

Monitoring and Quality of Services

The Board of Interchange Outer East is a group of volunteers who make sure that Interchange is doing a good job.

To help the Board to get information about how well Interchange is doing, the following things happen:

Internal Processes

Every 2 years, a survey is sent to 30% of the people who come to Interchange.

Board member interviews

Sometimes, the Board members might interview people who use Interchange services.

Complaints Register

The complaints register lists the types of complaints that are made to Interchange, so that the Board can understand what is not working well.

Incident Reporting

Incident reports give the Board good information about what is happening around Interchange.

Good 2 Great

The Good 2 Great program is training that Interchange staff do to make sure that Interchange is listening properly to what people want.

Staff members attending Board meetings

The Board invites 3 staff members to speak about what they do at Interchange and how they think Interchange is going.

Word of mouth

The people on the Board are mostly people who use Interchange, so their opinions can give good information about how Interchange is going.

External Processes

Quality Audits

Information about audits done by other people (for example the department of Health and Human Services) are given to the Board so that they can see how well Interchange does compared to what the law says.