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)



[**www.culturaldiversity.com.au**](http://www.culturaldiversity.com.au)

**Formularz Opinii**

***Feedback Form***

[SERVICE NAME AND LOGO]

**Dziękujemy za podzielenie się z nami swoją opinią**

***We welcome your feedback***

Formularz można wypełnić w wybranym przez siebie języku lub skorzystać z pomocy tłumacza. Można poprosić pracowników organizacji o pomoc tłumacza lub zaznaczyć poniższe pole sygnalizując im, że potrzebny jest tłumacz.

*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.*

Potrzebna jest mi pomoc tłumacza □

*I need an interpreter*

**Sprawa dotyczy:** □ Komplementu □ Skargi □ Sugestii

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

**Jestem:** □ Klientem□ Członkiem rodziny □ Przedstawicielem/Opiekunem

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

□ Kimś innym

*Other*

**Moja opinia dotyczy:** □ Pracownika□ Mieszkańca□ Świadczonych mi usług

***My feedback is about a:*** *Staff member**Resident**Services I am receiving*

□ Innej kwestii

*Other*

**Twoja Opinia (można napisać ją w wybranym przez siebie języku - jeśli potrzebujesz więcej miejsca na komentarz, można dodać stronę lub opisać sytuację na jej rewersie)   
*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)***

**Jakie działania powinny być podjęte według ciebie w zgłoszonej kwestii? (można napisać ją w wybranym przez siebie języku - jeśli potrzebujesz więcej miejsca na komentarz, można dodać stronę lub opisać sytuację na jej rewersie)   
*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)***

Jeśli życzysz sobie, aby twoja opinia była anonimowa, możesz umieścić ją w skrzynce z sugestiami u usługodawcy lub wysłać ją na adres:

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

……………………………………………

**Dalsze działania (opcjonalne)**

***Follow up (optional)***

Podaj swoje dane, jeśli chcesz, abyśmy skontaktowali się z tobą w zgłoszonej przez ciebie kwestii. Wszystkie opinie są poufne.

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

Nazwisko: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
*Name*

Telefon:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Phone*

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Email*

**Oto, czego można się spodziewać po zgłoszeniu kwestii usługodawcy:**

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

1. Twoja opinia zostanie przyjęta i potwierdzona

*Your feedback is received and acknowledged*

1. W razie potrzeby usługodawca skontaktuje się z tobą w celu jej omówienia

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

1. Usługodawca wykorzysta twoją opinię w celu poprawienia usług

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

### Jeśli nie uda się rozwiązać kwestii z usługodawcą, możesz skontaktować się z Aged Care Quality and Safety Commission (Komisją ds. Jakości i Bezpieczeństwa Opieki nad Osobami Starszymi) pod numerem 1800 951 822. Jeśli potrzebujesz tłumacza, zadzwoń pod numer 131 450 do Biura Tłumaczy TIS (Translating and Interpreting Service (TIS) National).

### *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).*

**Dziękujemy za poświęcenie czasu na przesłanie opinii na temat naszych usług.**

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