

## Standard 5

### Feedback Policy

#### 5.1 Feedback Policy - External



#### Feedback Policy - External

##### Policy Statement

**Sharehouse Youth Programs Inc. (Sharehouse)** is committed to listening to, and learning from, people accessing our service.

Sharehouse is committed to receiving and responding to all feedback fairly, promptly and with openness and honesty. This policy encompasses feedback regarding all aspects of Sharehouse and its operations and people.

Sharehouse is committed to receiving all feedback, whether positive or negative, in a fair and impartial manner, and as a valuable learning opportunity, and source of ideas for improving our services, programs, and activities, and/or facilitating organisational and systems change.

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

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

##### Promoting opportunities for feedback

Sharehouse encourages and invites feedback. We commit to making it as easy as possible for people to provide feedback, and ensure anonymity to people who do, unless they agree otherwise.

Feedback will be encouraged by:

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

##### Feedback Procedures

###### *Feedback Mechanisms*

Individuals can provide feedback by:

## Standard 5 Feedback Policy

### 5.1 Feedback Policy - External



- Speaking to a Youth Support Worker or any member of staff at Sharehouse
- Putting it in writing:
  - Via email at [manager@sharehouse.org.au](mailto:manager@sharehouse.org.au)
  - Via the website (through the message function, or by filling out the feedback form found there)
  - Via the feedback box found in the Sharehouse reception area

#### *Recording, considering and appropriately dealing with feedback*

Feedback is recorded, considered, and dealt with objectively and appropriately. This means::

- Recording all feedback in the appropriate Register
- Feedback is considered and actioned by the Sharehouse CEO and/or the Management Committee – depending on the subject and nature of feedback

#### *The outcome of the feedback*

- The outcome and response to the feedback is recorded in the appropriate register.
- Individuals will be offered a chance to discuss the outcome and response to feedback with either a Sharehouse staff member, CEO or Management Committee
- If the individual is unsatisfied with the outcome and/or response to feedback, they are provided with options to appeal.

#### *Options to appeal decisions*

Individuals can appeal an outcome and/or response to feedback by:

- Discussing it with the Sharehouse CEO
- Discussing it with a member of the Sharehouse Management Committee
- Pursuing it with the relevant authority as stated below.

#### *Advocate*

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

- Informing Sharehouse about the advocate
- Signing a consent form to allow Sharehouse to liaise and share information with the advocate

**Standard 5**  
**Feedback Policy**  
**5.1 Feedback Policy - External**



Sharehouse respects the rights of individuals to provide feedback to a relevant external agency:

Queensland Human Rights Commission

Ph: 1300 130 670

Web: [www.qhrc.qld.gov.au](http://www.qhrc.qld.gov.au)

Email: [info@qhrc.qld.gov.au](mailto:info@qhrc.qld.gov.au)

Department of Housing, Local Government, Planning and Public Works

Ph: 13 74 68

Web: [www.feedbacks.services.qld.gov.au](http://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](mailto:info@desbt.qld.gov.au)

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

**Standard 5**  
**Feedback Policy**  
**5.1 Feedback Policy - External**



**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**

<b>Policy review frequency:</b> Three-year review or as required.	<b>Responsibility for review:</b> CEO
<b>Date Policy adopted:</b> <b>By: 22 October 2024</b>	<b>Review date:</b> <b>22 October 2027</b>
<b>Review process:</b> Staff may submit amendments to the CEO for consideration at any time. The CEO will consider the amendments and update the Policy as required. The Management Committee will ratify changes to the policy.	
<b>Documentation and communication:</b> The CEO 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.	