

Consumer feedback form

**Guidelines for Providers**

This document can be used by service providers to provide an easy and accessible way for consumers, family members, representatives and others to provide feedback to the service.

The document is mostly non-editable however it is editable in the relevant areas where you can place your logo and address. The form is intended to be used as a printed version however if you want to embed it into your feedback systems, the text can be copied and pasted but its content cannot be edited.

It has been development by the Centre for Cultural Diversity in Ageing. Contact the Centre if you have any questions at [info@culturaldiversity.com.au](mailto:info@culturaldiversity.com.au)

**Key considerations for obtaining feedback from older people from diverse cultural backgrounds:**

1. People should have the opportunity to provide their feedback in their preferred language. If they choose to fill out the form in a language other than English the service will need to engage a NAATI accredited translation service to translate it back into English.
2. Ask the person if they need or would like another person to help support them with giving feedback such as a carer, family member or someone they trust.
3. Consider diversity in the way in which older people may connect with the concept of feedback based on their life experiences. For more information visit the Centre for Cultural Diversity in Ageing Practice guide: Culturally Inclusive Feedback at: [Centre for Cultural Diversity in Ageing Practice Guides](http://www.culturaldiversity.com.au/service-providers/practice-guides)
4. Inform the person of their right to privacy and offer them the Aged Care Charter of Rights in their preferred language. Direct them in how they can put the form into a suggestion box or through a mailing address. Translated versions of the Aged Care Charter of rights can be found at: [Aged Care Charter of Rights](https://www.agedcarequality.gov.au/resources/translated-charter-aged-care-rights-template-signing)
5. Inform the person on how your service handles personal information and inform them of the privacy policy and how their personal information will be used.
6. Inform the person on how the service will follow up on their feedback to support them to feel respected and safe in relation to the process that will follow after they give their feedback.
7. Give the person a copy of the Aged Care Quality and Safety Commission “Do you have a concern?” brochure in their preferred language. It is available in 25 languages and can be found at: [Do you have a concern? brochures](https://www.agedcarequality.gov.au/resources/do-you-have-concern-brochure)

**Feedbackformulier**

***Feedback Form***

[SERVICE NAME AND LOGO]

**We vernemen graag uw feedback**

***We welcome your feedback***

U heeft het recht om dit formulier in te vullen in uw voorkeurstaal of om steun te krijgen van een tolk. U kunt iemand die bij de organisatie werkt vragen om een tolk of het vakje hieronder aanvinken en het aan hen tonen.

*You have the right to complete this form in your preferred language or have an interpreter to support you. You can ask a person who works at the organisation if you need an interpreter or tick the box below and show them.*

Ik heb een tolk nodig □

*I need an interpreter*

**Dit is een:** □ Compliment □ Klacht □ Suggestie

***This is a:*** *Compliment Complaint Suggestion*

**Ik ben een:** □ Klant□ Gezinslid □ Vertegenwoordiger/verzorger □ Ander

***I am a:*** *Client Family member Representative/carer Other*

**Mijn feedback gaat over:** □ Een personeelslid□ Een inwoner

***My feedback is about:*** *Staff member Resident*

□ Diensten die ik krijg□ Ander

*Service I am receiving Other*

**Uw feedback (u kunt schrijven in uw voorkeurstaal. Als u meer plaats nodig heeft om uw opmerkingen te noteren, voeg dan een pagina toe of schrijf op de achterkant van deze pagina)  
*Your Feedback (you can write in your preferred language. If you need more space to write your comments, you can add a page or write at the back of this page)***

**Wat ziet u graag gebeuren als resultaat van uw feedback? (u kunt schrijven in uw voorkeurstaal. Als u meer plaats nodig heeft om uw opmerkingen te noteren, voeg dan een pagina toe of schrijf op de achterkant van deze pagina)**

***What would you like to see happen as a result of your feedback? (you can write in your preferred language. If you need more space to write your comments, you can add a page or write at the back of this page)***

Als u liever wilt dat uw feedback anoniem blijft, kunt u deze in een ideeënbus stoppen bij de dienst of opsturen naar:

*If you want your feedback to be anonymous you can place it into a suggestion box at the service or post it to:*

………………………………………………

**Opvolging (optioneel)**

***Follow up (optional)***

Geef ons uw gegevens als u wilt dat we contact met u opnemen over uw feedback. Alle feedback is vertrouwelijk.

Naam: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
*Name*

Telefoon: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Phone*

E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Email*

**Nadat uw feedback aan de dienst is doorgegeven, kunt u het volgende verwachten:**

***Here is what to expect after your feedback is given to the service:***

1. Uw feedback wordt ontvangen en bevestigd

*Your feedback is received and acknowledged*

1. Indien nodig, neemt iemand van de dienst contact met u op om uw feedback verder te bespreken.

*If required, someone from the service will contact you to discuss further*

1. De dienst gebruikt uw feedback om betere diensten te verlenen

*The service will use your feedback to learn how it can improve*

### Als u uw feedback niet kunt oplossen met de dienstverlener, neem dan contact op met de Commissie voor kwaliteit en veiligheid in ouderenzorg (Aged Care Quality and Safety Commission) op 1800 951 822. Bel als u een tolk nodig heeft TIS National (vertaal en tolkendienst) op 131 450.

### *If you cannot resolve your feedback with the service provider, you can contact the Aged Care Quality and Safety Commission on 1800 951 822. If you need an interpreter, call TIS National (Translating and Interpreting Service) on 131 450.*

**Hartelijk dank dat u de tijd heeft genomen om feedback te geven over onze dienst.**

***Thank you for taking the time to provide feedback about our service.***