

5 providing feedback

Aboriginal clients have the right (as any client) to receive feedback during consultation and after decision making processes.

The types of feedback include:

- A verbal summary at the end of the consultation exercise;
- A written summary of the input received; and
- The final decision/outcome.

Feedback should generally include:

- A report on the proceedings of the consultation (e.g. the main points made at the meeting or workshop);
- Information about the scope of the consultation and diversity of opinions obtained;
- An analysis of how that information relates to input from other consultation processes, government agendas and other relevant factors;

- Opportunity for further input, if possible;
- The impact of the consultation on the decisions (where possible); and
- The recommendations provided and/or the final decision.

This will depend on the resources available and agreement should be reached with clients during the consultation. A range of methods are:

- Mail-out of a written report to all participants;
- Telephone or personal contact with participants (if applicable);
- To provide feedback through a community newsletter (all involved clients would need access to this newsletter);
- Mail-out of a written report only to those who request feedback; and
- Publication of feedback in local media (if applicable)

