

PROCEDURE: FEEDBACK

1.0 MANAGING FEEDBACK

This procedure establishes an effective and consistent framework for the management of feedback for STEPS Group Australia (STEPS) services, activities, systems, and processes can be continually improved. Quality is ultimately determined by customers; therefore, it is critical we encourage their feedback which includes compliments, concerns, and suggestions all of which provide opportunities for improvement.

The principles of natural justice and procedural fairness underpin this Feedback Procedure (i040100). We will support customers to access advocacy and/or bilingual support.

1.1 DEFINITIONS

Feedback	Feedback includes concerns, compliments, and suggestions for improvement about a particular service, experience, or event - not simply a statement of overall opinion about STEPS services.
Customer	Any person who receives products or services from STEPS including students, participants, and jobseekers.
Stakeholder	All those who have a stake/interest in STEPS e.g., government, schools, employers.

2.0 GENERAL

2.1 ENCOURAGING FEEDBACK

Feedback from our customers and stakeholders is valued and customers are to be encouraged to voice their opinions on any aspect of service provision, including:

- Compliments
- Concerns
- Suggestions

Customers and stakeholders are to be informed that any feedback provided to STEPS will be making a positive contribution towards assisting us improve our services.

In recognition of the special needs of some customers and stakeholders (for example those from culturally and linguistically diverse backgrounds, those who speak another language or those who have a cognitive or physical impairment) feedback can be raised on their behalf by their nominated advocate.

A Feedback Box and a supply of Tell Us What You Think (i040102) forms are available in each site's reception area at sites that deliver a service to our customers and accompanied by a Feedback Box Explanatory Statement (i040103).

2.2 PROCESS FOR PROVIDING FEEDBACK

Customers and stakeholders can provide feedback using one of the following methods:

- Tell Us What You Think (i040102) form
- Via email to cs@stepsgroup.com.au
- Via STEPS website 'Contact Us'
- By Letter
- Face-to-face with a member of staff
- Through a phone call to a manager or coordinator
- Through a phone call to the STEPS Customer Service Officer (CSO) on (07) 5458 3000

- Workers must record verbal feedback on a Tell Us What You Think (i040102) form or by using an Outlook Feedback Form.

Any of the above methods can be used by a customer’s nominated advocate.

2.3 INFORMING CUSTOMERS

On entry to a service, all customers are to be presented with an information pack relevant to the Service Stream that will include the Feedback and Complaints Policy (i010103) and process.

All customers are to be advised of:

- The processes for providing feedback
- The availability of assistance to complete a Tell Us What You Think (i040102) form
- Their right to access and be supported by an independent advocate of their choice

Reminders of the feedback process should be provided regularly with awareness maintained by the visibility and availability of promotional materials.

2.4 COLLECTION OF FEEDBACK

Any feedback received is to be forwarded to the relevant supervisor.

It is the responsibility of the Site Administration staff to ensure all Tell Us What You Think (i040102) forms are collected at the end of each week from the Feedback Box.

All feedback is to be sent to the Quality & Compliance team either by:

- Scanning and emailing the completed forms; or
- Emailing Outlook Feedback Forms

2.5 RECORDING OF FEEDBACK

The Quality & Compliance team will save all feedback forms received in the electronic folder located in ‘O’ drive.

The Quality & Compliance team will record all feedback received in the Feedback Register (i040106) located in the Quality System files and analyse entries to identify and manage trends, and to recommend system improvements using the Organisational System Improvement (OSI) System.

When feedback is sent directly to Shared Services, the Quality and Compliance Manager will determine if acknowledgement of feedback is required. Where acknowledgement is required, the Quality & Compliance Manager or delegate is to contact the customer.

Any actions taken in relation to the feedback will be recorded in the Feedback Register (i040106) (*Refer to the Quality & Compliance team*).

3.0 REPORTING

The Quality & Compliance team will provide monthly Feedback Reports through the Quality & Systems Team Report which will be forwarded to: -

- the Executive Leadership Team (ELT)
- Board of Directors

4.0 RELATED DOCUMENTS

Document Name	Document Name
<u>Feedback Box Explanatory Statement</u> (i040103)	<u>Feedback Register</u> (i040106) <i>Refer to the Quality & Compliance team</i>
<u>Feedback and Complaints Policy</u> (i010103)	<u>Tell Us What You Think</u> (i040102)

5.0 GOVERNANCE

Document Owner	Quality and Compliance Manager	Approval Date	27 September 2021
Effective Date	25 October 2021	Document Number	i040100_v8_211025

This Policy / Procedure relates to the following STEPS Group of Companies Legal Entities

<input checked="" type="checkbox"/> STEPS Group Australia	<input checked="" type="checkbox"/> STEPS Social Business	<input checked="" type="checkbox"/> STEPS Staffing Solutions	<input checked="" type="checkbox"/> STEPS Charity
---	---	--	---

(Uncontrolled when printed)