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| Designing your approach | |
| This worksheet can be used to document key information as you work through each step of the planning process to design your consumer feedback strategy. **You should not start designing tools or writing questions until you can confidently complete each element of the worksheet.** | |
| **What is the purpose of collecting feedback?** |  |
| **Who does information need to be collected from?** |  |
| **What are the needs of the consumers who will provide feedback?**  *Consider the diversity within the group and what is appropriate and meaningful given their age, culture, beliefs, abilities, function and circumstances.* |  |
| **What steps need to be taken to ensure that you collect information in an appropriate and respectful way?** |  |
| **How many consumers are there in the target group?** |  |
| **How many consumers do you need feedback from?** |  |
| **What are the timeframes?** | Planning:  Data Collection:  Analysis:  Reporting: |
| **What information is required?** |  |
| **What resources are available to support you to collect feedback?** |  |