

# Project - "FEEDBACK"

**There are so many people afraid to speak-out about the questionable services they are receiving! We see this project as a wonderful initiative to motivate other service providers to do similar. Or the development of a central disability feedback agency - "What say Mr Harkin?"**

An innovative Feedback Project titled *Speak, Listen, Learn about, Grow* has been launched by the Victorian Disability Services Commissioner, Laurie Harkin.

Developed by annecto - the people network; this project aims to improve support for people with a disability, older people and carers through collecting, providing and acting on both positive and negative feedback throughout the organisation leading to a culture of continuous quality improvement.

The project will involve seeking feedback in the form of surveys, Improvement Request forms, performance feedback and Occupation Health & Safety reporting among others. annecto CEO Estelle Fyffe admits that this is a big ask.

"We face the challenge to collect and act on both positive and negative feedback from people using annecto's services, families and carers, staff and other people with an interest in our work," she said. "People are often reluctant to complain, sometimes waiting until a situation becomes very difficult to resolve."

## **About the project:**

The two-year project is a complex organisational and cultural change project led by the annecto Board. With input from the Western Region Disability Network, the project will facilitate direct communication for people with a disability, their families and advocates.

The project consists of:

- Changing reporting systems and analysis to include negative and positive feedback from all stakeholders;
- Ensuring that all staff meetings and supervision sessions include and discuss organisational feedback;
- Training for staff, including staff from culturally diverse backgrounds, in how to respond and manage negative or aggressive feedback;
- Training and support for people annecto support in how to most effectively communicate their feedback to achieve their goals;

- A broad communication strategy to ensure that feedback is seen as an opportunity for improvement.

## **About annecto**

Annecto – the people network is an independent, not for profit association located in the northern, eastern and western metropolitan areas of Melbourne, the Grampians and the Loddon Mallee region, and is committed to increasing opportunities and choices in the community for people with a disability, older persons and carers, and to realising a more inclusive society.

Annecto's 350 staff provide a range of assistance in people's homes, in the community, and in employment settings.

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