

### OBJECTIVE

To ensure regular and consistent opportunities for clients to input and feedback on the services of Indigo Junction.

### STATEMENT

Indigo Junction is committed to providing innovative and quality services designed through a continuous improvement process. Integral to this process is feedback from clients.

The organisation provides formal, informal and service specific feedback mechanisms for all clients. Indigo Junction works within a Trauma-Informed care framework which acknowledges the principle of shared power and governance.

### OVERARCHING MECHANISMS

- FORMAL
  - Complaints processes
  - Feedback processes
  - “Tell us what you think” invitations
  - Client/visitor & staff/volunteers accident incident reporting
  - Hazard reporting processes
  - Property maintenance reporting processes
  - Client exit questionnaires
  - Case managements planning sessions
  - Client exit processes/surveys
  
- INFORMAL
  - Wherever possible, client feedback is invited informally with statements such as this (appears in the IJ Tenant Handbook):  
“Indigo Junction is always interested to hear your views. You can make comments to staff or put your views in writing and leave it with office staff. If you would like to stay anonymous, you can send your comments to Indigo Junction, PO BOX 1276, MIDLAND WA 6936 or email [admin@indigojunction.org.au](mailto:admin@indigojunction.org.au). Your comments, complaints and suggestions can help us improve our service.
  - You can also find out more about Indigo Junction or contact us through our website: [indigojunction.org.au](http://indigojunction.org.au)”

### SERVICE SPECIFIC MECHANISMS AND USES

- Youth Service

## Client Feedback Procedure

- CPFS Consumer Perception Surveys (independent, anonymous survey conducted by CPFS. Results are shared with managers and are used for to inform service development/improvement)
  - Survey monkey client perception surveys – 6 monthly with results incorporated into service review and reporting
  - Drug Education Program consumer feedback interviews with results incorporated into service review and reporting
  - Annual youth client survey
  - Reflection tools/case management tools (all recorded in SHIP)
  - House meetings (these are minuted)
  - Direct comment – face to face, email, text message etc. from young people to workers
  - Tenant exit interviews
  - Numbers/reasons for refusal of service are documented
  - Positive Behaviour Support Plans incorporate client feedback on how we can work together differently/improved
- LIFT
- Survey monkey- 6 monthly with results incorporated into service review and reporting
  - DSS Consumer Satisfaction SCORE
  - Direct comment – face to face, email, text message etc. from young people to workers
  - Standardised Client Outcome Reporting
- Family Service
- CPFS Consumer Perception Surveys (independent, anonymous survey conducted by CPFS. Results are shared with managers and are used for to inform service development/improvement)
  - Reflection tools/case management tools (all recorded in SHIP)
  - Tenant exit interviews - kept on record and used to inform service reviews and development
  - Direct comment – face to face, email, text message etc. from clients to workers
  - Property Inspections – At each inspection, the client’s goal plan is reviewed and a structured opportunity for clients to talk about how they are getting along with their worker/ what more can be done to assist is provided. (Where possible, inspections are not conducted by the client’s direct worker)
  - Tenancy Matrix tool allows for clients to provide feedback on property standards and support needs

## Client Feedback Procedure

- All clients are provided with the Grievance Procedure Info Sheet upon intake. This is read to the client in cases where literacy is identified as an issue
  - Positive Behaviour Support Plans incorporate client feedback on how we can work together differently/improved
  - Numbers/reasons for refusal of service are documented
- Karnany
- CPFS Consumer Perception Surveys (independent, anonymous survey conducted by CPFS. Results are shared with managers and are used for to inform service development)
  - Direct comment – face to face, email, text message etc. from clients to workers
- Lit Up
- Client feedback via survey
  - Direct comment – face to face, email, text message etc. from clients to workers
- Strong Fathers
- DSS Consumer Satisfaction SCORE (every 3 months)
  - Direct comment – face to face, email, text message etc. from strong fathers to workers Standardised Client Outcome Reporting (as prescribed by Dept. Communities). Focus Groups
  - Feedback mechanism – reflective practice – worker and Karnany manager
- NPAH
- CPFS Consumer Perception Surveys (independent, anonymous survey conducted by CPFS. Results are shared with managers and are used for to inform service development)
  - Client exit interviews
  - Direct comment – face to face, email, text message etc. from clients to workers
  - Numbers/reasons for refusal of service are documented
- FCCR Hub
- DSS Consumer Satisfaction SCORE
  - Direct comment – face to face, email, text message etc. from clients to workers
  - Standardised Client Outcome Reporting (as prescribed by Dept. Communities).
  - Feedback/evaluation forms issued for all group work participants



## Client Feedback Procedure

**Organisational Policy this procedure relates to:**

1. Service Planning and Continuous Improvement (MA5005)
2. Service Delivery (SD3000)

Effective Date: September 2019

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