

**Program and Services**  
**HACC Standard 1, 2 & 4**  
**AQTF Standard 1**  
**Review Date: June 2011**

**Policy Number: PS2**  
**Number of pages: 2**  
**Attachments: 1**

## **POLICY REGISTER**

<b>Subject: Consultation</b>
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### **Primary Responsibility:**

Executive Officer, Operations Manager and staff

### **Policy Statement:**

WSCF is committed to providing the most relevant and appropriate services to members and client organisations. Consultation plays an important role in achieving this commitment.

WSCF will undertake consultation in a culturally appropriate manner and will aim to achieve effective, efficient and satisfying results for all parties.

### **Principles:**

The principles of consultation are listed to aid in the process of attaining equity, honesty and the improvement of working relationships between WSCF and our members and client organisations.

- Participants will be treated with respect and dignity and the rights of participants to be heard and to speak will be valued.
- The full purpose and process for the consultation will be clearly articulated to participants.
- Participants will receive feedback from the consultations in a timely manner.
- All views expressed in the consultation process will be considered.
- Confidentiality and the protection of peoples' cultural and intellectual property rights will be ensured.
- All consultation will be undertaken at accessible venues.

### **Procedure**

#### **Collection of feedback / information / new ideas:**

WSCF uses a number of methods of obtaining feedback, including:

- A feedback survey to be distributed to members, client organisations, Learning and Development participants and other stakeholders.

- Specific consultations meetings with members and client organisations related to particular issues.
- Consultations through interagencies, forums and networks, and other relevant meetings.
- Informal feedback given verbally to staff and Board members, and informal discussions with key stakeholders.
- Feedback from WSCF Conference's and Members forums.
- A record of the number of complaints/disputes and outcomes.

**Collation and use of information:**

- Staff will ensure an accurate record of the information gathered from client organisations is maintained.
- Feedback will be incorporated into the evaluation and planning processes undertaken by staff and the Board.

**Adopted by the Board on: 02/06/2009**

***CROSS REFERENCE***

- PS1 Client Charter
- O3 Membership Policy
- GP5 Privacy & Confidentiality Policy
- GP4 Conflict of Interest Policy