

Embedding an effective consumer feedback system



**Presented by Kate Pascale,
Director, Kate Pascale and
Associates**

Kate Pascale has 20 years experience in health, human services, disability, aged care and community service sectors. Kate is a leading expert in person centred practice.

This workshop is designed to support organisations develop and implement an effective consumer feedback system. This includes information about:

- Best practice consumer feedback systems tools and resources and their alignment with the relevant quality standards
- Designing data collection systems that enable all clients to provide feedback in meaningful ways (including how to build flexible data collection strategies within a consistent system)
- Utilising consumer feedback to support ongoing quality improvement opportunities
- Promoting staff buy-in and effective engagement
- Common implementation challenges, barriers and/or points of resistance
- Ongoing monitoring and evaluation activities

Wednesday 29 May 2024

1pm - 4pm AEST

Online via Zoom

[**Register Here**](#)

Who Should Attend?

Supervisors, team leaders, managers, senior managers of home care providers

This webinar is brought to you by the Sector Support & Development Teams at Your Side Australia and Ku-ring-gai Council

For more information email sectorsupport@yourside.org.au