

5 ways to support family feedback

Not only is family feedback important for standard 6.1, it is also very important to support the learning framework principles and exceeding theme 3.



Find ways that families prefer to give feedback

In most services families have a preferred way of communicating and the best way to get feedback is to use their preferred way. This might be emails, surveys, social media posts, programming apps, etc. If families are able to engage in a way they are comfortable with they will be more likely to do so.



Make it meaningful for the families

Instead of asking families to give feedback on things you need, which is often full of jargon and topics that can feel confusing to the families, use language and situations that are familiar to the families and directly impact them to invite more honest and meaningful feedback.



Draw from specialists in your parent community

Depending on what you are working on and your goals, utilise specialists within your parents to get valuable input to help you build skills and knowledge. For example if you are looking at ways to improve health and hygiene practices and you have medical professional families they can share their expertise.



Utilise observed feedback

Families are busy, they have a lot on their plate, and doing your job for you through feedback and endless surveys can lead to minimal engagement. Spend time getting to know your families so you can observe when things aren't working because it will change their behaviour and engagement.



Show families how you use their feedback

The way that you can show families how their feedback is used inside the service is more likely to invite further feedback because they learn their voice is respected and valued. Make sure you find ways to achieve this if you want families to continue to give feedback.