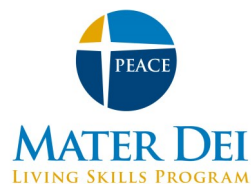


Feedback may be provided by young people, service users and stakeholders on their initiative or in response to requests from the Organisation.

Individual young people, families, carers, advocates, service users and stakeholders may provide feedback by

- verbal feedback
- formal Feedback Forms
- informal feedback
- complaint or grievance
- surveys



For Information and Referrals Please Contact:

Pamela Templeton

Director of Services

Mater Dei Living Skills Program

Mater Dei Early Intervention Program

229 Macquarie Grove Road

Camden NSW 2567

T: (02) 4654 8726

E: [mareed@materdei.org.au](mailto:mareed@materdei.org.au)

9.00 am—5.00 pm Monday—Friday

during School Terms



# The Mater Dei Living Skills Program & Early Intervention Program

## Client Feedback

Reviewed 18.12.14

The Mater Dei Living Skills Program and Early Intervention Program actively seeks the input of young people, families, carers, advocates, service users and stakeholders and encourages them to provide feedback, both positive and negative, as a source of ideas for improving services and activities.

#### Mater Dei

- fosters a service culture that encourages open and honest communication
- informs young people, families, carers, advocates, service users and stakeholders about the standard of service they can expect
- protects the right of children, young people, families, carers, advocates, service users and stakeholders to provide feedback about service delivery
- encourages and makes it easy for people to provide feedback, and
- provides anonymity to people providing feedback

Results from young people, families, carers, advocates, service users and stakeholder's feedback will be reviewed

- to inform service planning by including a review of feedback in all service planning, monitoring and evaluation activities
- to record and analyse information arising from feedback and use it to improve services in the Mater Dei Living Skills Program and Early Intervention Program



**Feedback is an important way for people to have a say about the service in which they are participating, such as the Mater Dei Living Skills Program and Early Intervention Program therefore we welcome comments, compliments, feedback and suggestions that can lead to ways of improving our service delivery, systems and processes.**

If you would like to provide feedback, suggestions or recommendations you may do so by completing this form and returning to the Director of Services.

Your Name: \_\_\_\_\_

(optional)

Contact Details: \_\_\_\_\_

(optional)

Feedback: \_\_\_\_\_

Do you wish to be contacted by the Director of Services: Yes / No