



Participant Feedback

Issue Number: 1

Review Date: November 2020

The Wellness Initiative believes that receiving feedback is an important factor in whether our service is providing a positive impact on a participant's life. This procedure describes the process of receiving feedback from participants of *The Wellness Initiative* in order to provide the best possible service to them.

Procedure

Gathering Feedback in Group Support

Feedback is an important tool to be able to learn about the effectiveness of the sessions being provided and to shape the types of group support that *The Wellness Initiative* provides in the community. The following will be provided as opportunities for participants to provide feedback on the group support provided:

- The *TWI Feedback Form* will be made available to participants at all group support sessions for them to complete if they would like to have a say in workshops and if there is something they would like to comment on.
- All participants are provided with a flyer about how to provide feedback of the service they receive in the Welcome Pack in order for them to be able to reach out and provide feedback at any point.
- A Founder, or someone who has been delegated the task from a Founder, is to contact regular attendees of the group support service at random intervals to seek feedback on how the service is being facilitated and if they have any suggestions for improvement.
- If participants have an email address an online survey can be sent to be completed.
- An outcome measure will be used to record the effectiveness of the group support sessions.

Gathering Feedback from WRAP

During a WRAP course or a one-to-one WRAP course it is important to receive feedback on how it was received by participants. Peer Support Workers and Peer Facilitators are to seek feedback from participants via the following means:

- At the end of each session, by asking how participants found the session they just participated in.
- At the end of the last WRAP session of the course, by asking participants to complete an anonymous *TWI Feedback Form*.

Peer Facilitators will also provide their own feedback to the Founders via the *Facilitator Reflection Sheet* that are expected to be completed at the end of each WRAP session.

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The completed *TWI Feedback Forms* and the *Facilitator Reflection Sheet* are to be emailed to info@wellnessinitiative.com.au

One-to-One Peer Support Feedback

Participants of *The Wellness Initiative's* Peer Support service will have the opportunity to provide feedback at regular intervals. These include:

- All participants are provided with a flyer about how to provide feedback of the service they receive in the Welcome Pack they receive in order for them to be able to reach out and provide feedback at any point.
- During the completion of each *Monthly Reflection*, Peer Support Workers are to ask for specific feedback on the service being provided to the participant, for example the time and day of the service, how they are finding working with the Peer Support Worker etc.
- At least every six months, a Founder will contact the participant reaching out for feedback in regards to the service that they are being provided.

Reviewing Policies, Procedures and Forms

All policies, procedures and forms will be regularly reviewed and updated to meet *The Wellness Initiative's* needs. All documents must have their next review date stated on the document and a register of all document review dates will be kept and monitored by the Founders. This document will be called the *TWI Policy and Procedure Review Schedule*.

Policies

Policies of the organisation will be reviewed by the Founders. These will be reviewed once per year at a policy's review date, or earlier if required.

Procedures

Procedures developed by the organisation will be reviewed on their stated review dates, or earlier if required. Founders are to ask for input and feedback for these documents from staff of the organisation prior to finalising a review. Input of participants and their loved ones should also be sought through for relevant procedures.

Forms

Forms developed by the organisation will be reviewed on their stated review dates, or earlier if required. Founders are to ask for input and feedback for these documents from staff of the organisation prior to finalising a review. Input of participants and their loved ones should also be sought through for relevant forms.

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Participant Access to Documentation

All policies of *The Wellness Initiative* will be made available to participants and their loved ones via the organisation's website. The organisation's *Feedback* procedure will also be made available for better understanding and empowerment to provide feedback to the organisation.

Participants have the right to request any other documentation of the organisation, including information kept about them, to better understand and provide feedback on the processes of the organisation.

If a Participant would like to make a Complaint

If a participant would like to make a complaint about the service that they are being provided, then the following process is to occur:

- Peer Support Workers and Peer Facilitators are to ask the participant if they would like to make a complaint directly to them or if they would like to be provided with a *Complaint Form*.
- If the participant would like to make a complaint via the *Complaint Form* then staff are to organise for a participant to receive this, if they do not already have a copy available from their Welcome Pack.
- Alternatively, if they would prefer to speak to a Founder, they are encouraged to call 047851 1825 or email info@wellnessinitiative.com.au

If the participant would prefer to speak to a staff member regarding the complaint:

- Receive the complaint and reassure the participant that their feedback will be taken seriously.
- Ask the person what a successful resolution to their complaint looks like.
- Take notes of the complaint you are receiving.
- If you can manage the complaint directly then aim to resolve as soon as possible and then enter into a *Hazard Incident Form*.
- If you are unable to manage the complaint yourself then take the participant's contact details and then inform the participant that you will send the complaint to a Founder. Following receiving the complaint (at the end of the session if in person), contact a Founder and email them the *Hazard Incident Form* as soon as possible.
- The Founder will then aim to manage this accordingly within a seven-day period.
- *Hazard Incident Form* containing complaints are to be kept for five years on Sharepoint.

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If a participant is not satisfied with the resolution from a Founder of *The Wellness Initiative*, or would prefer not to speak with a Founder, then they are to be encouraged to call the National Disability Insurance Agency directly on 1800 800 110, or visit one of their offices. The participant can also find out more information from the National Disability Insurance Agency website: www.ndis.gov.au

If a Staff Member would like to make a Complaint

If a staff member is concerned about the conduct of another staff member or one of the Founders, the staff member is to follow the below process:

- If possible, and if feeling comfortable to do so, the staff member should speak to the other person directly involved with the situation using the *Non-Violent Communication Model*.
- If the staff member would like support or advice on the situation, they are to request a supervision session to debrief about the concern to their supervisor.
- If the concern the staff member has is a hazard or incident, the staff member is required to complete a *Hazard Incident Form* and send it to info@wellnessinitiative.com.au – depending on the occurrence, the staff member should also try to contact one of the Founders directly via phone or email.
- If the staff member does not believe the concern was appropriately dealt with by one of the Founders of *The Wellness Initiative*, and they feel comfortable to do so, they are to discuss their concerns with the other Founder (if the concern is not about them).
- If the staff member would like to take their concern external to *The Wellness Initiative*, they are encouraged to contact the Fair Work Commission – information can be found at www.fairwork.gov.au

Founder Responsibilities for Feedback

Founders are to take all feedback seriously and in a respectful manner to staff and participants. Founders are to follow the process below when provided with feedback:

- All feedback is to be read by a Founder within a 48-period of it being provided
- If the feedback is for a specific staff member then a Founder is to provide that and discuss it during supervision, which may be brought forward depending on the importance of the feedback provided.
- Founders are to collate feedback for the next team meeting for an opportunity for all staff to involved in discussions about Wins and Opportunities for Growth.

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Founder Responsibilities for Complaints

Founders are to take all complaints seriously and in a respectful manner to staff and participants. Founders are to follow the process below when provided with complaints:

- Founders are to complete a *Hazard/Incident Form* when receiving a complaint directly from a participant or staff member.
- If feedback is already documented by a staff member, founders are to read the completed *Hazard/Incident Form* as soon as possible (within 24 hours). Founders are to evaluate the Risk Assessment provided by the staff member to see if it is correct. If a Founders suspects the rating is incorrect, Founders are to contact the staff member for more information
- Once a final Risk Assessment is made, Founders are to respond in the following time periods:
 - Green risk rating: 7 business days
 - Yellow risk rating: 3 business days
 - Red risk rating: 1 business day
- Once a hazard/incident has been managed, Founders are to document what occurred in the *Improvement Log*. Founders are to meet and discuss every three months to keep track of themes that may appear.

Definitions

- Feedback – Feedback can be positive or negative and is generally from the voice of a participant or staff member for the purpose of growing and improving the services provided.
- Complaint – usually refers to a specific situation that has had a particular negative impact on a participant or staff member. Complaints may shed light on a situation that will have a damaging impact on the business if not dealt with.

Relevant Documents

TWI Feedback Form
Facilitator Reflection Sheet
Monthly Reflections
Complaint Form
Hazard Incident Form
TWI Policy and Procedure Review Schedule

Relevant Policies

Community: Safety as a Priority
Growth: Feedback as an Opportunity for Growth
Personal Choice: Person-Centred Practice
Personal Choice: Ability to Changing Services
NDIS Code of Conduct
NDIS Practice Standard: Complaints Management and Resolution

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