

Neighbourhood Centres Queensland STANDARD 5: FEEDBACK, COMPLAINTS AND APPEALS		
Policy 5.1: Feedback		
Date adopted: 29 June 2020		
Authorised by: committee		
Date last reviewed June 2021	Reviewed by Committee	Date of next review: February 2022
Policy context: This policy relates to:		
Queensland Standards for Community Services	Standard 5 (Feedback, complaints and appeals) Indicator 1: The organisation has fair, accessible and accountable feedback, complaints and appeals processes. Indicator 2: The organisation effectively communicates feedback, complaints and appeals processes to people using services and other relevant stakeholders. Indicator 3: People using services and other relevant stakeholders are informed of and enabled to access any external avenues or appropriate supports for feedback, complaints or appeals and assisted to understand how they access them. Indicator 4: The organisation demonstrates that feedback, complaints and appeals processes lead to improvements within the service and that outcomes are communicated to relevant stakeholders.	
Other standards		
Legislation or other requirements	Community Services ACT 2007 Human Rights Act 2019 QLD Anti-Discrimination ACT 1991	

1. Purpose: Why do we have a feedback policy?

Feedback mechanisms are the starting point for the active engagement and participation of our members and stakeholders in our service, leading to open and honest communication.

Encouraging feedback provides an opportunity for people to praise or criticise our service.

Feedback enables our staff and management to have insight into the experience of our

members and stakeholders. Feedback assists us to deliver appropriate and effective services and is an opportunity to continuously improve our services.

2. Scope

This policy will apply to staff members and volunteers involved in working directly with members.

3. Policy statement: Our commitment

Member and community feedback is an integral and important part of improving and maintaining quality services. Neighbourhood Centres Queensland is committed to listening to people using our service. We take on feedback, both positive and negative, as a source of ideas for improving our services and other activities. Specifically, we will:

- Foster a service culture that encourages open and honest communication
- inform members about the standard of service they can expect
- develop and promote our member charter
- encourage feedback and make it easy for people to provide feedback
- offer anonymity to people providing feedback
- record and compile information arising from feedback and using it to improve services.

4. Procedures

Formal feedback mechanisms

Members are advised that their feedback is valued. Several approaches are utilised to gather feedback through formal methods:

- (a) *Contact form on website:* Direct feedback can be provided by filling out a contact form on the relevant section of the NCQ website. Alternatively, if a member requests to be contacted to discuss their concerns verbally or provide feedback in writing, they may email info@ncq.org.au to reach a staff member or theboard@ncq.org.au to speak to a board member.
- (b) *Feedback forms:* These are available for members who wish to provide feedback on the Association's programs and services. Members completing these forms have the option of doing so confidentially. Members are also offered assistance to complete the forms if they request this.
- (c) *Member Survey:* Each year the Association will organise and administer a survey of the membership, seeking feedback on current and future services and activities.

Informal feedback mechanisms

- Feedback provided by members to staff is documented and shared with the Manager and Management Committee.
- Direct feedback can be provided to the committee at any time by emailing theboard@ncq.org.au.

Reporting on feedback

At least once a year, Neighbourhood Centres Queensland will collate feedback and facilitate an internal evaluation that outlines identified issues and suggestions.

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

Service culture, standards and member rights and responsibilities will be available on the NCQ website.

4.2 Informing members

All members are informed of their rights and responsibilities at the earliest possible stage of their involvement with our service. We give members access to all policies that further explain and support their rights and responsibilities. We tell members how to take action if they feel that their rights have not been respected, including their access to the Human Rights Commissioner.

4.3 Using feedback for service improvement

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

5. Other related policies and procedures

Documents related to this policy	
Related policies	Complaints Policy 5.2
Forms or other organisational documents	Feedback form, NCQ website

6. Review processes

Policy review frequency: Annually	Responsibility for review: Committee with Executive
Review process:	
Documentation and communication:	