Youth Solutions – Outcomes Monitored

1 Policy statement

The intent of this policy is to illustrate Youth Solutions' commitment to actively seeking the input of service users and stakeholders and encourages them to provide both positive and negative feedback as a tool for improving services and activities.

This policy aims to ensure Youth Solutions:

- fosters a culture that encourages open and honest communication
- informs service users and stakeholders about the standard of service they can expect
- protects the right of service users and stakeholders to provide positive and negative feedback
- encourages and provides easy access to providing feedback
- provides anonymity to service users and stakeholders providing feedback
- records and analyses information arising from feedback
- uses service user and stakeholder feedback to improve services and activities

2 Purpose, scope and outcomes

This policy applies to all service users and stakeholders.

This policy works towards achieving the following outcomes for service users and stakeholders:

- service users and stakeholders openly communicate positive and negative feedback
- service users and stakeholders feel valued
- services and activities are continuously improved
- services and activities are responsive to their varied and changing needs

3 Definitions

Term	Definition
Action research / participatory action research	Engages researchers and program or project officers in cycles of planning, action, evaluation, reflection and revised planning for further action. This focuses on ongoing improvement.
Best practice	The interventions that have been shown, through research and evaluation, to best achieve outcomes for a particular issue. Best practice interventions are held up as a model to be learned from or followed.
Empowerment evaluation	Evaluation governed by the program or project officers, in order to foster self-determination and enhance community capacity.
Evaluation	Systematic assessment of processes and/or outcomes against a set of explicit or implicit standards or objectives.
Formative evaluation	Conducted during program implementation in order to provide feedback for improvement. This usually focusses on process indicators.
Impact	Short-term effects or changes resulting from processes.

Monitoring	A continuous function providing regular feedback on the alignment between planned and actual performance. Information from systematic monitoring provides input to evaluation.
Outcomes	Long-term effects or changes relating to overall program and/or project goals resulting from processes.
Processes	Actions and strategies employed.
Program	All service delivery, activities, workshops, education, campaigns and events carried out by Youth Solutions fall under the 'program'.
Program logic	Sets out the program components and assumptions, and demonstrates links between program inputs and activities, and program impacts and outcomes.
Project	Projects are specific components of the program which are designed to achieve certain outcomes. Projects may be carried out solely by Youth Solutions or in partnership with others.
Project lead	The staff member who manages the project.
Project logic	Sets out the project components and assumptions, and demonstrates links between project inputs and activities, or project impacts and outcomes.
Project management	The processes by which projects are defined, planned, monitored, controlled and delivered.
Realistic evaluation	Investigating reasons why particular individuals made or did not make the desired choices or engage in the desired behaviours encouraged by the program or project. This focuses on what worked, for whom and in what context.
Service user	Any young person between 12 – 25 years of age who receive any kind of service from Youth Solutions.
Stakeholder	Any person outside of the primary target group, including parents/carers, police, other non-government organisations, youth services, education providers and the general community.
Summative evaluation	Conducted at the end of the program, project or phase to assess its effectiveness. This is usually associated with impacts and outcomes.

4   Principles

Nil.

5   Policy detail, action and procedures

5.1   Service user and stakeholder feedback

Feedback may be provided by individual service users and stakeholders during and at completion of services and activities, or in response to requests from Youth Solutions, including:

- annual stakeholder surveys
- consumer satisfaction
- post-event surveys
- general feedback, complaints and testimonials
- workshop and presentation post evaluation forms

All staff members are responsible for receiving and recording feedback as per the table below.

Type of feedback	Document used	Recorded in	Responsibility
Annual stakeholder feedback	Stakeholder Survey	Youth Solutions' Survey Monkey account Annual Report	CEO POH
Consumer satisfaction		Consumer Feedback Register	EAO
Event feedback	Event Evaluation Survey	Youth Solutions' Survey Monkey account ET.C – Event or Activity Evaluation ET.D – Fundraising Event Evaluation	CEO POC
General feedback and complaints		Consumer Feedback Register Complaints Register	EAO
Workshop and presentation post evaluation tools	ET.1.1 – 7.1	Youth Solutions Survey Monkey account ET.B – Workshop or Presentation Evaluation ET.C – Event or Activity Evaluation Project Evaluation Report	Program Officers
Testimonials		Consumer Feedback Register Project Summary	CEO Program Officers

5.2   Frequency of service user and stakeholder feedback

The frequency for service user and stakeholder feedback requested by Youth Solutions is listed in table below.

Type of feedback	Completed by	Frequency	Responsibility
Annual stakeholder survey	Stakeholders	Annually	CEO POH
Consumer satisfaction	Service users and/or stakeholders	Included as part of the annual stakeholder survey and workshop and presentation post evaluation tools	Program Officers
Event surveys	Event attendees	Following the completion of an event	CEO POC
General feedback and complaints	Service users and/or stakeholders	Ongoing at the discretion of the service user and/or stakeholder	All
Workshop and presentation post evaluation tools	Service users and/or stakeholders	At the completion of the workshop series or presentation	Program Officers
Testimonials	Service users and/or stakeholders	As needed	CEO Program Officers

Policy – Service User and Stakeholder Feedback
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5.3 Using feedback for service improvement

All staff are responsible maintaining, collating and managing feedback.

Service user and stakeholder feedback relating to process evaluation is reported using internal evaluation tools. Content from these tools is discussed at weekly Program Meetings and is immediately actioned, where possible.

Service user and stakeholder feedback relating to outcome evaluation is reported using external evaluation tools. Data from these tools is analysed and stored in Youth Solutions' Survey Monkey account and analysed/actioned at the completion of the project cycle.

The frameworks for utilising process (blue on left) and outcome (green on right) feedback is as follows:
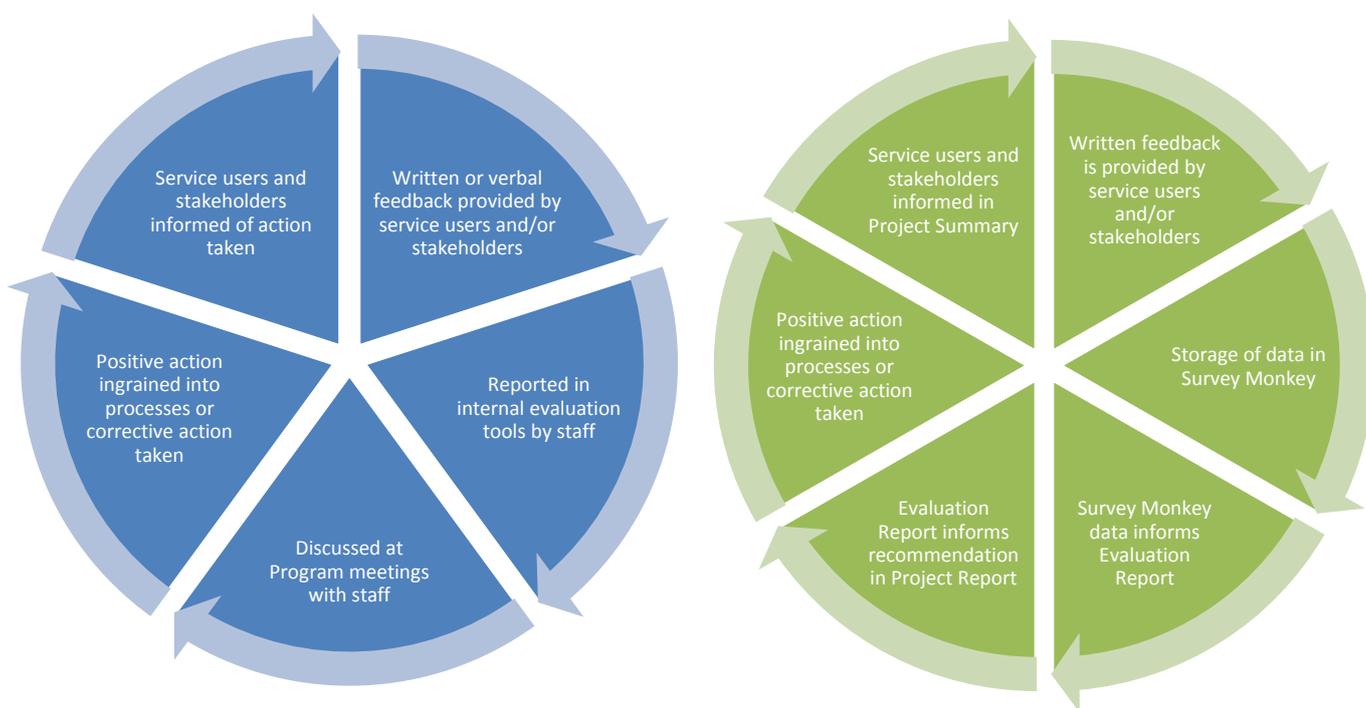
6   Delegations and responsibilities

The Board has a legal obligation to ensure Youth Solutions adheres to the terms outlined in this policy. The Board may choose to delegate day-to-day responsibilities to the Chief Executive Officer (CEO) or designate.

Position	Delegation or task
Board	- Endorse the policy - Ensure compliance with relevant legislation - Comply with the policy - Delegate policy implementation and procedural development to management
Executive	- Endorse the policy - Ensure compliance with relevant legislation - Delegate policy implementation to management
Management	CEO

		• Comply with policy
		• Endorse associated procedures
		• Oversee the development and review of the policy and procedures
		• Manage implementation of the policy and associated procedures
Staff	**ALL**	
		• Comply with the policy and associated procedures
		• Support continuous quality improvement initiatives relating to the policy and associated procedures
		• Provide advice and expertise (relative to role) in reviewing the policy and associated procedures

7 Policy implementation

This policy is developed in consultation with all employees and approved by the Board. All employees are responsible for understanding and adhering to this policy.

This policy will be reviewed annually from the date of its endorsement, unless a review is required earlier by the Chief Executive Officer.

8 Risk management

Policies and procedures is a standing agenda item for Youth Solutions staff meetings to discuss any relevant issues.

By implementing this policy, Youth Solutions effectively manages the risk of:

- providing low or no service access
- unintentionally marginalising service users or groups of service users as a result of providing ill-suited services and activities

9 Breaches

There are various penalties for breaching policies. Breaches of this policy may result in disciplinary action, as per Policy – Disciplinary Action.

10 References to external sources

11 Other relevant internal policies and documents

- Policy – Complaints Handling
- Policy – Program and Project Evaluation
- Procedure – Program and Project Evaluation
- Register – Complaints
- Register – Consumer Feedback
- Annual Report
- Project Evaluation Plan
- Project Evaluation Report
- Project Report
- Project Summary

12 Quality and accreditation standards

12.1 Australian Standards Excellence Standards (ASES)

Provided by Quality Innovation Performance (QIP)

Standard C.7.1 – Outcomes Monitored
External accountability
- Youth Solutions reports to its members, funding providers, community and other stakeholders through newsletters and annual reports

Organisational performance monitoring
- Youth Solutions monitors its performance through service and activity outcomes, revenue and expenditure, quarterly reports to funding bodies and the annual report

Service access
- Youth Solutions ensures that its services are accessible and relevant to all people within its target group

Standard C.8.1 – Consumer and Community Engagement
Client and community feedback
- Youth Solutions collects and uses feedback from its service users and community members when planning, implementing and evaluating services and activities

Client rights
- Youth Solutions protects the rights of clients and ensures that clients are aware of what to expect from the service and of their own rights and responsibilities

Decision making and choice
- Youth Solutions enables service users to make effective decisions about all elements of the services available for and provided to them

Individual service planning and coordination
- Youth Solutions monitors client outcomes and reviews service plans in line with client needs

Service intake or entry
- Youth Solutions sets the criteria for eligibility for service, provides information to people requiring assistance, assesses requests for service and provides referrals to other services when unable to meet a request for service

Standard C.8.2 – Consumer Feedback and Complaints
Client and community feedback
- Youth Solutions collects and uses feedback from its service users and community members when planning, implementing and evaluating services and activities

Client feedback and complaints
- Youth Solutions follows a documented complaints management procedure that encourages and supports service users and stakeholders to raise concerns and protects them against retribution

Document control

Please note printed this document is uncontrolled when printed.

Policy	**Service User and Stakeholder Feedback**	*Effective date*	**December 2011**
Responsibility	**CEO or designate**	*Approved by*	**Board**
		Review date	**Refer to register**

Record of policy review

Issued	Reviewed	Reason for Review	Reviewed by	Additional Comments
July 2005		New policy	Debbie Roberts	
	July 2006	Due for review	Debbie Roberts	
	July 2009	Preparation for external review	Debbie Roberts	
	December 2011	Preparation for external review	Dan Lea	
	December 2012	Due for review	Geraldine Dean	
	January 2014	Due for review	Lauren Ognenovski	
	March 2015	Preparation for external review	Lauren Ognenovski	Name of policy changed from Policy – Community Stakeholder Consultation to reflect new ASES standards