



Continuous Improvement & Policy Review Framework

Aligned to QFCC Standards 9 & 10 – Continuous Improvement / Policies and Procedures

Policy Owner: General Manager

Approved by: Board of Directors

Next Review: December 2026

1. Purpose

This framework outlines North Gold Coast Seahawks Basketball's (NGCS) approach to continuously improving its child safety, governance, and operational systems.

It ensures the organisation maintains high standards of practice in alignment with the Queensland Child Safe Standards and the Australian Childhood Foundation (ACF) Safeguarding Children Accreditation requirements.

2. Scope

This framework applies to all NGCS policies, procedures, and programs related to child safety, staff and volunteer management, venue operations, and member welfare.

3. Principles

1. Continuous improvement is a core element of NGCS's culture and leadership.
2. Learning from feedback, incidents, and audits ensures ongoing enhancement of safety and quality.
3. Policy and practice reviews are evidence-based and informed by staff, volunteers, and members.
4. Improvements are tracked and evaluated for effectiveness over time.

4. Continuous Improvement Activities

NGCS's approach to continuous improvement includes:

- Regular policy and procedure reviews.
- Internal and external audits, including Administration for Children and Families (ACF) accreditation assessments.

- Feedback collection from players, parents, staff, and volunteers.
- Incident and complaint analysis.
- Annual review meetings by the Child Safety Working Group.
- Benchmarking against best practice and industry standards.

5. Policy and Procedure Review Cycle

- All policies and procedures will be reviewed every two (2) years, or sooner if required by law or following a significant incident.
- Policy owners are responsible for initiating and coordinating reviews.
- The General Manager and Child Safety Working Group will recommend revisions to the Board for approval.
- Version control must be maintained on all documents.

6. Internal Audits

- NGCS will conduct internal audits annually to assess compliance with child safety standards, reporting obligations, and policy implementation.
- Audit results will be documented, and an action plan will be developed to address identified gaps.
- Audit outcomes will be reviewed by the Board and incorporated into the Continuous Improvement Register.

7. External Reviews and Accreditation

- NGCS will participate in the Australian Childhood Foundation's Safeguarding Children Accreditation Program and renew accreditation as required.
- Basketball Queensland, Sport Integrity Australia, or external consultants may also conduct Independent audits and reviews.
- Recommendations from these reviews will be formally documented and monitored until completed.

8. Consultation and Feedback

Staff, volunteers, and members will be consulted during policy updates or significant program changes. Feedback may be collected through surveys, forums, or meetings.

- Youth input will be sought through the Child Safety Working Group and player feedback initiatives.

9. Continuous Improvement Register

- A Continuous Improvement Register will be maintained by the General Manager or a delegate to document and track all improvements.
- Each entry should include the following details:

Date Identified	Source (Audit, Feedback, Incident)	Improvement Action / Recommendation	Responsible Person	Status / Outcome
15/03/2025	Internal Audit	Update Child Safe Policy to align with revised QFCC Standards.	GM	In Progress
28/04/2025	Player Survey	Introduce more education for junior players on online safety.	Child Safety Officer	Completed
05/05/2025	Incident Review	Strengthen supervision protocols during travel events.	Operations Manager	Ongoing

The Continuous Improvement Register will be reviewed quarterly by the Child Safety Working Group and reported to the Board.

10. Monitoring and Reporting

- The General Manager will report annually to the Board on progress toward child-safety and quality-improvement goals.
- This report will include key metrics, policy updates, and progress on accreditation. Findings will guide strategic planning and resourcing decisions.

11. Related Documents

- Child Safe Policy
- Risk Management Strategy for Children & Young People
- Complaints, Reporting and Responding Procedure
- Child and Youth Participation & Empowerment Policy
- Policy Review Register

12. References

- Child Safe Organisations Act 2024 (Qld)
- Work Health and Safety Act 2011 (Qld)
- Australian Childhood Foundation Safeguarding Children Accreditation Framework
- Basketball Queensland Governance Standards
- QFCC Child Safe Standards (2024)

Document Control and Version History

Version	Date Approved	Approved By	Policy Owner	Next Review Date	Summary of Changes
1.0	December 2025	Board of Directors	GM	December 2026	Initial issue