

The Junction Clubhouse Cairns Ltd		
Policy: Performance monitoring and reporting		
Policy number: JQS.P1.14		Date adopted: 22/08/2018
Authorised by: The Board		
Date last reviewed: 21/10/2020	Reviewed by: Quality Review Panel	Date of next review: 22/10/22

Related documents:	
Related policies and procedures, How To Task Lists, forms, registers or other organisational documents of The Junction	<ul style="list-style-type: none"> • Vision, values and planning policy • Organisational authority policy • Budget Policy
Other standards	<ul style="list-style-type: none"> • National Mental Health Standards • Human services Quality Standards • NDIS Practice standards
Legislation or other requirements	<ul style="list-style-type: none"> • Service Agreements • Human Rights Act 2019 (QLD)

1. Purpose

The purpose of this policy is to enable The Junction to be accountable to our stakeholders and members and to meet our reporting obligations under our service agreements with funding bodies.

Monitoring and reporting on how our services have performed provides The Junction with the information necessary for us to identify required changes and plan improvements in the way we apply our resources and deliver our services.

2. Scope

This policy applies to all employees, members, contractors, volunteers and visitors involved in the operations of The Junction Clubhouse Cairns Ltd.

3. Policy statement: Our commitment

The Junction is committed to monitoring organisation performance, maintaining accountability for service delivery, and responding to reports on progress towards organisation and service goals.

Specifically, we will:

- monitor the progress and achievement of service goals
- comply with service agreement requirements
- collect and analysing client and service data
- provide reports on service achievements and service data to the Board and funding bodies.

4. Procedures

4.1 Data collection, analysis and reporting

The Director will provide, with the assistance of employees, members and contractors, reports that capture and record the following information, et alia and where necessary, to assist in the reporting requirements to the Board and funding bodies:

- Description of service needs being met
- Description of service types being provided
- Description of how the service is provided
- Target member numbers for each service type
- Employees hours allocated to each service type
- Employees hours required in addition to direct service hours
- Other resources (including costs of equipment) applied to this service model
- Ratios of employee’s hours to member numbers
- Cost per unit of service delivery.

4.2 Reporting frequency

The Junction Board via Directors Report at Board of Directors meetings

As contracted to funding bodies and legislative obligations

5. Review processes

Policy review frequency: Annually	Responsibility for review: The Director
Review process: The Director, as Chair of the Quality Review Panel convenes the panel to conduct reviews.	
Documentation and communication: All policy decisions will be documented and communicated through the Quality Review Panel observing the Document Control HTTL. Note: add version number after review.	