

Client feedback

The People Project actively seeks the input of clients 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 clients about the standard of service they can expect
- protect the right of clients 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

Procedures

Encouraging client feedback

The People Project staff will be responsible for ensuring that clients are informed of what they can expect from the service and how they may provide feedback. Information will be provided to all NDIS clients in their welcome packs.

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

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

Initiating and collecting client feedback

Feedback may be provided by individual clients on their initiative or in response to requests from the organisation. Individual clients may provide feedback by:

- Phone
- Email
- Web form (feedback link is sent from Careview when CoS clients exit)
- In person

Team Leaders will be responsible for receiving and making a record of feedback using the NDIS Feedback and Complaint Form. This is an electronic form that records any feedback making it accessible for the NDIS Manager. The NDIS Manager is responsible for reviewing feedback records quarterly and identifying any action required unless it is identified by Team Leaders that there is an issue raised in the feedback that should be addressed immediately.

Participation and feedback

Participation feedback should be a two-way process. The People Project 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

Team Leaders will be responsible for recording, collating and maintaining client feedback in a timely manner and ensuring that anything deemed urgent is identified to management as soon possible. Team Leaders or Management will acknowledge feedback within five working days of receiving it. Depending on the nature of the feedback, responses may include:

- Thanking the individual/service
- Informing the individual/service of its value

- Explaining how the information will be used for service improvement
- Following the procedure set out in the Complaints Management Policy

Team Leaders will be responsible for preparing a report on feedback on a quarterly basis for their Manager which can be escalated to the CEO or Board if required.

Results from client and stakeholder feedback will be reviewed by the General Manager and used to:

- inform service planning by including a review of client and stakeholder feedback in all service planning, monitoring and evaluation activities
- inform decision making by including a report on client and stakeholder feedback in staff and management meetings

Recording Feedback:

All NDIS feedback is recorded via Microsoft forms and can be accessed by the NDIS Manager and the Team Leaders. This is collated on a spreadsheet and saved in the feedback folder on the Sharepoint, which is accessible by the NDIS Manager and the relevant Team Leaders.

Record of policy development		
Version	Date approved	Date for review
V2.0	15/11/2023	November 2024
V3.0	25/10/2024	May 2025
V3.1	30/11/2025	December 2026

Responsibilities and delegations

This policy applies to	All The People Project Staff
Specific responsibilities	Team Leaders are responsible for collecting feedback Managers are responsible for reviewing feedback

Responsibilities and delegations

Policy approval	CEO
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Policy Context – this policy relates to:

Standards	NDIS Practice Standards, specifically standards 2.3; 2.5
Legislation	Privacy Act 1988
Organisation policies	<ul style="list-style-type: none"> Complaints Management Incident Management Privacy Client Transitions and Exit from Services Providing Client Advocacy and Support Client Rights Safeguarding
Forms, record keeping, other documents	<ul style="list-style-type: none"> Feedback Forms Complaints Form Complaints Register