

FEEDBACK AND EVALUATION POLICY AND PROCEDURES

Section 2: Client Services	
Policy number: 2.5	Authorised by: Management Committee
Date adopted: 29 th July 2013	Date last reviewed: May 2020 Next review Due: May 2023
Related Standards	
Human Services Quality Standards Standard 1: Governance and Management Standard 2: Service Access Standard 3: Responding to Individual Need Standard 5: Feedback, Complaints and Appeals	National Accreditation Scheme Standards Section A – Governance, Management and Administration Section D – Access, inclusion and client feedback

Purpose

The purpose of this policy is to outline the process for seeking and receiving feedback and evaluation mechanisms that will be utilised to inform continuous improvement of all Northside Connect Incc (NCI) activities and programs.

Policy statement

NCI welcomes constructive feedback from all stakeholders including clients, students, volunteers, members, other community organisations and the general community and is committed to providing opportunities for all clients to do so. In accordance with the contractual agreement of funding bodies, formal evaluation of core services and programs will be undertaken at regular intervals.

NCI offers stakeholders the opportunity to provide feedback on their experiences with the organisation. NCI values this feedback and is committed to ongoing evaluation of the activities and programs offered to the community to ensure the provision of high quality services.

Definition

Evaluation is an assessment that should be as systematic and impartial as possible. It focuses on expected and actual accomplishments and examines results, processes, contextual factors and causality to understand achievements or the lack of thereof. It aims to determine the relevance, effectiveness, efficiency and sustainability of an organisation's activities, operating strategies and policies.

Negative feedback is taken as such and is not considered a complaint unless the person giving feedback indicates they wish to undertake a formal complaints process as per NCI Complaints Policy

Procedures

Information regarding services provided, access and eligibility and client rights and responsibilities as per NCI's Policies and Procedures will be made readily available to all stakeholders accessing the service. This information as well as information on how to take action if a client feels that their rights have not been respected (see *Complaints policy*) will be displayed in all communal areas of the Centre.



Promoting opportunities for feedback

NCI actively encourages feedback and evaluation from stakeholders by making it as easy as possible to provide and ensuring anonymity to people who do, unless they agree otherwise. This is done by:

- Establishing a suggestion box in a public place within the Centre
- Encouraging clients to provide feedback and advising them of the different avenues they have to do this
- Making it comfortable for clients to provide verbal feedback and evaluation to individual staff members
- Where suitable providing clients the option of an exit interview in order to obtain their feedback on the services they received.
- Providing evaluation forms and client satisfaction surveys to participants of weekly activities as well as one off and special programs and events.
- Regularly reviewing the Organisation's evaluation program and tools to ensure relevancy
- Occasionally obtaining an external person to facilitate an evaluation process.

For those clients who are unable to give written feedback because of a) language difficulties, b) reading and writing challenges or c) hearing impairments, NCI will ensure the necessary support is available such as interpreters to facilitate feedback.

Where a stakeholder indicates that they are dissatisfied with services provided by the Centre and wish to make a formal complaint, staff are to advise them of the complaints process as per the NCI Complaints Policy.

Legal Service

A formal evaluation of the BNCLS is to be conducted in accordance with and as defined by the Legal Service Agreement, the National Partnership Agreement and best practice. In undertaking any evaluation of the Legal Service, its clients, volunteers and stakeholders, the Organisation will take a sustainable approach that enables feedback to be captured on a regular basis. The following will also be considered

- Capacity of the Service to complete the evaluation
- Resources required to undertake and complete the evaluation
- Benefits of the evaluation to program planning, delivery and reporting
- Impacts on clients, volunteers and stakeholders

When undertaking a formal feedback process, clients will be provided feedback forms at the conclusion of advice sessions, or soon after and advised on how to complete and return their feedback forms. The Legal Administrator records these in CLASS on a regular basis. Surveys may be conducted at other times, especially on volunteers' sessions, and the Principal Solicitor is to review such feedback, [positive and negative] at least quarterly. There is a separate evaluation process for Community Legal Education as per the Community Legal Education Policy

There will be at least one notice placed prominently in view in the lobby area advising clients of their right to complain and the complaint process in summary; and a brochure is to be available to clients to the same effect.

Using feedback for service improvement

NCI will keep comprehensive, clear and useful records of all feedback from clients. NCI will assess, compile and use information arising from this feedback to inform Organisational planning and service development. Feedback regarding individual staff, students or volunteers will be passed on as a part of ongoing support and supervision with the nature of the feedback discussed and where relevant a performance management plan developed.

NCSGI will at times provide de-identified feedback to funding bodies for the purposes of funding applications and reporting.