

Client Feedback Policy

Stronger Together Foundation actively seeks the input of clients/families and encourages them to provide feedback, both positive and negative, as a source of ideas for improving services and activities.

The organisation will:

- foster a service culture that encourages open and honest communication
- inform clients about the standard of service they can expect
- protect the right of clients/families to provide feedback and to make complaints about service delivery
- encourage and make it easy for people to provide feedback
- provide anonymity to people providing feedback
- record and analyse information arising from feedback and use it to improve services

Responsibilities and delegations

This policy applies to	Clients, staff, senior management
Specific responsibilities	
Policy approval	Senior Management

Policy context – this policy relates to:

Standards	
Legislation	National Disability Insurance Scheme Act 2013 Anti-Discrimination Act 1997 (NSW) Disability Discrimination Act 1992 Australian Human Rights Commission Act 1986
Contractual obligations	
Organisation policies	
Forms, record keeping, other documents	Service Charter Service Brochures Complaints Register

Procedures

Encouraging client feedback

The Senior Manager will be responsible for ensuring that clients are informed of what they can expect from the service and how they may provide feedback. Information will be provided to clients in the Service Charter and Service Brochures upon enquiry and intake. It is also provided to clients in their Service Agreement or Terms of Use.

All staff working with clients are responsible for ensuring they are familiar with the procedures for clients to provide feedback, and for:

- accepting and reporting informal feedback
- offering clients an opportunity to provide formal feedback when appropriate

Initiating and collecting client feedback

Feedback may be provided by individual clients on their initiative or in response to requests from the organisation.

Individual clients may provide feedback by:

- Discussing the service with the Senior Manager and/or staff
- Completing an end of year/quarter service survey or exit survey
- Completing bi-annual Continuous Improvement Programs (CIP), individualised services, parent component feedback
- Contacting a Board Member

(The complaints procedures to be followed for complaints and disputes)

Senior Manager will be responsible for receiving and making a record of feedback stored on the secure online file management system. Senior Manager will be responsible for reviewing feedback records annually and identifying any action required.

Using feedback for service improvement

Senior Manager will be responsible for maintaining and managing feedback from clients and for preparing a report for the Board of Directors.

Results from client feedback will be reviewed by the Board of Directors/Senior Manager and used to:

- inform service planning by including a review of client feedback in all service planning, monitoring and evaluation activities
- inform decision making by including a report on client feedback as a standard item on staff and management meeting agendas

Policy Review and Version Tracking			
Review	Date Approved	Approved By	Next Review
1	October 2018	Senior Manager	October 2020
2	October 2020	Senior Manager	October 2022
3	September 2023	Senior Manager	September 2025
4	May 2026	Senior Manager	May 2028

End of document
