

Client Feedback Policy

1.0 Purpose

The Women's Housing Company (WHC) Homelessness Support Service (HSS) values feedback from clients as part of its commitment to the delivery of quality services.

2.0 Scope

For the purpose of this policy, all staff employed by the HSS will participate in the collection of client feedback.

2.1 Definitions

Client: anyone accepted as a Specialist Homelessness Service (SHS) client receiving services through the HSS

Stakeholder: any individual, group or organisation that is affected or can be affected by actions of the HSS

3.0 Policy statement

The HSS actively seeks the input of clients and stakeholders and encourages them to provide feedback, both positive and negative, as a source of ideas for improving services and activities. The organisations 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 and stakeholders 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.

3.1 Encouraging client and stakeholder feedback

HSS staff will be responsible for ensuring that clients and stakeholders are informed about what they can expect from the service and how they may provide feedback. Information will be provided to clients at initial service assessment and goal planning meetings regarding how feedback may be offered. Stakeholders will be surveyed annually.

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

- Accepting and reporting informal feedback
- Offering clients an opportunity to provide formal feedback when appropriate

HSS clients are able to bring a family member, carer, advocate or support worker to planning and review meetings to support them as they provide feedback on services they receive.

3.2 Initiating and collecting client and stakeholder feedback

Feedback may be provided by individual clients and stakeholders on their own initiative or in response to requests from the HSS.

Individual clients and stakeholders may provide feedback by:

- Raising an issue with a staff member in conversation
- Raising an issue with a staff member as part of a goal planning session
- Participating in client feedback surveys
- Participating in an annual client satisfaction survey

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- Participating in an annual stakeholder satisfaction survey
- Posting a comment in the HSS suggestion box located in the lounge room

3.3 Using feedback for service improvement

The Manager HSS will be responsible for maintaining and managing client feedback evaluation forms and collating client feedback into regular reports.

The Manager will be responsible for preparing a report on client feedback on services and programs offered through the HSS, and report quarterly to the CEO WHC on client feedback

Results from client feedback will be reviewed by the Manager, CEO and Board and be used to inform service planning by including a review of client and stakeholder feedback in all service planning, monitoring and evaluation activities.

4.0 Related Policies and other documents

HSS Complaints and Appeals Policy

HSS Appeals Fact Sheet

HSS Complaints Fact Sheet

Personal Wellbeing Index

WHC Wellbeing Survey

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