

The Feedback and Reflection Process

Honest and constructive feedback from kids, parents, staff, volunteers, and students helps your organisation to get better at what it does. There are many different opportunities for receiving feedback. Here are just a few suggestions:

Kids and Parents

1. Interactive discussion groups where topics like the 'code of conduct' are introduced, discussed and assessed. Take notes and report back to participants.
2. Suggestion box - report back ideas to participants either directly or via another medium, eg: newsletter.
3. Exit interview - talk to the child or her/his parent to find out why they are leaving/or have left the program.

This is not to pressure them to stay but only to find out if there are any influencing factors for your organisation.

See Exit Interview A: Kids and Parents for a questionnaire proforma.

Staff and Volunteers

1. Involve staff and volunteers in development and/or review of policy and procedures and codes of conduct. Find out how these workers experience the policy and codes - what works, what doesn't; what's clear and what's confusing.
2. Consider running a debriefing session after a major function or activity, eg: the annual fete or summer camping trip. Aim to find out the strengths and weaknesses of the activity what worked well, what didn't; where did concerns arise and how were they handled; which procedures were effective, which were out-dated or out of context and in need of review.
3. Try and interview each staff member or volunteer when they leave your organisation for a full reflection of their experience of your organisation.

See Exit Interview B: Staff and Volunteers for a questionnaire proforma.

Students

1. Include students on placement in as many activities and review exercises as possible. Encourage their input: an 'outsider' looking in can provide clarity that may not be obvious to longer term workers or volunteers.
2. Be sure to perform an exit interview with students. They hold a unique position in your organisation in bridging the gap between worker and participant.

See Exit Interview C: Students for questionnaire proforma.