

Professional Development Plan Policy and Procedures

At **Youth Matters (YM)** we aim to provide local youth with compassionate and comprehensive community services support, empowering individuals and promoting their physical, mental, and social well-being.

We strive to make a positive impact by delivering person-centered care, fostering inclusivity, and collaborating with stakeholders to enhance the overall health and quality of life of those aged 25 and under within our community.

Professional Development Plan Policy Statement

YM is committed to fostering continuous learning and growth among our employees within the community services industry. We recognise the importance of ongoing professional development to enhance skills, knowledge, and effectiveness in serving our clients and stakeholders.

Professional Development Plan Procedures

1. Identification of Development Needs:

- Supervisors, in collaboration with employees, identify professional development needs based on job roles, responsibilities, and career aspirations.
- The organisation's goals and strategic priorities also influence the identification of development areas.

2. Development Plan Creation:

- Employees, in consultation with their supervisors, create individualised professional development plans that align with their identified needs.
- Plans may include a mix of training, workshops, conferences, online courses, mentoring, and other relevant activities.

3. Feedback Collection Process:

- Regular feedback is crucial for evaluating the effectiveness of professional development efforts.
- Feedback is collected from:
 - Clients: Feedback forms capture client thoughts in relation to an employee's performance and the impact of the service they received.
 - Peers and Management: Co-workers within the organisation can provide insights from a well-rounded perspective addressing an employee's growth and contributions.
 - External contacts: Collaboration with external organisations provides a comprehensive assessment of an employee's collaboration, communication, and impact on shared projects/client support.
- Automated feedback surveys are distributed on a bi-annual basis ahead of development planning. *[See feedback survey templates in Appendix A.]*
- Feedback received will be de-identified [anonymous] where indicated by the provider in order to encourage open and honest feedback.
- Collected feedback must be requested by the employee and their manager from the HR team [email HRfeedback@ym.org.au].

- Additional feedback may be collected through informal conversations or structured feedback sessions where appropriate.

4. Evaluation and Action:

- Feedback forms capture client thoughts in relation to an employee's performance and the impact of the service they received.
- Feedback must be reviewed by the employee to identify strengths and areas for improvement.
- In consultation with management, outcomes from feedback will be incorporated into an employees Professional Development Plan as appropriate.

5. Continuous Improvement:

- The feedback collected is aggregated and analysed periodically to identify trends and patterns across the organisation.
- The organisation uses this data to enhance its professional development programs and align them more effectively with the needs of clients, peers, and external partners.

6. Confidentiality and Anonymity:

- All feedback received is treated with confidentiality and anonymity, ensuring that respondents feel comfortable sharing their insights openly.
- All performance metrics and indicators are treated with professional integrity with information used for training and quality purposes only.

Review and Revisions:

This policy and procedure are subject to periodic review to ensure alignment with best practices and the changing needs of the community services industry.

This Professional Development Plan Policy and Procedure reflects our commitment to fostering a culture of continuous learning and improvement, ensuring that our employees are equipped with the skills and knowledge needed to excel in their roles and serve the community effectively.

Author: Beth Wheeler
Role: Human Resources Manager
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Client Feedback Form

Client Feedback Form (including family and/or carers)

Please complete the following client feedback questions as they relate to your recent interaction with [name] _____, a Support Officer at **Youth Matters**. This feedback will be used by this Support Officer and the Support Services team to reflect on and improve team and individual professional practice.

I am completing this feedback as a:

Client

Family member and/or carer

Please indicate your level of agreement for each statement by placing an x under the appropriate number on the scale provided.	1 Strongly disagree	2 Disagree	3 Neither agree not disagree	4 Agree	5 Strongly agree
1. The Support Officer listened attentively to my concerns and needs.					
2. The Support Officer verbally communicated my options/ opportunities clearly.					
3. The Support Officer followed up my meeting/s with clear and concise written confirmation of my options/ opportunities.					
4. The Support Officer provided me with all the information I needed to understand my options and access resources as appropriate.					
5. Overall, I am satisfied with the communications I received from the Support Officer.					

Please add any other comments or feedback you would like to provide in the space provided below.

Please return this completed feedback by reply email to Feedback@YM.org.au by [date] _____.

Please indicate in your reply if you would like your feedback to remain anonymous/ de-identified at time of submission by selecting the box below.

Please keep my feedback anonymous/de-identified.

Thank you for taking the time to complete this survey and return it.



Peer/ External Service Provider Feedback Form

Peer/ External Service Provider Feedback Form

Please complete the following client feedback questions as they relate to your recent interaction with (Name) _____, a Support Officer at **Youth Matters**. This feedback will be used by this Support Officer and the Support Services team to reflect on and improve team and individual professional practice.

I am completing this feedback as a:

- Internal peer/colleague
 External service provider

Please indicate your level of agreement for each statement by placing an x under the appropriate number on the scale provided.	1 Strongly disagree	2 Disagree	3 Neither agree not disagree	4 Agree	5 Strongly agree
1. The Support Officer communicated and collaborated effectively with me in support of our client.					
2. The Support Officer demonstrated sound verbal communication in all face-to-face interactions.					
3. The Support Officer followed up meeting/s with clear and concise written confirmation of our clients requirements.					
4. The Support Officer provided me with all the information I needed to support our client.					
5. Overall, I am satisfied with the communications I received from the Support Officer.					

Please add any other comments or feedback you would like to provide in the space provided below.

Please return this completed feedback by reply email to Feedback@YM.org.au by [date]_____.

Please indicate in your reply if you would like your feedback to remain anonymous/ de-identified at time of submission by selecting the box below.

- Please keep my feedback anonymous/de-identified.

Thank you for taking the time to complete this survey and return it.