

Feedback Policy

1. PURPOSE

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

Related documents	
Related policies and procedures, how-to task lists, forms, registers or other organisational documents of The Junction	<ul style="list-style-type: none"> • Privacy & Confidentiality Policy • Vision, Mission, Values & Planning Policy • Work Health and 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	<ul style="list-style-type: none"> • National Mental Health Standards • The International Standards for Clubhouse programs • NDIS Practice Standards • Human Services Quality Standards
Legislation or other requirements	<ul style="list-style-type: none"> • 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)

2. Scope

This policy applies to all employees, members, contractors, visitors and volunteers involved in the operation of The Junction. Feedback is applicable to any aspect of services delivered or provided by The Junction.

3. Policy Statement

The Junction is committed to delivering quality member services. Sometimes despite best effort, people may not be happy with the way The Junction has performed a service. Both positive and negative feedback on the services provided by The Junction is encouraged, as this is a means to determining ways to improve our services and activities and to enabling members to achieve their hopes and aspirations.

Feedback enables our services to be praised or criticised, and allows employees, members, contractors, visitors, and volunteers to have insight into one another’s experiences of The

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Junction. Feedback assists The Junction in delivering appropriate and effective services and is an opportunity for continuous improvement.

Feedback identified as a complaint should be provided to the Director of Operations (or the Chair of The Junction Board if more appropriate).

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:

- Member Handbook
- Code of Conduct Policy
- Service Access Policy
- Service Delivery Policies

4.2 Informing members

All employees, members, contractors, visitors, and volunteers are informed of their rights and responsibilities at the earliest possible time of their involvement with The Junction. They will be given access to all policies which further explain their rights and responsibilities and are informed about how to take action if they feel their rights have not been respected in accordance with the Policies.

4.3 Promoting feedback opportunities

The Junction is committed to continuous improvement and proactively encourages feedback on its service delivery. Feedback can be provided by individual members/stakeholders personal initiative, or in response to an organisational request. Anonymity is guaranteed for those who provide feedback (unless authorisation to identify the person/stakeholder supplying the feedback has been granted by them). Feedback is encouraged through:

- A respectful, trusting culture that promotes empowerment and responsibility, which ensures people are comfortable expressing their needs, providing feedback or making complaints
- Ensuring easy access to feedback/complaints forms
- Seeking feedback from employees, members, contractors, visitors and volunteers on an ad hoc, informal basis
- Seeking feedback from employees, members, visitors and volunteers at meetings
- Seeking feedback from employees during annual appraisals and supervision
- Six-monthly feedback surveys

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4.4 Utilising feedback for service improvement

The Junction will keep clear and comprehensive records of all feedback. The feedback will be assessed to determine usefulness in service improvement, which will occur by following the continuous improvement process outlined in the *Junction Quality Review Framework* (JQRF) and *Continuous Improvement* policies.

The Junction Clubhouse Cairns Ltd (The Junction) – Feedback Policy		
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