

## **Forrest Personnel's Participant Advisory Group (PAG)**

### **Meeting Summary – 20 June 2023**

---

The PAG were informed about the first Participant Feedback Survey that had been distributed. The PAG were provided with information regarding the process for the survey and how the findings from this will be reviewed to inform continuous improvement. The Feedback Survey empowers participants to be actively involved in assisting the organisation to find positive solutions and improvements to services.

The PAG meeting provided an opportunity for the Head of Service Delivery to share information regarding department initiatives and Forrest Personnel's ongoing communication with local members of Parliament and peak agency bodies. We continue to advocate for our participants and recently wrote a consultation paper for the new DES Quality Framework.

PAG members were taken through Forrest Personnel's new website which is currently in the draft stage. Members provided some feedback and suggested improvements. PAG members were very appreciative of how user friendly the new website is, especially in regard to the options for better viewing.

Members of the PAG shared updates around their personal journey, experiences and feedback. The PAG meetings are an opportunity for members to share first hand participant experiences that assist Forrest Personnel to identify where improvements can be made and to understand and reinforce what is working well.