



nsw commission for
children & young people

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.

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Exit Interview A: Kids and Parents

Use this template to help get feedback about your organisation.

Make a time to chat informally with the child or young person and/or their parent, either face to face, or by telephone.

Let them know that you are seeking their views as a way of improving your activities and services and there will be no pressure to continue their involvement.

Name of Participant and Parent:

Name, date and time of their activity:

1. Can you tell me why you/your child has decided to leave this program?

(ie: moving on to a higher level team, moving residence, no longer interested, no longer fun etc)

2. What did you like best about this program/activity?

3. What was your least favourite part of this program/activity?

**4. For Parent: did _____ look forward to coming each week?
What did they say at home about the activity/program?**

5. Do you have suggestions of how we could make this program more fun, interesting and welcoming to kids like you?

Interviewer's name

Date

Exit Interview B: Staff and Volunteers

Use this template to help get feedback about your organisation.

Schedule half an hour with the departing staff member/volunteer on their last (or near to last) day of work. Find a quiet space to sit together informally and avoid any interruptions.

Let the interviewee know that you are seeking the information as part of a process of improving your organisation, and that their honest feedback is encouraged.

Name of Staff Member/Volunteer: _____

Position they held: _____

1. What was the experience of working here at _____ like for you?

2. What were your best experiences working here?

3. What were your most challenging experiences here?

4. Did you feel adequately supervised and supported in your work? Add comments...

5. We would really welcome any ideas or opinions you have about how we can improve our organisation for kids and for workers/volunteers/students.

Interviewer's name _____

Date _____

Exit Interview C: Students on Placement

Use this template to help get feedback about your organisation.

Schedule half an hour with the departing student on their last (or near to last) day of work. Find a quiet space to sit together informally and avoid any interruptions.

Let the interviewee know that you are seeking the information as part of a process of improving your organisation, and that their honest feedback is encouraged.

Name of Student: _____

Placement role: _____

1. What was the experience of working here at _____ like for you?

2. What were your best experiences working here?

3. What were your most challenging experiences here?

4. Did you feel adequately supervised and supported during your placement? Add comments...

5. We would really welcome any ideas or opinions you have about how we can improve our organisation for kids and for workers/volunteers/students.

Interviewer's name _____

Date _____