

ASSOCIATION FOR THE BLIND OF WA (INC)
QUALITY SERVICE IMPROVEMENT POLICY AND PROCEDURE

POLICY

Introduction:

The Association is committed to continuous improvement of services to consumers and operates a suggestion box system for consumers, staff and visitors to provide feedback to Management on service delivery.

This policy is provided to Management as a framework under which the Association's Quality Service Improvement process will operate.

1. Policy Scope

- 1.1 This policy refers to feedback received from consumers, staff and visitors regarding the following services provided by the Association:
- Low Vision Centre
 - Leisure Centre
 - Variety Children's Resource Centre Program
 - Recreation
 - Independent Living
 - Library and Information
 - Technology and Training
 - Sales Promotion
 - Public Affairs and Fundraising
 - Children's
 - Orientation and Mobility and Guide Dogs
- 1.2 This policy refers to services provided in Western Australia, including from its metropolitan sites at Victoria Park and Wellington Street, Perth plus its regional offices in Bunbury, Geraldton, Mandurah and Albany.
- 1.3 The policy has been framed around the Association's critical success factors including Quality Service, Leadership and Organisational Development, Funding and Corporate Governance.

2.0 Policy Statement

The Association:

- 2.1 provides consumers, visitors and staff with an opportunity to comment and make suggestions on Association services; and
- 2.2 improves service quality by encouraging participation from consumers, staff and visitors in the Quality Service Improvement process; and
- 2.3 has a formal mechanism for the Association to respond to suggestions from consumers, staff and visitors; and
- 2.4 fosters a culture of continuous improvement within the organisation.

Dr Margaret Crowley
Chief Executive Officer

11/11/2005
Effective Date

First Adopted – 2000: Review History – July 2002

PROCEDURE

1.0 INTRODUCTION

The following procedures support the provisions of the Quality Service Improvement Policy. They are to be implemented to ensure that the Association, which is committed to a culture of continuous improvement, maintains a mechanism to allow consumers and staff to provide feedback to Management on service delivery.

This procedure relates to the process that the Association will follow to establish and operate a Quality Service Improvement system.

2.0 PROVIDE AND PROMOTE

2.1 At each Association premise, Quality Service Improvement Suggestion forms, in large print, audio and Braille formats will be placed in central areas, accessible to consumers, staff and visitors. Forms will also be posted to consumers on request.

2.2 Adjacent to each supply of forms, as per 2.1, will be a lodgement box.

2.3 The Quality Service Improvement system will be promoted to consumers in News Access and to staff via the Staff Newsletter.

3.0 PROCESS

3.1 Feedback provided via the Quality Service Improvement System will be handled in a confidential manner. The forms lodgement box is kept secure and only those people who need to see the completed suggestion forms will do so.

3.2 A member of staff at each site will be appointed to:

- 3.2.1 ensure adequate supply of suggestion forms at all times; and
- 3.2.2 collect completed suggestion forms on a fortnightly basis; and
- 3.2.3 refer items for action to the appropriate Director; and
- 3.2.4 refer any complaints to a Complaints Officer, who will process complaints as per the Association's Complaints Policy and Procedure.

At the Association's metropolitan sites the appointed staff members are – Customer Service Officer (Wellington Street) and Administration Coordinator (Victoria Park).

4.0 RESPOND AND ANALYSE

The Director will:

- 4.1 respond to the feedback, if appropriate, within 10 working days of receiving the form; and
- 4.2 analyse the suggestion forms on a six-monthly basis; and
- 4.3 provide a brief report to the Management Team and feedback to relevant staff on the outcome of the analysis.