

# MacKillop Family Services

## CO-P-50 Viewpoint

### Purpose

To provide an overview and clarify the responsibilities and processes associated with the Viewpoint Client Feedback System

### 1. Scope

Staff of direct service programs at MacKillop (Managers, Administrators, Team Leaders, Case Managers, House Supervisors)

### 2. Definitions

Viewpoint	
Viewpoint Graphics Version	Viewpoint Graphics version uses colourful graphics, animated avatars and speech to guide the client (particularly young people and children) through the questionnaire. Periodic game breaks are provided to maintain engagement. Young people can complete the Interactive questionnaire online using any PC or laptop with an internet connection (for example, in the home, at school, in a public library). (Note: Viewpoint Graphics Version is currently not compatible with all smart phones or tablets)
Viewpoint Without Graphics	An electronic survey format that can contain the same questions as the Graphics version but is in plain text. Speech is available on some (but not all) operating systems, and game breaks are not included. Clients can complete a questionnaire online using their personal PC, laptop, mobile phone or smart tablet.

### 3. Procedures

#### 3.1. Responsibilities

Case Manager or equivalent	<ul style="list-style-type: none"> <li>· To ensure that their clients are given the opportunity, are supported and are encouraged to complete MacKillop Viewpoint questionnaires. Questionnaires can be used to inform plans for on-going work, or to review the completion of an intervention.</li> <li>· Reviewing the survey, particularly for issues relating to safety</li> <li>· Incorporating client responses into planning processes as appropriate</li> <li>· Providing the Local Viewpoint administrator with data to</li> </ul>
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	ensure that new clients are registered on Viewpoint
Residential House Supervisors and Foster Carers	<ul style="list-style-type: none"> <li>· Supporting / facilitating the delivery of the Viewpoint survey when requested</li> <li>· Notifying case managers when a survey has been completed</li> </ul>
Local Viewpoint Administrator	<ul style="list-style-type: none"> <li>· Supporting the creation and maintenance of user profiles for Viewpoint and assigning surveys</li> </ul>
Coordinators / Team Leaders	<ul style="list-style-type: none"> <li>· Monitoring survey completion and content</li> <li>· Encouraging and supporting the use of Viewpoint in the program</li> </ul>
Managers	<ul style="list-style-type: none"> <li>· Monitoring survey content, particularly in relation to issues of safety</li> <li>· Reviewing program statistical data</li> <li>· Ensuring that all new staff are registered on Viewpoint.</li> </ul>

### **3.2. Setting up Viewpoint**

Each program area must identify a Viewpoint local administrator who will be responsible for:

- Creating logins for each client to enable them to access questionnaires
- Providing the login information to the person who will facilitate the use of Viewpoint with the client
- Assigning the appropriate Viewpoint questionnaire(s) to the client,
- Creating logins for staff members to enable them to access client data or to enable other functions within Viewpoint

#### **3.2.1. Viewpoint logins for staff**

Manager Logins for new staff, whether program Managers, Administrators, Team leaders or Case Manager can be organised via the Administrator or via the MacKillop Central Help desk

#### **3.2.2. Viewpoint logins and profiles for service users**

Viewpoint Administrators are responsible for creating user profiles and logins within the Viewpoint database, and for confirming login details to Case Managers. All logins must be stored in the format authorised by the Program, and kept in a local secure database

Full procedures for Local Viewpoint Administrators are found in **CO-F-51 Viewpoint – A Guide for Administrators**

### **3.3. Collecting Feedback**

Case Managers or equivalent are required to deliver the survey and facilitate it's completion in line with agreed program schedules. Foster Carers or Residential Care staff may also support the process of completing the survey (**CO-F-52 Viewpoint – A Guide for Operational Staff**).

### **3.4. Integration into Organisational Processes**

#### **3.4.1. Central Oversight**

Central oversight and support for the implementation will be done by the Quality and Compliance Team of the Policy and Quality unit. This includes

- Providing documentation, training and on-going support to programs
- Monitoring key questions concerning safety of service users
- Providing dashboard reports to senior management
- Collating Core organisational responses on an annual basis support organisational improvement planning

#### **3.4.2. Staff Supervision**

The responses of each person to the questionnaires can provide a unique and unmediated perspective for supervisors, and can be a valuable tool in professional supervision. Supervisors have the opportunity to review the questionnaires completed by clients and to use this information to inform discussions about plans and ongoing work.

#### **3.4.3. Service Management**

Management teams in programs and services are encouraged to utilise Management Reports available through Viewpoint Analysis to inform operational and strategic planning, service monitoring and development with a view to improving outcomes for clients they serve.

### **3.5. Help and Support**

#### **· MacKillop Help**

MacKillop staff members are available for advice and support with Viewpoint. This is supplied by:

Joan Brane, Administrative Support in the Quality and Compliance Team

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- **Viewpoint Website**

There is comprehensive information available on the Viewpoint website, including guidelines and other resources. Not all will be immediately applicable, but many will be useful. The website can be found at:

<http://vptorg.com/index.asp>

- **Viewpoint Learning Hub**

Viewpoint is also developing contextual and resource material on the Viewpoint Learning Hub

<http://hub.vptorg.com/>

## REFERENCES

- CO-F-51 Viewpoint –A Guide for Administrators
- CO-F-52 Viewpoint A Guide for Operational Staff
- CO-F-53 Viewpoint Graphics Version
- CO-F-54 Viewpoint Without Graphics
- CO-F-55 Basic Steps in Viewpoint

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Attachments: