultation Policy
- PS5 Complaints Policy