

Standard 5
Feedback Policy
5.1 Feedback Policy - External



Feedback Policy - External

Policy Statement

Sharehouse Youth Programs Inc. (Sharehouse) is committed to treating all feedback fairly and promptly and with openness and honesty. This policy encompasses feedback regarding our services, employees, management committee members and our clients.

Sharehouse is committed to listening to people using our service. We take on feedback, both positive and negative, as a source of ideas for improving our services and other activities.

Sharehouse shall manage negative feedback in a fair and impartial manner and is committed to treating all feedback as a learning opportunity that can facilitate organisational and systems change.

Sharehouse may decline feedback if it is found to be frivolous or vexatious.

Feedback about suspected or alleged criminal behaviour may be reported to the Police for investigation.

Promoting opportunities for feedback

We encourage feedback from our clients and stakeholders. Feedback can be provided to us by individual clients or stakeholders on their initiative or in response to requests by our organisation. We make it as easy as possible for people to provide feedback and ensure anonymity to people who do, unless they agree otherwise.

Feedback initiated by the client or stakeholder will be encouraged by

- Exit questionnaires
- Program testimonials
- Feedback box
- Rent Review communication
- Housing inspection communication
- Case Management

Client Feedback Procedures

Feedback Mechanisms

Clients can provide feedback by:

- Telling their support worker or any member of staff at **Sharehouse**
- Putting the feedback in writing

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- Via email at manager@sharehouse.org.au
- Via an advocate
- Via the website

Recording, considering and appropriately dealing with feedback

Feedback is recorded, considered and dealt with appropriately by:

- Recording all feedback objectively in the appropriate Register
- Feedback is considered and dealt with by the **Sharehouse** Manager and/or the Management Committee – depending on the severity and nature of feedback

The outcome of the feedback

- The outcome of the feedback is logged in the appropriate register.
- Clients have an opportunity to discuss the outcome of the feedback with either their support worker, **Sharehouse** Manager or Management Committee
- If the client is unsatisfied with the outcome of the feedback, the client is provided with options to appeal.

Options to appeal decisions

Clients are able to appeal a decision / outcome of the feedback by:

- Discussing the feedback with the **Sharehouse** Manager
- Discussing the feedback with a member of the **Sharehouse** Management Committee
- Pursuing the feedback with the relevant authority as stated below.

Advocate

Sharehouse clients are welcome to use an advocate when providing feedback. The following procedure applies:

- Letting Sharehouse know of the advocate
- Signing a consent form for **Sharehouse** to liaise and share information with the advocate

Sharehouse respects the rights of individuals to make a feedback to an external agency:

Queensland Human Rights Commission

Ph: 1300 130 670

Web: www.qhrc.qld.gov.au

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Email: info@qhrc.qld.gov.au



Department of Communities, Housing and Digital Economy

Ph: 13 74 68

Web: www.feedbacks.services.qld.gov.au

Online form: <https://www.feedbacks.services.qld.gov.au/>

Department of Employment, Small Business and Training

Ph: 13 74 68

Email: info@desbt.qld.gov.au

Online form: <https://www.feedbacks.services.qld.gov.au/>

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Other related policies and procedures

Related policies	6.8 Code of Conduct Policy 6.9 Code of Ethics
Forms or other organisational documents	
This policy replaces 5.1 Feedback policy, 5.2 Client Feedbacks Policy and 3.10 Neighbour Feedbacks Policy	

Review processes

Policy review frequency: Three-year review or as required.	Responsibility for review: Manager
Date Policy adopted: By: 13 June 2023	Review date: 13 June 2026
Review process: Staff may submit amendments to the Manager for consideration at any time. The Manager will consider the amendments and update the Policy as required. The Management Committee will ratify changes to the policy.	
Documentation and communication: The Manager will ensure redundant versions of this policy are removed from the electronic and paper based files and that staff and all other relevant people are advised of the updates through training/staff meetings.	