



CASS Group- Disability Services

SERVICE EVALUATION POLICY

Policy Code: 1109	SERVICE EVALUATION POLICY
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Policy statement

The CASS Disability Services Evaluation Policy will ensure that there is a robust framework for CASS DS to achieve evidence-based program planning, purchasing, implementing, monitoring, evaluating and reporting.

The CASS DS Evaluation Policy draws a distinction between ‘evaluation’ and ‘research’ and comprehensively links the range of monitoring, audit, review, research and evaluative activities undertaken throughout CASS DS services into a coordinated cycle. It is hoped that this will lead to continuous improvement in program delivery.

Effective evaluation is not an ‘event’ that occurs at the end; rather, it is an ongoing process which helps human services’ decision makers better understand and improve their interventions and an important part in the continuous improvement process.

Purpose of policy

The purpose of this policy is to define both the general and the specific uses of evaluation in CASS DS in relation to all the forms of data collection, analysis and synthesis that contribute to evidence-based decision making.

As a business activity, evaluation is a key function and should be regarded as an excellent means to judge and understand the impact of programs.

Procedure

- Participant evaluation survey will be conducted on a yearly base. All Participants / their families will be asked to fill in a questionnaire, and an evaluation report will be produced.
- Discussion of evaluation report and internal audit results is scheduled in the HAS and DS Committee meeting for continuous improvement purposes.
- Participant feedback and complaint will be highly respected and regarded in accordance with CASS Compliment and Complaints Policy.
- Internal audit is carried out every year.
- Monitoring of work in the Disability Services is conducted by management through monthly reports and meetings.



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Documents related to this policy	
Related Policies	Continuous Improvement
Forms, record keeping or other organisational documents	<ul style="list-style-type: none"> • Service Evaluation Questionnaire • Service Evaluation Report • Complaint and Compliment Records

Reviewing and approving this policy		
Frequency	Person responsible	Approval
3 years	Unit Head	HAS & DS Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review due
Version 1	1 June 2014	HAS & DS Committee	31 May 2017
Version 2	29 May 2017	HAS & DS Committee	28 May 2020
Version 3	November 2020	HAS & DS Committee	November 2023