# SERVICE DELIVERY

## 5.1 Planning and Evaluation Policy

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| **Version:** 001 |
| **Date approved:**  |
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| **Authority to amend: Board**  |
| **Related documents** |

ABCD is committed to continuous improvement and recognises the value of regular planning, evaluation and review. Planning and evaluation will occur at both a strategic and operational level.

### Strategic planning

The ABCD Strategic Plan will outline the key directions of organisation and act as a reference point for decision making and operational planning. The Board will review the Strategic Plan every year, with a 3-5 year outlook. Once approved, the Strategic Plan will be made available to members, stakeholders and the public through the ABCD website.

### Organisation planning

The Manager, in consultation with staff and volunteers, will develop an Operational Plan that sets out key actions arising from the Strategic Plan and annual goals or actions relating to service delivery and operations. The Operational Plan will link strategic directions to implementation actions and may be used as a basis for individual work plans.

**Monitoring and evaluation**

The Board is responsible for monitoring the Strategic Plan and setting the format and frequency by which the Manager will report to the Board on achievements against strategic goals. The Manager is responsible for monitoring both the Strategic Plan and Operational Plan.

Key indicators may be set to assess performance related to:

* Strategic and Operational Plans
* Individual work plans
* Funding agreements

Indicators must be clear, achievable and reportable.

In addition to monitoring indicators, ABCD will collect, analyse and report on the following evaluative data on a regular basis:

* Customer feedback and complaints
* Staff, member and external stakeholder feedback.