

Making consumer feedback work for you and your consumers

A webinar series for CHSP providers

The aged care reforms will put older people at the centre of care, providing greater choice and control.

For CHSP providers, it will be important to have systems and process in place to collect feedback to understand if the services delivered are meeting the specific needs of the older person and where there are opportunities for improvement.

About the training

This training will give you the skills and confidence to design and deliver consumer feedback strategies that actually work – empowering your consumers to participate and giving you the information you need to drive improvement.

The webinars focus on practical strategies that are easy, inexpensive, and realistic to implement within a busy schedule.

Webinar format

Each webinar will include a combination of information delivery, examples and interactive discussion. Participants will also have the opportunity to ask questions, discuss their experience and seek feedback from the facilitator and other group members

Who should attend

These webinars are designed for staff who are actively involved in the collection and use of consumer feedback to support ongoing quality improvement within CHSP funded programs.

Workshop Schedule

The course will be delivered over 5 weekly webinars.

Each 2-hour webinar will focus on a specific element of consumer feedback.

Register for one or more of the weekly sessions.

Planning effective feedback strategies

This webinar will introduce consumer feedback as an essential component of consumer engagement and provide practical advice and strategies to support the design of meaningful and achievable consumer feedback strategies. This will include information about:

- Where consumer feedback sits within an organisation's consumer engagement strategy
- The role of consumer feedback to support ongoing quality improvement
- Understanding when and how consumer feedback will add the most value
- Key questions to consider when planning your approach
- Designing inclusive consumer feedback approaches and tools that empower all consumers to provide feedback in a way that's meaningful and relevant for them
- Overcoming common challenges and barriers
- Practical tools and resources to support you to design your approach.

Tuesday 7th May 2024 9:30am – 11:30am

Register [here](#)

Consumer surveys

This webinar will provide staff with a range of tools and strategies to support them to plan, design and implement surveys that are meaningful for consumers and provide agencies with relevant and useful information. This includes an overview of:

- How to determine whether surveys are the most appropriate way to collect consumer feedback
- What to consider when designing consumer surveys
- How to deliver surveys
- Tailoring your survey design to your consumer group (e.g. clients of different ages, backgrounds and literacy levels)
- Common challenges and pitfalls

Tuesday 14th May 2024 9:30am – 11:30am

Register [here](#)

Consumer interviews and focus Groups

This webinar will focus on building staff's understanding and confidence to conduct focus groups and interviews to collect feedback from consumers. The session will include an introduction to:

- When focus groups and interviews are appropriate ways to collect feedback from consumers
- Key considerations in the development and facilitation of focus groups and interviews
- Consumer recruitment strategies
- Qualitative data collation, analysis and reporting strategies.
- Staff will also be provided with a range of practical tools and resources to support them to run effective focus groups and interviews in their own work

Tuesday 21st May 2024 9:30am – 11:30am

Register [here](#)

Creative data collection strategies

This webinar encourages staff to think about a range of simple ways they can collect feedback from their consumers effectively and efficiently. The session focusses on simple and inexpensive strategies that can be built into everyday practice, without being arduous or time consuming for consumers (or staff). This will include information about:

- How to embed opportunistic feedback strategies into your practice
- Practical, activity based data collection strategies
- Engaging clients with variable levels of literacy and function in meaningful feedback strategies
- Tailoring your approach to your consumers
- Using case studies and examples, participants will explore a range of strategies to o collect meaningful feedback that are relevant for people of a range of ages, backgrounds and abilities

Tuesday 28th May 2024 9:30am – 11:30am

Register [here](#)

Using consumer feedback to make changes

This workshop will focus on how to ensure that consumer feedback is used to inform ongoing quality improvement. This will include information about:

- Maximising the value of consumer feedback
- How to interpret, understand and use consumer feedback
- When, why and how to share learnings
- Creating supportive workplace systems and culture.

Tuesday 4th June 2024 9:30am – 11:30am

Register [here](#)

Presented by the Eastern SSD Partnership, SSD Connect Alliance & Bayside City Council SSD

For more information

Lisa Dean
Regional Advisor
Sector Support & Development
Eastern Metro
Ph:0455 051 447
Lisa.Dean@each.com.au

Carolyn Bolton
Manager
Sector Support & Development
North Metro, West Metro,
Loddon Buloke
Ph:0499 784 465
Carolyn.Bolton@scchc.org.au

Alison Clarke
Regional Advisor
Sector Support & Development
Southern Metro
Ph:0419 376 893
aclarke@bayside.vic.gov.au