

## POLICY 2.5 FEEDBACK AND EVALUATION

### DOCUMENT CONTROL

Responsible Officer Manager/Management Committee	Policy Number: 2.5
Contact Officer: Manager	Policy Area : CLIENT SERVICES
Effective Date: 26.4.16	Review Date: 30.1.17
Queensland Standards for Community Services Standard 2 : Service Access Standard 3 : Responding to Individual Need	

### 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 of The Community Place (TCP) activities and programs.

### POLICY STATEMENT

TCP 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.

TCP offers stakeholders the opportunity to provide feedback on their experiences with the organisation. TCP 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 TCP Complaints Policy.

### PROCEDURES

#### Promoting opportunities for feedback

TCP 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 community members to provide feedback and advising them of the different avenues they have to do this
- Making it comfortable for community members 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 organisations evaluation program and tools to ensure relevancy
- Occasionally obtaining an external person to facilitate an evaluation process.

For those community members who are unable to give written feedback because of a) language difficulties, b) reading and writing challenges or c) hearing impairments, TCP will ensure the necessary support is available.

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 TCP Complaints Policy.

#### Using feedback for service improvement

TCP will keep comprehensive, clear and useful records of all feedback from community members. TCP 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.

TCP will provide feedback to funding bodies for the purposes of funding applications and reporting.

#### **Documents related to this policy**

Related policies	1.6 Organisational Review & Planning 2.1 Client Rights & Responsibilities 2.6 Complaints 2.8 Community Education
Forms or other organisational documents	Client Survey Form Customer Feedback Form

#### **Revision record**

Version	Approval Date	Authorised by	Effective Date	Review Cycle	Next Date	Review
1.0	26.4.16	Jennifer Heller	26.4.16	Annual	30.1.17	