The Junction Clubhouse Cairns Ltd (The Junction)

Policy: Feedback

Policy number: JQS.P5.1v2	Date adopted: 22/08/2018
Authorised by: The Board	

Date last reviewed:	Reviewed by:	Date of next review:
06/11/2019	Quality Review Panel	06/11/2020

Related documents:	
Related policies and procedures, How To Task Lists, forms, registers or other organisational documents of The Junction	• Privacy & Confidentiality policy • Vision, Mission, Values and Planning policy • Work Health & Safety policy • Participation policy • The Junction Quality Review Framework policy • Continuous Improvement policy • Performance monitoring & Reporting policy • Service Access policy • Standards 3 & 4 policies • Complaints by Members policy
Other standards	• National Mental Health Standards • The International Standards for Clubhouse programs • Human Services Quality Standards • NDIS Practice Standards
Legislation or other requirements	• Privacy Act 1988 • Disability Services Act 2006 • National Disability Insurance Scheme (Provider Registration and Practice Standards) rules 2018 • National Disability Insurance Scheme (Complaints Management and Resolution) rules 2018 • Human Rights Act 2019 (QLD)

1. Purpose:

The purpose of this policy is to outline The Junction's feedback mechanisms and to ensure they are the starting point for the active engagement and participation of our employees, members, visitors and volunteers, leading to open and honest communication.

2. Scope

This policy applies to all employees, members, contractors, volunteers and visitors involved in the operations of The Junction. It is applicable to feedback relating to any aspect of services delivered by The Junction.

3. Policy statement: Our commitment

The Junction is committed delivering quality member services. We realise that sometimes, despite our best efforts, people may not be happy with the way we have performed a service. We encourage feedback, both positive and negative, as a source of ideas for improving our services and other activities, and to enable members to realise their hopes and aspirations.

Encouraging feedback provides an opportunity for people to praise or criticise our service. Feedback enables our employees, members, visitors and volunteers and management to have insight into the experience of our employees, members, visitors and volunteers. Feedback assists us to deliver appropriate and effective services and is an opportunity to continuously improve our services.

Feedback identified as a complaint should be provided to the Director. In the case where the complaint relates to the Director, it should be provided to the Chair of the Board.

4. Procedures

4.1 Information about service culture, standards and member rights and responsibilities

Service culture, standards and member rights and responsibilities are documented in:

- The Member Handbook
- The Code of Conduct policy
- Service Access policy
- Service Delivery policies

4.2 Informing members

All employees, members, visitors and volunteers are informed of their rights and responsibilities at the earliest possible stage of their involvement with our service. We give employees, members, visitors and volunteers access to all policies that further explain and support their rights and responsibilities. We tell employees, members, visitors and volunteers how to take action if they feel that their rights have not been respected through the ***Complaints policy***.

4.3 Promoting opportunities for feedback

The Junction is committed to continuous improvement and proactively encourages feedback from our employees, visitors, volunteers and in particular, from members.

Feedback can be provided to us by individual members or stakeholders on their initiative or in response to requests by our organisation. We make it as easy as possible for people to provide feedback and ensure anonymity to people who do unless they agree otherwise.

Feedback initiated by the employees, members, visitors and volunteers will be encouraged by:

- Promoting a culture of trust, respect, empowerment and responsibility so that people are comfortable in expressing their needs, providing feedback or making a complaint
- Providing employees, members, visitors and volunteer's access to ***feedback/complaints forms***
- Seeking feedback from employees and members at planning meetings
- Seeking feedback from employees at annual performance appraisal and supervision
- Minimum 6 monthly feedback surveys

4.4 Using feedback for service improvement

We keep documented comprehensive, clear and useful records of all feedback from employees, members, visitors and volunteers. We assess, compile and use information arising from this feedback.

We ensure that employees', members', visitors' and volunteers' feedback informs our decision making and planning processes. We use feedback to improve our services by following our continuous improvement processes – refer to ***The Junction Quality Review Framework (JQRF) and the Continuous Improvement policies.***

5. Review processes

Policy review frequency: Annually	Responsibility for review: The Director
Review process: The Director as Chair of the Quality Review Panel convenes the panel to conduct review.	
Documentation and communication: All policy decisions will be documented and communicated using the Quality Review Panel observing the Document control HTTL. Note: add version number after review.	