

Media Release



Monday 23 February 2009

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Feedback Project seeks the voices of people with a disability

An innovative Feedback Project titled ***Speak, Listen, Learn about, Grow*** was launched by the Victorian Disability Services Commissioner Laurie Harkin last Wednesday. Developed by **annecto - the people network**; this project aims to improve support for people with a disability, older people and carers through collecting, providing and acting on both positive and negative feedback throughout the organisation leading to a culture of continuous quality improvement.

The project will involve seeking feedback in the form of surveys, Improvement Request forms, performance feedback and OHS reporting among others. **annecto** CEO Estelle Fyffe admits that this is a big ask. 'We face the challenge to collect and act on both positive and negative feedback from people using **annecto's** services, families and carers, staff and other people with an interest in our work', she said. 'People are often reluctant to complain, sometimes waiting until a situation becomes very difficult to resolve'.

About the project

The two-year project is a complex organisational and cultural change project led by the **annecto** Board. With input from the Western Region Disability Network the project will facilitate direct communication for people with a disability, their families and advocates.

The project consists of:

- changing reporting systems and analysis to include negative and positive feedback from all stakeholders
- ensuring that all staff meetings and supervision sessions include and discuss organisational feedback
- training for staff, including staff from culturally diverse backgrounds, in how to respond and manage negative or aggressive feedback.
- training and support for people **annecto** support in how to most effectively communicate their feedback to achieve their goals.
- a broad communication strategy to ensure that feedback is seen as an opportunity for improvement.

About annecto

annecto – the people network is an independent, not for profit association located in the northern, eastern and western metropolitan areas of Melbourne, the Grampians and the Loddon Mallee region, and is committed to increasing opportunities and choices in the community for people with a disability, older persons and carers, and to realising a more inclusive society.

annecto's 350 staff provide a range of assistance in people's homes, in the community, and in employment settings.

Photographs taken from the launch are available on request.

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