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 developed 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 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 download 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)

**Modulo di riscontro**

***Feedback Form***

[SERVICE NAME AND LOGO]

**Apprezziamo il vostro riscontro**

***We welcome your feedback***

Avete diritto a completare questo modulo nella vostra lingua o a ricevere l’assistenza di un interprete. Se avete bisogno di un inteprete, potete farne richiesta ad un membro del personale dell’organizzazione, oppure spuntando la casella sottostante e mostrandola.

*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.*

Ho bisogno di un interprete □

*I need an interpreter*

**Si tratta di:** □ Complimento □ Lamentela □ Suggerimento

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

**Io sono un/una:** □ Cliente□ Famigliare □ Rappresentante/badante □ Altro

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

**Il mio riscontro riguarda:** □ Un membro del personale□ Un residente

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

□ I servizi che ricevo □ Altro

*Services I am receiving**Other*

**Il vostro riscontro (potete scrivere nella vostra lingua preferita. Se avete bisogno di più spazio per scrivere i commenti, potete aggiungere una pagina o scrivere sul retro di questa 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)***

**Cosa volete che accada come risultato del vostro riscontro? (potete scrivere nella vostra lingua preferita. Se avete bisogno di più spazio per scrivere i commenti, potete aggiungere una pagina o scrivere sul retro di questa 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)***

Se volete che il vostro riscontro rimanga anonimo, potete imbucarlo in una casella dei suggerimenti presso l’organizzazione, oppure spedirlo a:

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

……………………………………………

**Seguito (opzionale)**

***Follow up (optional)***

Fornite i vostri dati, se desiderate essere contattati in merito al vostro riscontro, che rimarrà confidenziale.

*Provide your details if you would us to contact you about your feedback. All feedback is confidential.*

Nome e cognome: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
*Name*

Telefono:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Phone*

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

*Email*

**Cosa accadrà dopo che il vostro riscontro è stato fornito all’organizzazione:**

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

1. La ricevuta del vostro riscontro viene confermata

*Your feedback is received and acknowledged*

1. Se necessario, un membro dell’organizzazione vi contatterà per discuterne ulteriormente

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

1. L’organizzazione utilizzerà il vostro riscontro per migliorare i propri servizi

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

### Se non riuscite a risolvere il vostro problema con il fornitore di servizi, potete contattare la Commissione per la qualità e la sicurezza dell'assistenza agli anziani (Aged Care Quality and Safety Commission) al numero 1800 951 822. Se avete bisogno di un interprete, chiamate TIS National - Translating and Interpreting Service (Servizio nazionale di interpretariato e traduzione) al 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 131 450 (Translating and Interpreting Service (TIS) National).*

**Grazie per averci fornito il vostro riscontro in merito ai nostri servizi.**

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