

Pol_063	Participant Feedback
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Life Choice actively seeks the input of participants and stakeholders 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 participants about the standard of service they can expect
- protect the right of participants 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
- record and analyse information arising from feedback and use it to improve services

Record of policy development

Version	Date approved	Date for review
2020/2	April 2023	April 2025

Responsibilities and delegations

This policy applies to	Board of Directors, All Staff
Policy approval	Quality & Risk Committee

Policy context – this policy relates to:

Standards	NDIS Standards
Legislation	<u>National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018</u> <u>National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018</u>
Organisation policies	Quality Management Complaints _ Feedback Management Risk
Forms, record keeping, other documents	Complaints/feedback Form Complaints register Easy Read Complaint Document Complaint process tracker form Complaint process checklist Complaint acknowledgment letter Complaint response letter

Procedures

Encouraging participant and stakeholder feedback

All staff will be responsible for ensuring that participants and stakeholders are informed of what they can expect from the service and how they may provide feedback. Information will be provided to participants and stakeholders on signing on to Life Choice, via the website and facebook.

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

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

Initiating and collecting participant and stakeholder feedback

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

- Individual participants and stakeholders may provide feedback by:
 - Informal conversation
 - Formal contact via phone, letter, email or in person
 - Participating in the Voice of the Customer participant survey

All staff will be responsible for receiving and making a record of feedback via the Complaints and Feedback form if this is appropriate. The relevant Leader will be responsible for reviewing feedback records within 2 working days and identifying any action required.

The organisation will seek feedback from participants and stakeholders by conducting a quarterly survey (Voice of the Customer), the results of which can be viewed in real time by the relevant Leader, the Chief Executive Officer and the Quality & Safety Leader

Participation and feedback

Participation feedback should be a two-way process. Life Choice is committed to ensuring that:

- Those providing the feedback know what will happen with the information that they provide
- Individuals feel safe to provide negative feedback
- Individuals feel valued by seeing the impact of suggestions that have been made or hearing about changes that have been made in response to their input

Using feedback for service improvement

The Quality & Safety Leader will be responsible for maintaining and managing files, data bases and systems used for recording and collating participant feedback.

The Quality & Safety Leader will be responsible for preparing a quarterly report to staff, the Leadership

Team and the Board.

Results from participant and stakeholder feedback will be reviewed by staff, the Leadership Team and the Board and used to:

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

End of document
