

# Gathering meaningful feedback from stakeholders

Often it can be difficult to engage stakeholders in the feedback process which can make providing evidence for A&R challenging. These tips may help get some useful engagement evidence.



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## Observed behaviours

### Why?

Often it is difficult to get children, families and community members to engage however their behaviour can tell you more than their words would. You can see the real issues.

### How?

Look for changes in the behaviours of stakeholders, both positive and negative. Changes may be a sign that a practice has improved to meet their needs, or requires improvement if the change is negative. Look for frustration, disengagement & anxiety as signs of changes needed.



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## In person

### Why?

Often talking directly to stakeholders is a much more meaningful way to gather their thoughts and ideas. It is also more time efficient for families who may only have a few minutes to spare.

### How?

Understand what the service is currently working on and when talking with children, families, or even community members, bring this up in conversation to get their ideas or thoughts, then document these. Systems around documenting discussions for evidence should be well known



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## Added to existing methods

### Why?

Instead of reinventing the wheel and designing new and elaborate systems for feedback gathering, often the stakeholders will show you what systems they prefer and you can build on these.

### How?

If you have systems that already engage stakeholders add your questions or suggestions to these to seek feedback e.g. social media posts, surveys, projects. Make it simple and meaningful to the stakeholder. They are more likely to engage if it makes sense to them to do so.