



*Mater Dei: Client Feedback
National Standard 4 – Feedback & Complaints*

201409010	CLIENT FEEDBACK
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Applies to: Children, Young People, Students, Service Users, Stakeholders
Specific responsibility: Staff, Volunteers, Management, Board of Directors

Version: 001
Date approved: 09/14
Next review date: 09/15

Policy context: This policy relates to	
Standards or other external requirements	NSW Disability Services Standards 1993
Legislation or other requirements	Community Services Complaints and Appeals Monitoring Act (NSW) 1993 Disability Services Act (NSW) 1993 Human Rights and Equal Opportunity Commission Act (Commonwealth) 1986 Disability Discrimination Act (Commonwealth) 1992 Anti-Discrimination Act (NSW) 1977 Disability Inclusion Act 2014
Contractual obligations	Family & Community Services (FaCS) National Disability Insurance Scheme (NDIS) Disability Care Australia (DCA)

POLICY STATEMENT

Mater Dei actively seeks the input of students, young people, service users and stakeholders and encourages them to provide feedback, both positive and negative, as a source of ideas for improving services and activities. Mater Dei will

- foster a service culture that encourages open and honest communication
- inform students, young people, service users and stakeholders about the standard of service they can expect
- protect the right of students, young people, service users and stakeholders 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, and
- record and analyse information arising from feedback and use it to improve services.



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PROCEDURES

Encouraging students, young people, service users and stakeholder feedback

Mater Dei staff and management will be responsible for ensuring that students, young people, service users and stakeholders are informed of what they can expect from the Early Intervention Program and Living Skills Program and how they may provide informal and formal feedback. Information will be provided to students, young people, service users and stakeholders upon registration on how to provide feedback and where forms can be accessed.

Feedback forms will be provided at each service location and can be downloaded from the Mater Dei Website.

All staff and volunteers working with students, young people, service users and stakeholders are responsible for ensuring they are familiar with the procedures for students, young people, service users and stakeholders to provide feedback, and for

- accepting and reporting informal feedback, and
- offering students, young people, service users and stakeholders an opportunity to provide formal feedback when appropriate.

Initiating and collecting student, young people, service user and stakeholder feedback

Feedback may be provided by individual students, young people, service users and stakeholders on their initiative or in response to requests from the Organisation.

Individual students, young people, service users and stakeholders may provide feedback by

- verbal feedback
- formal Feedback Forms
- informal feedback
- complaint or grievance, and/or
- surveys.

The Director of Services will be responsible for receiving and making a record of feedback on a monthly basis. Feedback will be logged in the Feedback Register and the Director of Services will be responsible for reviewing feedback records and identifying any action required.

The Organisation will seek feedback from students, young people, service users and stakeholders by satisfaction surveys on an annual basis. The Director of Services is responsible for the development, distribution and collation of the survey. Survey results will be maintained on the Feedback Register and outcomes will support planning, review and continual improvement strategies.

Using feedback for service improvement

Director of Services and nominated staff will be responsible for maintaining and managing the Feedback, Complaints and Grievance Registers recording and collating student, young people, service user and stakeholder feedback.

Director of Services will be responsible for preparing a report on survey results annually to Mater Dei CEO/Principal, Management and the Mater Dei Board of Directors.



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Results from student, young people, service user and stakeholder feedback will be reviewed by Mater Dei CEO/Principal, Management and the Mater Dei Board of Directors to

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

DOCUMENTATION

Documents related to this Policy	
Related Policies	Complaints Grievance & Disputes
Forms, record keeping or other organisational documents	Feedback Form Feedback Register

Reviewing and approving this Policy		
Frequency	Person responsible	Approval
Annually	Director of Services	Board of Directors

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1			
2			
3			