

Breakthru

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Client Feedback Framework



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Your feedback matters to us!

Share your thoughts, suggestions, or experiences with us. We're always eager to learn and improve.



The Client Feedback Framework

What is the Client Feedback Framework?

The Client Feedback Framework is a guide for Breakthru clients who want to give feedback. This framework provides suggestions on how feedback can be given and most importantly, how we will use this feedback to improve the supports and service we provide

Why have we developed the Client Feedback Framework?

Everybody has the right to give valuable feedback, in a format that you are comfortable with. This framework is designed to assist you options, so you have the choice and control of how, when and where you give feedback. The Client Feedback Framework is designed to help you give feedback in a format that you are comfortable with and suits your needs. By using this framework you will have choice and control over how, when and where you give feedback.

How do I use the Client Feedback Framework?

The Client Feedback Framework is intended to be used as a guide; within it you will find 'The Feedback Toolbox' which is a list of the various feedback tools available so you can tell us how you're feeling and provide suggestions for improvement. It also highlights the benefits of each feedback tool and why you may choose to use it.

When do I use the Client Feedback Framework?

The Client Feedback Framework can be used or referred to at any time and you are encouraged to give feedback whenever you like. We may also ask for your feedback at various stages while you are receiving support from Breakthru.

Do I need to give feedback?

Although giving feedback is optional, we highly encourage you to do so as your feedback helps us understand what you like or dislike about Breakthru. Your feedback contributes towards improvements made to our services, facilities, processes and the supports you receive. Remember, through the Client Feedback Framework you are given an opportunity to ensure your feedback is received and acknowledged.



What happens to my feedback?

When your feedback is received, it is immediately recorded and sent to a dedicated Breakthru staff member and/or team for review/action.

During feedback review we consider the following:

- How the feedback relates to staff, our facilities or service offerings
- If the feedback presents a common trend amongst other clients
- If the feedback provides a reason for change/improvements to be made
- What changes can be made to improve our client's satisfaction/experience

Feedback is reviewed with trends analysed and reported to the local Quality, Safeguards and Clinical Governance committee on a monthly basis. Trends and recommendations are reported to the Board on a quarterly basis.

How long will it take to see changes implemented from feedback?

Sometimes small changes can happen immediately and other times it can take time. While we cannot always guarantee a timeframe for changes to be implemented, we will always do our best to act as quickly as possible.

It's important to know that we also have a list of ideas and improvements that come internally. This makes it even more necessary to prioritise what needs to be done first.

How will I know if and when changes have been made?

We will keep you informed about any changes we've made via:

1. Monthly E-Newsletters
2. Website News/Blog posts
3. Staff
4. Client meetings
5. Consumer Advisory Committee



The Feedback Toolbox

We have developed a number of tools to help you give feedback on your individual experience at Breakthru and our services - we've called this 'The Feedback Toolbox'.

To help you decide which tool is best for you, each tool is explained in this document..

Client forums and group sessions

A client forum/group session is a meeting organised by a Breakthru staff member who will ensure a safe and friendly environment for clients to openly discuss feedback as a group.

This is a great tool for people who feel more comfortable giving feedback in a group environment or may feel more comfortable giving feedback after somebody else has.

Clients who wish to bring somebody with them as a support person during these sessions are encouraged to do so.

Benefits:

- You have the opportunity to speak with and hear feedback from other clients
- You will have the chance to share your own experience and provide feedback in a structured environment

Ideal for clients:

- Who gain confidence from others
- Who prefer to give feedback verbally
- Who enjoy having conversations and story telling
- Who prefer human interaction and meeting people.



To access this feedback tool

Please speak to your support worker.



Carer forums & group sessions

A carer forum/group session is a meeting organised by a Breakthru staff member who will ensure a safe and friendly environment for carers to openly discuss feedback as a group.

This is a great tool for carers to provide feedback on behalf of the client. This tool is suitable for people who feel more comfortable giving feedback in a group environment or may feel more comfortable giving feedback after somebody else has.

When possible, Breakthru will seek permission from clients before inviting carers to a feedback forum or group session.

Benefits:

- Carers have the opportunity to speak with and hear feedback from other carers
- Carers will have the chance to share their own experience and provide feedback in a structured environment

Ideal for carers:

- Who gain confidence from others
- Who prefer to give feedback verbally
- Who enjoy having conversations and story telling
- Who prefer human interaction and meeting people



To access this feedback tool

Please speak to your support worker.



1 to 1 meetings

1 to 1 Meetings can be formal or informal. You can have these meetings in a Breakthru office, in the community, in your own home or via a video call.

This is a great tool for people who may feel uncomfortable in group environments and/or more comfortable talking to somebody directly about their feedback.

Benefits:

- You have the opportunity to provide your feedback directly to a Breakthru staff member
- You can choose who you give feedback to if you are uncomfortable giving feedback to your support worker
- The Breakthru staff member who will take your feedback can modify the session to meet your specific needs
- You have the opportunity to ask questions as well

Ideal for clients:

- Who may require some assistance to answer questions
- Who like to have conversations when giving their feedback
- Who prefer to give their feedback privately and/or in person



To access this feedback tool

Please speak to your support worker.



Drawing response

The drawing response tool can be used during a meeting with a Breakthru staff member where you will be encouraged to draw your feelings and thoughts on cards in response to some questions.

This tool is great for clients and children who prefer to express themselves through art or drawing.

Benefits:







- A picture tells a thousand words!
- You can be creative in how you share your feedback

Ideal for clients:

- Who may be non-verbal
- Who may find it difficult to share their feedback using words
- Who prefer to give their feedback privately and/or in person

Today I feel...

Directions: Circle the Emoji that best describes how you are feeling.



Happy Sad Surprised Scared Angry Embarrassed

Because...

Draw or write about what happened



To access this feedback tool

Please speak to your support worker.





QR code surveys

QR codes are square barcodes which can be scanned on a mobile device. When scanned, you will be taken to a survey page on your phone.

This is a great way for you to give feedback in your own time as you can scan the code and complete the survey at a time that suits you.

Benefits:

- Provides quick and easy access to our online surveys
- Feedback can be completed remotely, privately and anonymously from your phone
- Feedback can be provided at a time that suits you

Ideal for clients:

- Who may be time poor
- Who prefer to give their feedback privately/anonymously
- Who are comfortable using technology



To access this feedback tool

Please scan the QR code displayed on survey posters at your local Breakthru office.



Feedback wall

Feedback walls can be used during a 1 to 1 meeting, a group session or can be set up in reception areas for general feedback.

A feedback wall can also be designed with questions for you to answer or left open-ended for you to let us know how you feel about a specific service or area of our organisation.

Benefits:

- Can be used to start a conversation with Breakthru staff about how you feel
- The design of the feedback wall can be tailored to your needs/preferences
- Feedback can be submitted anonymously if you wish

Ideal for clients:

- Who like to have conversations when giving their feedback
- Who prefer to give their feedback privately/anonymously
- Who prefer to write down their thoughts and feelings



To access this feedback tool

Please speak to your support worker.

Phone survey

Phone surveys can be formal or informal. You can give feedback anywhere and at a time that is convenient for you. A Breakthru staff member will ask you a series of questions and also give you the opportunity to provide your own comments and ask questions.

Benefits:

- You have the opportunity to talk to a Breakthru staff member directly about your feedback
- You can choose who you give feedback to if you are uncomfortable giving feedback to your support worker
- The Breakthru staff member who will take your feedback can modify the session to meet your specific needs
- You have the opportunity to ask questions as well

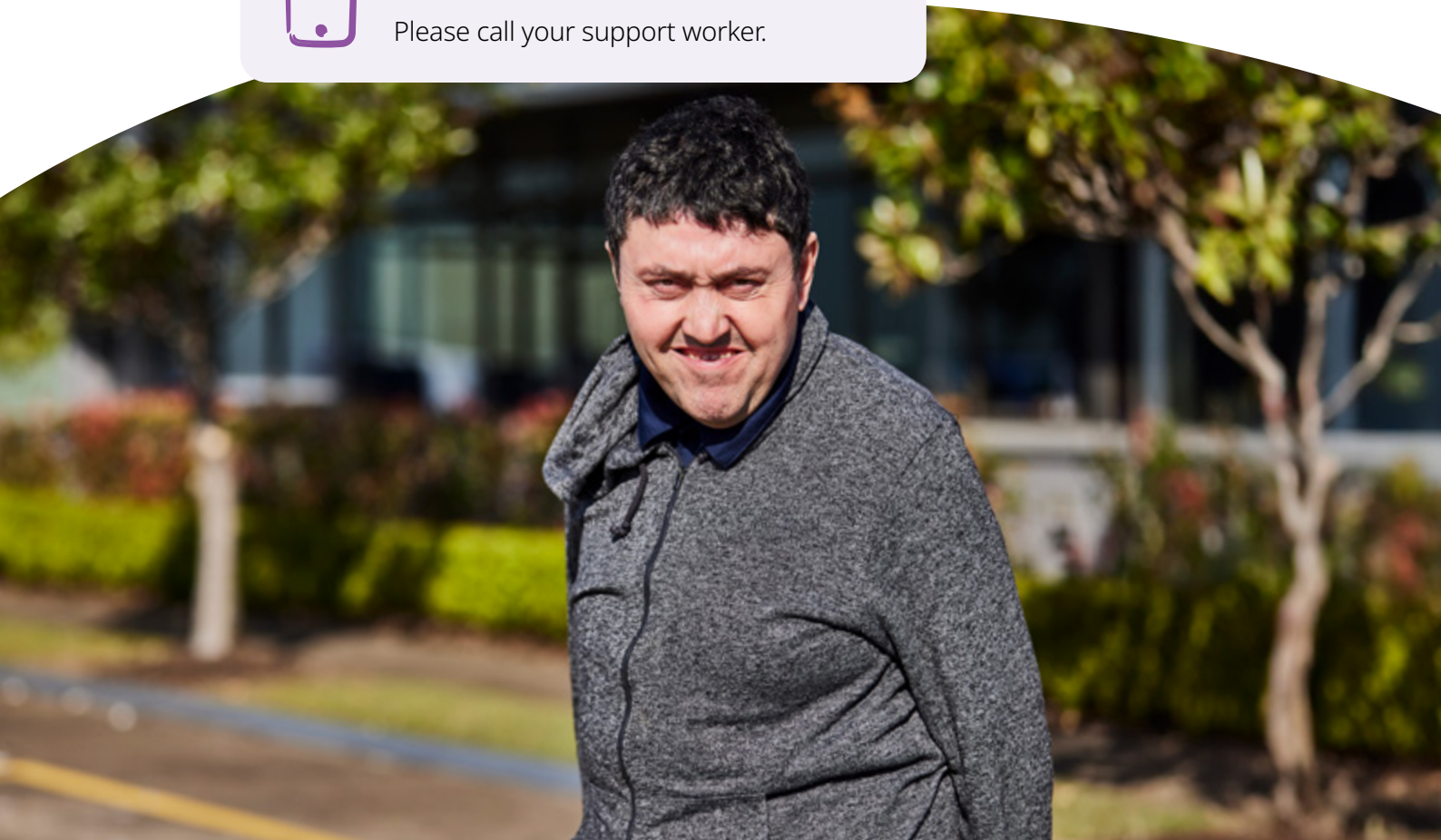
Ideal for clients:

- Who may require some assistance to answer questions
- Who prefer to give feedback verbally
- Who prefer to give their feedback privately
- Who have specific support needs that can be accommodated by a Breakthru team member



To access this feedback tool

Please call your support worker.



Online feedback

An online survey is a great way for you to give feedback in your own time, anywhere you like. You will be asked a series of questions about the support and services you receive at Breakthru.

By default your feedback will be anonymous however you will be given the opportunity to leave your details if you prefer. You will also be given a chance at the end to leave comments/feedback not covered by the questions in the survey.

Benefits:

- Feedback can be completed remotely, privately and anonymously from your phone, computer or tablet
- You can give feedback at anytime

Ideal for clients:

- Who may be time poor
- Who prefer to give their feedback privately/anonymously
- Who have a carer or family member who can assist to complete the survey



To access this feedback tool

Please visit <https://www.breakthru.org.au/feedback>





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