



Australian Government
Attorney-General's Department

Service Delivery Standards Self-audit Report 2009-10

Prevention Diversion Rehabilitation and Restorative Justice Program (Indigenous Justice Program)

Instructions

The Self-audit Report is to be used to report your performance against the Service Delivery Standards (the Standards) and performance indicators (PIs), where the latter apply.

To complete the report, review the work of Your agency, as funded by the Program, and provide a rating and a comment against each question. Indicate the rating by placing an 'x' in the appropriate box. The questions cover the key elements of each standard and also the PIs.

Your comments should justify the rating that You have selected and should use the following structure:

- *What:* what have you achieved to meet this performance indicator?
- *How:* how did you achieve this?
- *When:* when did you achieve this?

Your answers should be in line with what You have achieved and the progress You have made, whilst also acknowledging what still needs to be done. If You have experienced problems, acknowledge the issues and outline how You are seeking to make progress.

If you have any queries concerning the report, and how to complete it, please contact your Program Contact Officer who will assist you.



Attachment A**Self-audit Report 2009-10**

This Schedule is in respect of the 2009-10 financial year

Organisation:

Project contact officer: Telephone:

Date of performance audit: Reporting period:

<u>Summary of performance</u>		
Standard	Rating 1 Not met 2 Not met, work underway 3 Partially met 4 Fully met	Comment - on how the rating was derived
1 Provision of services: (Identify the activity stream)	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
2 Accessibility and cultural relevance	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
3 Cooperation and relationships with other providers	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
4 Organisational management	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
5 Client satisfaction and managing complaints	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	

Note: Supporting documentation is be numbered and attached for reference and verification.

1. Provision of services		
1 Prevention and Justice Support – 1a prisoner through care		
Service Standard assessment: Quality through care services for prisoners / detainees assist in their rehabilitation and successful reintegration back into the community as law abiding citizens		
Task	Proposed/achieved actions Proposed/achieved timelines Outcomes	Rating and reasons (including evidence) how rating derived
Liaise with key institutional staff to ensure duplications of services are avoided & key service gaps are met		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Assess clients & develop case management plans that coordinate key services to assist in their rehabilitation & reintegration back into the community, targeting key underlying issues in their offending & key rehabilitation & reintegration challenges		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Provide additional support, as needed during the sentence, for clients & their families including, counselling, legal education & mediation		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Prepare accurate & timely reports that assist clients access parole & other community-return programs		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Provide support to clients & their families, in the pre and post release phase, to assist in their successful reintegration in the community, including those returning to remote communities, & report on the process		
Demonstrate that client confidentiality has been upheld appropriately		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Demonstrate that the prisoner through care services have provided culturally relevant & innovative case management, that has helped build motivation to engage in rehabilitation & to live crime free (Links to PI 5, page 4)		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Other tasks undertaken		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4

1 Prevention and Justice Support – 1a prisoner through care (cont)	
Performance indicator's assessment: Quality through care services for prisoners / detainees assist in their rehabilitation and successful reintegration back into the community as law abiding citizens	
<i>Performance indicator</i>	<i>Response</i>
<p>1 Number of offenders & prisoners in detention or prison assisted with rehabilitation & reintegration in the community to reduce recidivism</p>	<p><i>Number:</i></p>
<p>2 Number of service sites – communities / detention centres / prisons. Name the service sites & their location</p>	<p><i>Number:</i> <i>Name/s:</i></p>
<p>3 (Overall) Rating of extent to which service standards are met & provide a brief comment justifying how the rating was determined</p> <p>Rating: 1 = not met, to 4 = fully met</p>	<p><i>Rating:</i></p> <p><input type="checkbox"/>1 <input type="checkbox"/>2 <input type="checkbox"/>3 <input type="checkbox"/>4</p> <p><i>Comment justifying how the rating was determined:</i></p>
<p>4 Rating of community partners satisfied with the project (taking a sample of 4-8 partners. Grantee to collect the feedback). Provide a brief comment justifying how the rating was determined</p> <p>Rating: 1 = not satisfied, to 4 = highly satisfied</p>	<p><i>Rating:</i></p> <p><input type="checkbox"/>1 <input type="checkbox"/>2 <input type="checkbox"/>3 <input type="checkbox"/>4</p> <p><i>Comment justifying how the rating was determined:</i></p>
<p>5 Extent to which the deliverables of the project were successful in achieving the intended outcomes of the project. Provide a brief comment justifying how the rating was determined</p> <p>Rating: 1 = not met, to 4 = fully met</p>	<p><i>Rating:</i></p> <p><input type="checkbox"/>1 <input type="checkbox"/>2 <input type="checkbox"/>3 <input type="checkbox"/>4</p> <p><i>Comment justifying how the rating was determined:</i></p>

1 Provision of services		
1 Prevention and Justice Support – 1b,youth diversion		
Service Standard assessment: Quality youth diversion services help reduce at risk Indigenous youth from adverse contact with the criminal justice system, and increase their motivation to identify and take opportunities that will support leading a productive life		
Task	Proposed/achieved actions Proposed/achieved timelines Outcomes	Rating and reasons (including evidence) how rating derived
Assess clients to identify their key issues & challenges		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Develop & implement diversion services which address these issues & challenges		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Demonstrate that the diversion services engage, encourage & support youth diversion away from adverse contact with criminal justice system		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Demonstrate that the diversion services build self esteem & reduce negative attitudes that lead to anti-social behaviour & offending		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Demonstrate that diversion services are culturally relevant & sensitive to local cultural values & practices		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Provide follow up services during & post completion of the program, to demonstrate the service has reduced contact with the criminal justice system		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Other tasks undertaken		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4

1 Prevention and Justice Support – 1b youth diversion (cont)	
Performance indicator assessment: Quality youth diversion services help reduce at risk Indigenous youth from adverse contact with the criminal justice system, and increase their motivation to identify and take opportunities that will support leading a productive life	
<i>Performance indicator</i>	<i>Response</i>
1 Number of people at risk of incarceration provided with prevention & diversion services to reduce recidivism	<i>Number:</i>
2 Number of service sites – communities / detention centres / prisons Name the service sites and their location	<i>Number:</i> <i>Name/s:</i>
3 (Overall) Rating of extent to which service standards are met & provide a brief comment justifying how the rating was determined Rating: 1 = not met, to 4 = fully met	<i>Rating:</i> <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <i>Comment justifying how the rating was determined:</i>
4 Rating of community partners satisfied with the project (taking a sample of 4-8 partners. Grantee to collect the feedback). Provide a brief comment justifying how the rating was determined Rating: 1 = not satisfied, to 4 = highly satisfied	<i>Rating:</i> <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <i>Comment justifying how the rating was determined:</i>
5 Extent to which the deliverables of the project were successful in achieving the intended outcomes of the project. Provide a brief comment justifying how the rating was determined Rating: 1 = not met, to 4 = fully met	<i>Rating:</i> <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <i>Comment justifying how the rating was determined:</i>

1.Provision of services

1.2 Restorative Justice

Service Standard assessment: Quality Restorative Justice services provide culturally relevant, restoratively based justice alternatives for Indigenous people at risk of, and in contact with, the criminal justice system.

Task	Proposed/achieved actions Proposed/achieved timelines Outcomes	Rating and reasons (including evidence) how rating derived
Provide early intervention & resolution options to keep youth out of the criminal justice system		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Demonstrate provision of Indigenous community based early intervention & judicial court alternatives for youth & early criminal career adult offenders		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Demonstrate the provision of effective Indigenous community based alternative sentencing options, to reduce the incarceration of youth & early criminal career adult offenders, such as serving sentences in designated communities & undertaking community work		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Consideration & use of Restorative Justice initiatives within the sentence serving process for Indigenous prisoners, to assist in their healing & rehabilitation		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Support Indigenous communities to develop & implement community safety plans that integrate Restorative Justice initiatives to help to build peace in the community		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Provide support to Indigenous prisoners / detainees returning to remote & rural communities, to access appropriate options to assist their reintegration in the community where there are unresolved issues, including Lore matters		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Other tasks undertaken		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4

1.2 Restorative Justice (cont)

Performance indicator's assessment: Quality Restorative Justice services provide culturally relevant, restoratively based justice alternatives for Indigenous people at risk of, and in contact with, the criminal justice system.

<i>Performance indicator</i>	<i>Response</i>
1 Number of offenders assisted with alternative sentencing schemes, reintegration into the community & dispute resolution	<i>Number:</i>
2 Number of victims who participated in alternative sentencing schemes	<i>Number:</i>
3 Number of family and community members who participated in alternative sentencing schemes	<i>Number:</i>
4 (Overall) Rating of extent to which service standards are met & provide a brief comment justifying how the rating was determined Rating: 1 = not met, to 4 = fully met	<i>Rating:</i> <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <i>Comment justifying how the rating was determined:</i>
5 Rating of community partners satisfied with the project (taking a sample of 4-8 partners. Grantee to collect the feedback). Provide a brief comment justifying how the rating was determined Rating: 1 = not satisfied, to 4 = highly satisfied	<i>Rating:</i> <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <i>Comment justifying how the rating was determined:</i>
6 Extent to which the deliverables of the project were successful in achieving the intended outcomes of the project. Provide a brief comment justifying how the rating was determined Rating: 1 = not met, to 4 = fully met	<i>Rating:</i> <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <i>Comment justifying how the rating was determined:</i>

1. Provision of services

1.3 Community Patrol

Service Standard assessment: Quality Community Patrol services provide locally driven, culturally relevant early intervention services to help prevent crime and victimisation in Indigenous communities, and adverse contact with the criminal justice system

Task	Proposed/achieved actions Proposed/achieved timelines Outcomes	Rating and reasons (including evidence) how rating derived
Demonstrate provision of conflict resolution that has diffused violent situations & reduced anti-social behaviour, including removal of 'at risk' intoxicated people & placement in safe environments, liaison & advocacy		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Demonstrate knowledge of, & constructive working relationships with, all relevant local service providers resulting in effective referrals to assist clients to address issues adversely affecting them		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Demonstrate that you have strong partnerships with & support from local Indigenous communities & non-Indigenous people, such as local police, the shire & businesses		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Provide leadership in the development of community safety plans to build on the activities of the community patrol		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Provide alternate constructive activities for youth to help them build positive attitudes		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Demonstrate that client confidentiality has been upheld appropriately		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Other tasks undertaken		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4

1.3 Community Patrol (cont)	
Performance indicator's assessment: Quality Community Patrol services provide locally driven, culturally relevant early intervention services to help prevent crime and victimisation in Indigenous communities, and adverse contact with the criminal justice system	
<i>Performance indicator</i>	<i>Response</i>
1 Number of people assisted	<i>Number:</i>
2 Briefly outline the service interventions provided & how they assisted the clients	<i>Description:</i>
3 Number of service sites. Name the service sites and their location	<i>Number:</i>
4 Number of community patrols per week	<i>Number:</i>
5 (Overall) Rating of extent to which service standards are met & provide a brief comment justifying how the rating was determined Rating: 1 = not met, to 4 = fully met	<i>Rating:</i> <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <i>Comment justifying how the rating was determined:</i>
6 Rating of community partners satisfied with the project (taking a sample of 4-8 partners. Grantee to collect the feedback). Provide a brief comment justifying how the rating was determined Rating: 1 = not satisfied, to 4 = highly satisfied	<i>Rating:</i> <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <i>Comment justifying how the rating was determined:</i>

2 Accessibility and cultural relevance

Service Standard assessment only: Accessibility and cultural relevance are fundamental to ensuring effective services are provided to Indigenous Australians. It is essential that Service Providers provide a culturally relevant service that effectively meets the cultural needs of their clients, to give the best chance of changing negative, dysfunctional attitudes and habits, that contribute to and support offending

Task	Proposed/achieved actions Proposed/achieved timelines Outcomes	Rating and reasons (including evidence) how rating derived
Staff are aware of & sensitive to local cultural values & key issues		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Relevant cultural factors, such as family & inter-generational issues, have been accounted for in the design of the service		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
A non-discriminatory eligibility policy is in place ensuring all Indigenous people, & their families, in the service target area are treated equally & fairly, in the assessment & provision of the service		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Other tasks undertaken		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4

1. Indicate your reporting assessment category: _____
2. Indicate the number of documentary pieces of evidence required _____
3. Documentary evidence may include, but is not limited to:
 - a copy of your cultural awareness training as provided to staff/ others
 - a copy of information on local Indigenous values and key issues provided to staff
 - a support letter from other local Indigenous organisations / Indigenous community members that confirms accessible and culturally appropriate services are being provided, or
 - a copy of client evaluation forms that indicate satisfaction with the accessibility and cultural relevance of the service, and
 - other -
4. Indicate by ticking the item/s (or adding a new item), what documentary evidence you have attached

3 Organisational management		
Service Standard assessment only: Effective service provision is based on Service Providers having appropriate structures, policies and procedures in place to ensure their organisation has sound governance, and effective financial as well as organisational management		
Task	Proposed/achieved actions Proposed/achieved timelines Outcomes	Rating and reasons (including evidence) how rating derived
Risks have been identified, prioritised & managed, including service delivery capacity		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
A plan has been developed & is being implemented to monitor & evaluate service delivery, it includes consideration of client feedback		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
There is ongoing maintenance of accurate data & confidential data is securely stored		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Accurate & timely financial management & performance reporting is being achieved		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Job descriptions that clearly outline the services provided are in place		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
A staff training plan is in place & training sessions occur on a regular basis, including familiarity with organisational policies & procedures		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Clear lines of accountability are in place across core functions of the organisation		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Other tasks undertaken		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4

1. Indicate your reporting assessment category _____
2. Indicate the number of documentary pieces of evidence required _____
3. Documentary evidence may include, but is not limited to:
 - a copy of the risk management plan or policy
 - a copy of the service delivery plan or policy
 - a copy of the file management manual or procedures
 - job description documents to cover the operation of the service
 - a copy of the staff training plan or policy
 - a copy of the staff supervision structure and policy, or
 - a copy of the performance monitoring plan or policy
 - other -
4. Indicate by ticking the item/s (or adding a new item), what documentary evidence you have attached

4 Cooperation and relationships with other Service Provider's		
Service Standard assessment only: Cooperative relationships with other Service Providers is essential to ensure the issues and needs of clients are met to the highest level possible, through referral and information exchange, to support sustainable change		
Task	Proposed/achieved actions Proposed/achieved timelines Outcomes.	Rating and reasons (including evidence) how rating derived
A contact list of key service providers & community organisations is in existence & is maintained		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Proactive steps have been taken to engage & build constructive & cooperative working relationships with them		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Steps have been taken to foster working collaboratively with them, such as developing protocols for appropriate information exchange & referral		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
A policy is in place to manage potential conflicts of interest, such as the involvement of family members in the organisation		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Key meetings & forums have been attended with other relevant service providers & community leaders & members, & the agency has played an active role in appropriately sharing information		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Other tasks undertaken		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4

1. Indicate your reporting assessment category: _____
2. Indicate the number of documentary pieces of evidence required _____
3. Documentary evidence may include, but is not limited to:
 - a current contact list of key Service Providers and community organisations
 - minutes from regular meetings and involvement of new staff in internal and external meetings building relationships with other services
 - Memorandum of Understanding between services (formal agreements) or policies and action steps outlining methods for working together cooperatively and collaboratively, or
 - pictures, newspaper articles, flyers of community events / projects multiple worked on with other services
 - other -
4. Indicate by ticking the item/s (or adding a new item), what documentary evidence you have attached

5 Client Satisfaction and Managing Complaints		
Service Standard assessment only: Service Providers periodically review their performance to ensure they are effectively meeting the needs of their clients through the provision of quality services that support positive change		
Task	Proposed/achieved actions Proposed/achieved timelines Outcomes	Rating and reasons (including evidence) how rating derived
A clear definition of the client eligibility criteria & the services provided has been developed & is promoted		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Eligible clients are given the opportunity & means to provide feedback on their level of satisfaction with the services provided		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
A complaints management plan with a clearly process for dealing with client feedback in place		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Promotion of the complaint's process is made with all clients		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Client feedback & complaints are considered in case reviews & in guiding service improvements		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Other tasks undertaken		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4

1. Indicate your reporting assessment category: _____
2. Indicate the number of documentary pieces of evidence required _____
3. Documentary evidence may include, but is not limited to:
 - a copy of the client eligibility criteria and outline of services together with a summary of the steps taken to promote the information
 - a copy of the policy for seeking client satisfaction feedback, together with a copy of the client satisfaction form, and a outline of other methods used to gain this information
 - a copy of the complaints management plan, or policy, including the complaints form and an outline of other methods used to gain this information, together with a summary of the steps taken to promote the process, or
 - an example of how client feedback and / or complaints have been used to improve the service.
 - demonstration that the complaints process reflects the principles of natural justice, and includes a commitment to consider and resolve all legitimate issues raised
 - demonstration that the feedback and complaints management process ensures that people from diverse Indigenous cultural and linguistic backgrounds can participate, including the non-literate
 - other -
4. Indicate by ticking the item/s (or adding a new item), what documentary evidence you have attached

Concluding comments from the Chairperson:

Overview of performance:

Highlight / s of performance:

Key issue / s:

Management of key issue /s:

Chairperson's name:

Chairperson's signature:..... **Date:**