



MAHI MIHINARE  
ANGLICAN ACTION

# Organisational Monitoring Policy

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It is the policy of Anglican Action to implement an outline of the authority and responsibility, the organisational purpose, the conduct of strategic and annual planning, internal controls, confidentiality, feedback and annual reviews for Anglican Action.

October 2013

# ORGANISATIONAL MONITORING POLICY

## PURPOSE

The purpose of this policy is to outline the authority and responsibility, the organisational purpose, the conduct of strategic and annual planning, internal controls, confidentiality, feedback and annual reviews for Anglican Action.

## PROCEDURES

### Statement of Commitment

Anglican Action is committed to offering a quality service to all people and to maintaining high standards in all aspects of organisational leadership and service delivery. The Anglican Action Mission Trust is responsible for setting strategic goals and the objectives in line with the stated aims, purpose and philosophy of the agency, and for monitoring and reviewing organisational operation and outcome achievement.

### Authority and Responsibility

As the governing body, the Anglican Action Mission Trust is responsible for the development of organisational monitoring policies. The Missioner is required to implement such policies and supply the Anglican Action Mission Trust with monthly and annual reports and any other information or evaluative data that the Anglican Action Mission Trust or that the Missioner deems to be relevant.

### Strategic Planning

The Anglican Action Mission Trust will undertake strategic planning at least every three years and develop a Strategic Plan. This will include mission and vision statements and set strategic goals for service leadership, operational practice and service delivery. The Strategic Plan will be consistent with the stated aims, purpose and philosophy of Anglican Action.

### Annual Planning

The Missioner and staff will develop an Annual Plan setting out how the Strategic Plan is to be implemented and the strategic goals achieved. The Annual Plan will include:

- Service delivery objectives aligned to the strategic goals.
- Specified outcomes in relation to the services provided.
- Operational systems required to support the existing services and any new initiatives.
- Identified key result areas and the data required to evidence achievement in each area.
- Information collection methods or evaluation processes undertaken.
- Budget allocation for each service.

## **Internal Controls**

Internal control procedures are to be established where appropriate in relation to all operational procedures and related practice. This will include:

- Establishing what information is to be gathered and recorded.
- Taking responsibility for supervision, monitoring and review of practices.
- Establishing where external review or audit is required.
- Delegating decision-making and sign-off authority.

## **Confidentiality**

All aspects of organisational monitoring, including collection of information from people accessing the agency and the operation of any external evaluation procedure, will comply with the requirements of the Privacy Act 1993 and the Confidentiality Policy of Anglican Action.

## **Organisational Responsibility**

Monitoring and risk management is the day-to-day responsibility of staff and the Missioner. Where internal controls for any aspect of the agency indicate an operational problem, this is to be addressed immediately. Where the problem poses a serious risk to the agency, the Missioner must immediately inform the Anglican Action Mission Trust Chairperson who will decide if an emergency Anglican Action Mission Trust meeting is required. Where the problem does not pose a serious risk, the Missioner should immediately take steps to resolve the matter and report to the Anglican Action Mission Trust in the normal manner.

The Missioner is required to collate all monitoring and evaluation information and prepare monthly and annual reports for the Anglican Action Mission Trust. The report should include progress reports on service delivery, indicate whether the agency is on track for meeting the outcomes identified in the Annual Plan and highlight any areas of concern. The Annual Report should contain a full status report of services and programmes, financial statements and all relevant operational data.

## **People Feedback**

Feedback will be collected by the following methods:

- All participants in the residential programmes must be asked to complete a confidential Programme Evaluation Form. This information will be analysed and used to improve the content and delivery of future programmes.
- Evaluation by participants in Whanau Hui must be incorporated into the process and reported on by staff.

## **Annual Review**

Prior to the preparation of the Annual Plan, the Anglican Action Mission Trust will undertake a review process. This will be a two-step process, the first part of which will involve a facilitated meeting between the Anglican Action Mission Trust and staff who will be invited to make comment and give input into the planning process. The second part will involve the Anglican Action Mission Trust, the Missioner and any other individuals they wish to include by virtue of their expertise.

The Annual Review process should take into account:

- The findings included in the Missioner's monthly and annual reports.
- Staff comment and recommendations.
- All statistical and other data collected in relation to client services and programmes.
- Feedback from the evaluation forms.
- All statistical and other data resulting from the operation of internal controls.

The purpose of the Annual Review is to amend policy or procedure documentation as required and identify information that will provide a basis for development of the Strategic and Annual Plans. The review process will:

- Assess the adequacy of the management structure for meeting stated service objectives.
- Assess adequacy of practice policies and procedures as contained in the Practice Handbook.
- Assess the adequacy of the budgeting process and financial management systems.
- Assess the adequacy of the Human Resources Policy.
- Measure specific service achievements against the desired outcomes.

## **RELATED DOCUMENTS**

The Organisational Monitoring Policy makes reference to the following documents:

- The Strategic and Annual Plans.
- The Annual Report.
- The Management and Financial Systems Procedures.
- The Human Resources Procedures.
- The Service Delivery Practice Manual.
- Feedback and Evaluation Forms.
- The Practice Handbook