

Feedback and Continual Improvement

Position Statement

Introduction

yourtown is committed to providing innovative quality programs and services that support young people and their families, especially those who are marginalised and without voice.

We recognise that in order to achieve our goals we must maintain open communication with personnel, clients, supporters and external stakeholders, who are encouraged to provide us with feedback and make suggestions on how we can improve our services.

yourtown's Position

yourtown regularly evaluates and reviews its practices to ensure the continual improvement of programs and services. Efficient and effective resolution of issues and ongoing monitoring of feedback are integral parts of our commitment to continuous improvement.

yourtown ensures:

- feedback is encouraged from personnel, clients, supporters and the community
- suitable means for providing feedback are developed, communicated and maintained
- feedback is used to inform our policies and procedures for continuous improvement
- feedback is treated with respect and confidentiality, and is considered and actioned in a timely, supportive, and fair and just manner
- policies and procedures relating to collecting and acting on feedback are maintained and are made publicly available
- outcomes from feedback provided are communicated, as appropriate
- an individual's preference to have matters resolved via external means is respected.