

Client Feedback

Connect: Inner West Community Transport Group (Connect) actively seeks the input of clients and encourages them to provide feedback, both positive and negative, as a source of ideas for improving services and activities.

The organisation 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 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.

Record of policy development

Version	Date approved	Date for review
5	3 October 2025	2 October 2028

Responsibilities and delegations

This policy applies to	Directors and staff
Specific responsibilities	General Manager
Policy approval	Board

Policy context – this policy relates to:

Standards	
Legislation	Aged Care Act 2024
Contractual obligations	
Organisation policies	
Forms, record keeping, other documents	

Procedures

Encouraging client feedback

The General Manager will be responsible for ensuring that clients are informed of what they can expect from the service and how they may provide feedback. Information will be provided to clients at intake and in client handbook/s, the website and by email and other updates.

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

- accepting and reporting informal feedback
- offering clients an opportunity to provide formal feedback when appropriate

Initiating and collecting client feedback

Feedback may be provided by individual clients on their initiative or in response to requests from the organisation.

- Individual clients may provide feedback by:
 Phone 9558 – 6800
 Email admin@connectinnerwest.org.au or gm@connectinnerwest.org.au
 Letter 31 Sydenham Rd Marrickville NSW 2204
 Survey –clients are surveyed on each social outing

The Client Engagement and Operations Manager will be responsible for receiving and making a record of feedback on RouteMatch (or other primary CRM/dispatch system), HR files, Tanda or Xero as appropriate. The General Manager will be responsible for reviewing feedback records regularly and identifying any action required.

The organisation will seek feedback from clients by:

- Phone 9558 – 6800
- Email admin@connectinnerwest.org.au or gm@connectinnerwest.org.au
- Letter 31 Sydenham Rd Marrickville NSW 2204
- Survey –clients are surveyed on each social outing

Operations staff and senior management will review and act on feedback as appropriate.

Participation and feedback

Participation feedback should be a two-way process. Connect is committed to ensuring that:

- Those providing the feedback know what will happen with the information that they provide
- Individuals feel safe to provide negative feedback
- Individuals feel valued by seeing the impact of suggestions that have been made or hearing about changes that have been made in response to their input

Using feedback for service improvement

The Client Engagement and Operations Manager will be responsible for maintaining and managing records in a timely manner. The Client Engagement and Operations Manager or General Manager will acknowledge feedback within five working days of receiving it. Depending on the nature of the feedback, responses may include:

- Thanking the individual/service
- Informing the individual/service of its value
- Explaining how the information will be used for service improvement
- Following the procedure set out in the Complaints Management Policy

The General Manager will be responsible for preparing a report on feedback to the Chair and/or Board as

considered appropriate.

Results from client feedback will be reviewed by senior staff and the Board where appropriate and used to:

- inform service planning by including a review of client feedback in all service planning, monitoring and evaluation activities
- inform decision making where appropriate.

Recording Feedback:

Managing feedback is critical in promoting Connect's reputation of valuing all feedback.

The staff member that receives feedback should raise the issue with their direct supervisor and discuss a plan to respond to it or provide further resolution.

When receiving negative feedback, the General Manager is required to record the feedback. This document records factual information, which can be supported by evidence, or it should note that the information is not yet substantiated.

End of document
