







Feedback Management Procedure

Procedure Number:	D21-200281	Directorate:	Connected Communities
Approval by:	Head of Strategy, Learning and Evaluation	Responsible Officer:	Team Leader Policy, Learning and Quality
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ACECQA Quality Area:	QA 6 – Collaborative Partnerships with families and Communities QA 7 – Governance and Leadership		

1. Purpose

Knox City Council (KCC) has a responsibility to ensure that all employees maintain high standards of conduct and performance. KCC is committed to a professional workforce and to providing safe and supportive work environments where excellence is pursued, diversity is valued and everyone is treated with respect, fairness and dignity.

Council is committed to encouraging and listening to customer feedback so that we enhance our understanding of customer needs and expectations. In Family and Children’s Services, (F&CS) feedback will come from a range of sources including families and may be positive or may be in the form of a complaint. Managing complaints/concerns is about listening and responding to and recording feedback from our community. This can assist in continuous improvement opportunities.

2. Scope

This procedure applies to all F&CS staff, students on placement, volunteers, families, children and others delivering, attending and participating in the program and activities of KCC Early Years Services.

3. Responsibility

Responsibilities for the procedure are:

Person	Responsible for
Approved Provider and Persons with Management or Control	<ul style="list-style-type: none"> Ensuring feedback is being managed appropriately and in accordance with this procedure, the Family and Children’s Services (F&CS) Feedback Management Policy, Standard Work Practice and other related resources. (Refer to Section 5) Ensuring staff and families can easily identify and utilise F&CS feedback avenues and platforms available Supporting staff in the management, investigation and resolution/acknowledgement of all feedback Maintaining confidentiality of feedback as and where appropriate Recording and documenting feedback information appropriately and within the required timeframes.

Early Years Services staff

- Adhering to the Feedback Management Policy, Standard Work Practice and other related resources. (Refer to [Section 5](#))
- Encouraging families to offer feedback
- Promoting use of feedback channels available
- Maintaining confidentiality of feedback as and where appropriate
- Recording and documenting feedback information appropriately and within the required timeframes.

Families

- Adhering to the Feedback Management Policy, Standard Work Practice and other related resources. (Refer to [Section 5](#))
- Offering both positive and constructive feedback, via official feedback avenues, to assist in the continuous improvement of services and education programs.

4. Procedure

F&CS management of Feedback is done in a positive manner with a commitment to resolving issues and/or acknowledging achievements. This is based on the premise that:

- Families have a right to raise concerns or offer positive acknowledgement of individuals and/or services.
- Families will be provided with information regarding F&CS Feedback Management policies and procedures.
- F&CS staff will encourage feedback.
- F&CS staff will acknowledge every grievance as an opportunity for improvement.
 - Grievances will be managed confidentially in accordance with Privacy Legislation, and in a fair and open manner for all involved parties.
 - F&CS staff will acknowledge, promote and celebrate all positive feedback through the most accessible channels possible.

4.1 Supervision

Coordinators and Senior Team Leaders must/will maintain effective supervision at all times by:

- Ensuring all feedback received is documented, stored in the allocated KX folder, and recorded on the Feedback Management Register.

The following steps must be taken to complete this procedure.

4.2 Acknowledging and Recording Feedback (First point of contact)

Feedback (positive and negative) may be brought to the attention of F&CS via a number of means including but not limited to:

- Customer Feedback Form (hard copy or soft copy via QR code)
- Email
- In person
- Phone call (direct or via Customer Service)
- Via Council's website
- Written letter

Refer to [Feedback Management Standard Work Practice](#) for further guidance.

4.2.1 Acknowledge without prejudice

- Listening/reading/observing without interruption/judgement will support the customer to communicate.
- Listen/read/observe and take notes regarding vital information.
- Let the customer conclude their explanation then ask questions to clarify the situation but avoid confrontation..... just listen.

4.2.2 Welcome the Feedback & Express Empathy/Gratitude Where Appropriate

- Inform the customer that feedback is welcome – *“I appreciate you bringing this to our attention”* or *“Thank you for your feedback on this issue”*.
- If the person is upset, it may help to calm them by communicating and demonstrating understanding and/or empathy regarding the situation.

4.2.3 Confirm Understanding and Next Steps

Once the person has finished speaking:

- Summarise the information you have obtained.
- Ask any additional questions.
- Confirm your understanding of the feedback.
- Advise what follow up action will be taken:
 - If necessary, agree on a course of action.
 - A response will be provided within 10 business days.
 - The respondent should provide their contact details or for ECEC Services, refer the customer to the *‘Contact Details for providing Feedback at an ECEC service’* on display within the centre. Details should be aligned. (Refer to [Appendix One](#))
 - Department of Education and Training (DET) contact information will also be listed on this form.

4.2.4 Recording Feedback

- Record details of the interaction (email, phone call, in person conversation) by completing the Feedback Notification Form. (Refer to [Appendix One](#)).
 - The information captured will be used to inform the relevant Coordinator, Senior Team Leader, Team Leader or Nominated Supervisor and instigate any follow up action required.

4.3 Analysis of Feedback

- Send the Feedback Notification Form to the relevant up-line within 24 hours (or one business day, whichever is first) of receiving the feedback.
- Consult with them to determine next steps.
- Information must be added to the Feedback Management Register.

Refer to [Feedback Management Standard Work Practice](#) for further guidance.

4.4 Liaison with Customer

The Feedback Management contact for the Portfolio area must communicate with the customer to advise them of the progress of their feedback (if unable to resolve) within 10 business days.

If a concern/issue or positive feedback remains unresolved, unacknowledged and/or not to the satisfaction of the customer, the respondent can refer them to the relevant Portfolio Coordinator for further consultation and escalation to Manager F&CS if necessary.

4.5 For Early Childhood Education and Care Services ONLY



Staff must follow guidelines in Section 4.2, however, concerns or issues relating to any aspect of the operation of early years services, either staff or parent group related, must also be notified to F&CS Executive, and may also be raised directly with the Department of Education and Training (DET) through the ACECQA National Quality Agenda IT System (NQA ITS).



- *Contact details for Providing Feedback at an ECEC service* information must be displayed at all Early Years Services.



- Families can also submit feedback using the Customer Feedback Form.

Refer to *Feedback Management Standard Work Practice* for further guidance.

4.6 For Maternal & Child Health Services ONLY



Staff must follow guidelines in Section 4.2, however contact details and discussion notes must be notified to F&CS Executive and also be recorded in the Child Development Information System (CDIS).

Additionally:

- Families can also submit feedback using the Customer Feedback Form.

Refer to *Feedback Management Standard Work Practice* for further guidance.

4.7 Support for F&CS Staff

- Grievances regarding and between F&CS staff or between staff and families that have caused distress will be managed fairly and sensitively.
- In situations where a customer has become abusive and has been requested, more than once, to cease the offensive behaviour, staff can terminate the telephone call or request the person to leave the Centre.
- F&CS Staff are also encouraged to access and utilise the Employee Assistance Program (EAP) for guidance and support, both personal and professional.

4.8 Related Standard Work Practices (SWP's)

- ACECQA Reporting KX Workflow
- Feedback Management
- Information Sharing Scheme for ECEC Services
- Information Sharing Scheme for MCH and Playgroup Services (Coming 2022)

5. Related References

5.1 Community & Council Plan 2021-2025

- Key Direction 5: Civic Engagement and Integrity

5.2 Relevant Legislation

- Local Government Act 2020 – Council Operations – Service Performance – Complaints Policy
- [Australian Health Practitioner Regulation Authority \(AHPRA\)](#)
- [Child Information Sharing Scheme \(CISS\)](#)
- [Family Violence Information Sharing Scheme \(FVISS\)](#)
- [Family Violence Multi-Agency Risk Assessment and Management Framework \(MARAM\)](#)
- [Victorian Ombudsman – Councils and complaints – A good practice Guide 2nd edition, 2021](#)
- [Child Wellbeing and Safety Act 2005 \(Vic\)](#)
- [Child Safe Standards \(Vic\)](#)
- Education and Care Services National Regulations 2011
- [Australian Children's Education and Care Quality Authority \(ACECQA\): National Quality Standard](#)

- [The Victorian Institute of Teaching: The Victorian Teaching Profession Code of Conduct](#)
- [Commission for children and young people – Reportable Conduct Scheme](#)

5.3 Charter of Human Rights

This procedure has been assessed against and complies with the Charter of Human Rights.

5.4 Related Policies & Procedures

Staff working for Knox City Council Early Years Services are required to read and understand all Knox City Council (KCC) and Family and Children’s Services (F&CS) policies and procedures.

We also strongly recommend all families enrolling in Knox City Council Services read all relevant Knox City Council (KCC) and Family and Children’s Services (F&CS) policies and procedures.

5.4.1 Related Knox City Council Policies and Procedures

- Code of Conduct Procedure
- Child Safe Policy

Staff: For all related KCC Staff policies and procedures, please refer to [eRIK](#)

Families: For all related KCC policies and procedures, please refer to [Council’s website](#).

5.4.2 Related Family and Children’s Services Policies & Procedures

- F&CS: Feedback Management Policy
- F&CS: Governance and Management of the Service including Confidentiality of Records Procedure
- F&CS: Code of Conduct Procedure

Staff: For all related F&CS policies and procedures, please refer to [Quality Document System Team Site \(eRIK\)](#).

Families: For all related F&CS policies and procedures, please refer to [Council’s website](#).

6. Definitions

Early Years Service	Refers to Long Day Care, Occasional Care, Kindergarten, Supported Playgroup, Preschool Field Officer Program and Maternal and Child Health Service (unless otherwise specified).
Educator	A broad term to describe an individual who is employed to provide education and care for children as part of an education and care service. This term encompasses all roles and qualifications.
Approved Provider	Individual, organisation or company with management or control to operate the education and care service/s, through the Education and Care Services National Law and Regulations.
Customer	The customers are users of a particular service or initiative. Customers can be individual people, groups, families, children or organisations.
MCHN	A registered nurse and midwife with additional qualifications in Maternal and Child Health.
Responsible Person	Must be present at all times at Centre based services who are educating and caring for children. A responsible person can be one of the following (section 162). <ul style="list-style-type: none"> • The approved provider or a person with management or control • The nominated supervisor of the service • A person who has been placed in day-to-day charge of service.

Parent The term 'parent' includes a child's legal guardian. It does not include a parent who is prohibited by a court order from having contact with the child.

For further glossary and definitions, refer to [Family and Children's Services Quality System Glossary and Definitions](#).

7. Administrative Updates

From time to time, minor administrative changes are required to ensure accuracy of this document. This can include changes to document names, related references, Council, State or Federal government departments, positions or services, or minor amendments to legislation that does not have material impact. In the event of such changes, F&CS will review the impact and provide a new version where necessary.

Refer to [Quality System Document Control Register](#) (D19-275224) for further clarification regarding the review and amendment of this document.

Appendix One

Contact Details for Providing Feedback at a Knox ECEC service

If families have any concerns related to the education and care of their child enrolled in Knox City Council (KCCC) Early Childhood Education and Care (ECEC) Services, please approach your children's main educator to book a mutually convenient time to discuss further.

INSERT SERVICE SPECIFIC CONTACT DETAILS

Alternatively, you can contact Knox City Council directly:

Knox City Council
511 Burwood Hwy
Wantirna South, 3152
Customer Service Telephone: 9298 8000
Council Website: <https://www.knox.vic.gov.au/contact-us/contact-council>

Concerns relating to the operation of the service may also be raised with the ECEC Service Senior Team Leader or Team Leader.

INSERT PORTFOLIO SPECIFIC CONTACT (including the name) DETAILS

Any concerns related to any aspect of the operation of the service, may also be raised directly with:

The Department of Education and Training (DET)
Level 3/295 Springvale Rd
Glen Waverley VIC 3150
Tel: 1300 338 738
Email: seyr@education.vic.gov.au
Website: www.education.vic.gov.au