



# **Family Violence Services Client Feedback Record**

**To be attached to open client file  
Upon exit to be placed Client Feedback Folder**

**CONFIDENTIAL**  
(Does not contain client identifying information)

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## Information for workers

WHW aims to integrate Client Feedback into case management processes rather than feedback being sought solely when the client exits the service.

The following feedback record was developed to be used to:

- record client feedback to verbal questions
- guide workers in the questions to ask and the information to disseminate at different stages of a clients journey

Workers should integrate verbal feedback questions and information dissemination into the case management structure by asking the questions and disseminating information at the indicated stages at the top of each page.

Client answers are to be recorded, by the worker, in the spaces provided.

If clients initiate feedback at any stage, you can record their comments at the back of this record.

To encourage client's to provide feedback clients are offered anonymity when there feedback is viewed by the leadership team, therefore the clients name should not be recorded on this form.

Work with clients to build their skills, knowledge and confidence to feedback to the service throughout a client's journey with the service.

Accompany all written information given to clients with a verbal explanation

Give clients positive experiences of feeding back to the service by listening respectfully and taking the content of the feedback seriously, no matter what it is. Positive experience of feeding back encourages clients to feedback in the future.

Receiving criticism from clients can be difficult. Managing your anxiety about being criticised is an important part of making clients feel comfortable to give you feedback.

When a client gives negative feedback, validate the client's perspective even when you don't agree with it. Don't respond to client feedback with your own perspective.

# Client Orientation to Feedback and Complaint Mechanisms

To be undertaken during the first face to face case planning meeting with the client after intake.

## Information Checklist

What is the clients preferred language?

What language (if any) does the client read and write?

In what language does the client prefer to receive written information?

- How the client can feedback to the service?
  - Informally/verbally
  - Filling out a survey when they leave the service
  - Answering questions workers ask them about their experiences of the service and how the service could be improved
  - Making a complaint

- That Women’s Health West encourages negative feedback / complaints and that the person giving the negative feedback / complaints will be treated with respect and their services will not be affected as a result of the negative feedback.

### Has the client been given a copy of:

- Feedback and complaints brochure
  - Vietnamese
  - Arabic
  - English
  - Other
- Your rights and responsibilities brochure
  - Vietnamese
  - Arabic
  - English
  - Other

- How to make a complaint

If no verbal explanation was given, explain why:

### Have you explained to the client:

- What feedback is?
  - Telling us what you like and don’t like about the way we do things
  - Sharing suggestions and ideas about how we could do things better
  - The difference between a complaint and feedback
- The purpose of this feedback
  - Helps us to make services better for you and the clients who use the service in the future
  - Important to us that our services are respectful and helpful

## Feedback during 2<sup>nd</sup> or 3<sup>rd</sup> case plan meeting

### Service Accessibility and Expectations

How did you hear about our service?

How could we improve the way we publicise our services to women in similar situations to you?

What kinds of assistance do you expect from our service?

## Checking Client Understanding

Do you know how to give feedback to Women's Health West?

Yes  No

Do you know how to make a complaint about WHW?

Yes  No

Do you know about your rights and responsibilities in relation to the service?

Yes  No

## Feedback during Case Review

What are the things that WHW have done since you have been in contact with us that you have found useful?

What are the things the WHW have done since you have been in contact with us that you have found not useful?

Do you have any suggestions about the way WHW could improve its service?

## Feedback during Case Closure

During case closure the client should be asked the questions below.

The client should also be asked if they wish to participate in the exit survey. Clients can nominate to fill out the exit survey and send it back to the service or arrange to complete the exit survey verbally with the coordinator asking the questions.

### Verbal questions to be asked during case closure

This can be arranged as part of the client's case closure interview. This exit interview should not be used to replace the exit survey.

1. **When you first came to the service, we asked you what kinds of expectations you had of our service. You said (see client's response on case plan):**

**How well have we met your expectations?**

- Better than expected
- Expectations full met
- Expectations partly met
- Expectations not met

2. **At WHW, we try to connect you with other services that can assist you. In your time with us, we have referred you to the following services:**

**Did you find these services helpful?**

- Why
- Why not?

3. **How could WHW have worked with, or coordinated with, these services to have made your experience better?**

Please Tick	Helpful	Unhelpful	Not sure	Why?
Police services Specify...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Legal services Specify...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Health services Specify...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Counselling services Specify...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Housing services Specify...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Employment services Specify...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Centreline services Specify...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other Specify...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## Arranging for the Exit Survey

### Explain the following to the client:

When clients leave our service, we ask them to fill in an anonymous survey. This survey is an opportunity for clients to tell us what they liked and didn't like about the way that Women's Health West did things. It is also an opportunity for clients to tell us what we did that was helpful to them and what we did that was not helpful.

The information you give us on this survey will be used to help us improve our services for the women who use our services in the future. The survey is available in English, Vietnamese and Arabic.

You don't have to fill in the survey but we would appreciate it if you did! You can take it away, fill it out and send it back to us in the envelope provided or you can get a worker to help you complete it. If you ask a worker to help you fill it out they will ask you the questions and write down your answers. If you want to fill out the survey with the worker, we will arrange for the coordinator to do this interview with you.

### Ask the client:

#### 1. Would you like to complete the survey?

- Yes
- No

#### 2. Would you like to fill it yourself or would you like a worker to help you?

- Fill it in themselves
- Worker to assist

#### 3. For clients who chose to fill in exit survey.

##### Instructions to worker- tick when completed.

- Briefly go through survey instructions with the client
- Show the client which answers require ticks and which require written responses
- Explain to the client how to fill in question 4
- Fill in questions 1 & 2

#### 4. Which translation did you give to the client?

- Vietnamese
- Arabic
- English
- Other

## Informal Feedback

Record any informal feedback a client gives during their contact with you in the space below. Check that it is okay with the client for you to record their informal feedback.

## Attachment 4: Feedback mechanisms - evaluation form

The leadership team will complete this form on an annual basis. Feedback mechanisms should be improved accordingly.

### Objective 1: ensure that feedback tools and practices are accessible and relevant to a diverse range of clients

1. How many of exit survey respondents:
  - Speak a language other than English?
  - Are from an Aboriginal or Torres Strait Islander background?
  - Have a disability?
2. How do the figures compare to the number of the above groups exiting the service in the last 12 months?
3. How many completed exit survey have been submitted in the last 12 months?
  - What proportion of these surveys were responded to in a language other than English (either through an interpreter or on a translated form)?
  - How does this number compare to the proportion of clients who are accessing the service who require language assistance?

### Objective 2: obtain high quality feedback from clients

4. Which questions (verbal and those in the exit survey) are eliciting higher quality feedback from clients/which are not?
5. Do any of the questions need to be changed to elicit higher quality feedback from clients?

### Objective 3: client feedback incorporated into service planning, improvement and evaluation

6. Has client feedback been incorporated into service planning, improvement and evaluation?  
If so, what changes have occurred as a result of client feedback?  
If not, why not?

### Knowledge and skills in feedback

7. Are clients aware of how to make a complaint and feedback to service when they asked about this in the 2<sup>nd</sup> or 3<sup>rd</sup> case planning meeting?

### Complaints

8. How many complaints has the service received in the last 12 months?

### Improvement

9. How can feedback mechanisms be improved?

## Attachment 5: Supervisor's Client Feedback Record

Quality Assurance Mechanism to be completed by the coordinator.

Client Name & File #	First Case Meeting	2 <sup>nd</sup> & 3 <sup>rd</sup> Case Meeting	Integration of Client Feedback into Case Review	Case Closure	ACTIONS REQUIRED
	Orientation Feedback? Rights & responsibilities Orientation checklist completed?	Service accessibility & expectations	Review interview questions completed?	Information provided? Exit interview completed? Exit survey provided?	
Exit Feedback Interviews?					Date / Time:

**Attachment 6:** Vietnamese feedback survey

**Attachment 7:** Arabic feedback survey

**Attachment 8:** Vietnamese feedback and complaints brochure

**Attachment 9:** Arabic feedback and complaints brochure

