

Service Feedback Policy

ACT Together is a consortium of:

- Barnardos Australia
- Australian Childhood Foundation
- Oz Child

Initiative of



ACT
Government

A Step Up for Our Kids -
Out of Home Care
Strategy 2015-2020
is an ACT Government
funded initiative

ACT Together Service Feedback

ACT Together agencies welcome compliments, comments and complaints from its clients, their representatives and external stakeholders as they provide valuable and direct feedback on the quality and performance of our services and organisational support functions. The purpose of this policy is to provide staff with the framework and tools to enhance accessibility for all clients, client representatives and external stakeholders. This policy has been developed with reference to consortium agencies' policies and procedures for managing complaints.

SCOPE

This policy relates to all staff, students, and volunteers within ACT Together.

ACT Together recognises and promotes the right for all people to:

- Be treated respectfully, authentically, confidentially and compassionately;
- Be supported, including through an advocate;
- Provide feedback (compliments, comments or complaints)
- Know what to expect and when;
- Expect processes and decisions that are balanced, fair and just;
- Not be forced, threatened, bribed, or discouraged from lodging a compliment, comment or complaint when they have expressed a wish to do so;
- Not face any retribution when making a compliment, comment or complaint
- Continuation of professional interaction with ACT Together
- Expect ACT Together to view compliments, comments and complaints as opportunities for input and improvement;
- Request an appeal and/or independent review.

External stakeholders are afforded the same rights as listed above for the purposes of this policy.

Feedback provides ACT Together with the opportunity to:

- Understand the needs and expectations of clients, residents, stakeholders and the communities in which we work and support;
- Identify improvements to what we do and how we do it (decision, processes, systems, trends, actions, behaviours and attitudes);
- Record, register, respond and resolve identified issues, and share these to improve practices and explore new solutions; and
- Analyse and learn from identified trends and solutions to ensure our service is proactive and relevant to the communities it serves.

ENGAGING WITH CLIENTS AND OTHER STAKEHOLDERS

All clients of ACT Together are to have access to information on how to provide feedback in the form of compliments, complaints or comments. Feedback information is to be displayed on ACT Together's website, public areas and be readily available for all clients/client representatives and other stakeholders to access at any time.

Information can be made available to clients and external stakeholders in a form that is accessible to them, which may include for example the use of translation/interpreting service and providing for information to be provided and feedback to be received in written, verbal and digital formats.

Children and young people who are in care are provided with a copy of the Charter of Rights for Kids in Care ensuring they are aware of their right to talk to people about things they don't like or understand and are given contact details for ACT Together and external agencies. Children and young people can access support and advocacy from the CREATE foundation to assist them with providing feedback to ACT Together if needed.

Carers are provided with details for providing feedback at the point of application and then in the Carer Handbook, Carers are able to seek support and advocacy through Carer Support or externally through Carers ACT.

Birth family members are able to seek support and advocacy from the Australian Red Cross including assistance with providing feedback.

DEFINITIONS

Compliment

A client/client representative or external stakeholder may wish to provide positive feedback to a staff member, service or the organisation. Compliments reflect actions that indicated the satisfaction derived or an action that exceeded expectation. Compliments are important records for the purposes of morale, team work and client/stakeholder perceived value of the service.

Comment

Comments provide opportunity of recording an observation, insight, aspect or experience that is not a compliment or complaint but may be useful to improving the way we do things.

Complaint

A client/client representative or external stakeholder may experience and wish to report a negative experience or aspect of service. In considering whether feedback constitutes a complaint, it should be determined that the expression of dissatisfaction is about a service provided by ACT Together and that it requires a response. Complaints can relate to delays, lack of response, an unresolved matter

that is escalated, a decision, inaction, a breach, or other negative impact that they wish to report.

Review of a Decision

A request for a decision in relation to child/young person, carer or family member to be reviewed.

An internal review of a decision will be undertaken by a staff member other than the decision maker.

On occasion, a complaint may be submitted about a decision that has been reached, this is different from a request for a review of decision and will be handled in accordance with the Service Feedback Procedures.

An external review of a decision can be requested for some decisions. This can only take place if an internal review of the decision has been completed.

Request for Information

A request for information (usually pertaining to a specific child or young person) requiring a formal response from ACT Together.

RELATED DOCUMENTS

This policy is to be read in conjunction with the ACT Together Service Feedback Procedure. The policy has been developed with reference to consortium agencies' policies and procedures for managing complaints. These are stored in the [ACT Together Hub](#).

Version control and change history

Approved by:	Executive Leader, Children & Families	Approval date:	30/11/2021
Date Effective:	09/06/2022	Next Review Due:	06/2024
Contact for Queries:	ACT Together General Manager – Operations		

Version Number	Approval Date	Approved by	Amendment
1.0	09/06/2022	Executive Leader, Children & Families	New Policy. Rewrite of policy and procedures.