

Culturally Inclusive Feedback

Consumer participation mechanisms vary amongst service providers. They should be an easy and accessible for care recipients, family members, representatives and others to provide feedback and contribute ideas.

It is important to have cultural awareness when it comes to consumer participation and feedback as cultural variation is an important factor in all levels of consumer participation. Some cultures are accustomed to give direct feedback (such as in individualistic cultures) whilst other cultures may prefer more subtle indirect feedback (such as in collectivistic cultures).

Many older people from culturally diverse backgrounds are unaware of their right to complain and the way to complain about government services in general. In addition lack of processes and resources in the preferred language of the older person such as translated feedback forms and access to interpreters, can create additional barriers.

Some older people from culturally diverse backgrounds may come from a country which did not have a system whereby they were empowered to complain or able to give feedback to government programs safely. This may lead to a mistrust for government agencies. In addition, some new migrants may fear that a complaint to the government may have adverse implications for their immigration status.

Consideration also needs to be made around privacy concerns. In some cultures, there may be stigma around certain issues resulting in a reluctance for older people to share their stories.

It is important to adopt flexible approaches to gaining feedback from consumers from older people from culturally and linguistically diverse backgrounds.

Key considerations

- Consider and research the cultural background of the older person and understand the **cultural expectations** of giving feedback (be mindful not to make assumptions)
- Provide information about how to make complaints and provide feedback available in plain English, other languages and in a **variety of formats**
- Provide opportunities for feedback and complaints provided through **multiple methods** and through multiple channels
- Assess the language needs of the consumer and **engage with interpreters or multilingual staff or multilingual health educators** to assist with communication and understanding
- Engage with advocacy groups or peak bodies representing older people from culturally diverse backgrounds for **advice and co-designing your approach** (For example Partners in Culturally Appropriate Care Alliance or Federation of Ethnic Communities Council of Australia, Migrant Information and Resource Centres)
- Have a policy or framework in place for that entails inclusive feedback and complaints mechanisms

Practice guide

Consumer Feedback Methods

Consumer feedback methods	Considerations for older people from culturally diverse backgrounds
Surveys	<ul style="list-style-type: none">▪ Bilingual workers may be able to support the process▪ Interpreters (multiple interpreters may be needed)▪ Written communications translated in consumer's preferred language▪ Literacy levels of the consumer▪ Providing opportunities for approach to be completed in multiple methods and channels (online, in person, by phone, having a trusted third party, in writing)▪ Telephone interviews may cause concerns for consumers (who will call me? What will happen?)▪ Pre-paid return address envelopes for written surveys▪ Cultural factors, for example, considerations in how a consumer's cultural background may influence their feedback experience▪ If conducting individual consumer feedback, make sure it is in a place that the consumer can access (for example: home, social support group, senior citizen club, library)▪ Ensure diversity of representatives on resident and consumer committees. Committees can be a part of usual business processes and can make feedback less threatening.
Community Consultations	
Focus Groups	
Individual consumer consultation/ feedback	

Translated Consumer Feedback Form

The Centre for Cultural Diversity in Ageing has developed a Consumer Feedback Form in 12 key community languages. The form can be downloaded for free and 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.

[Download the Consumer Feedback Form](#)

Consumer Voice Film

The Centre for Cultural Diversity in Ageing has developed a Consumer Voice Film that can be viewed in 16 languages including English. The film aims to raise awareness of the importance of culturally appropriate feedback by promoting discussion amongst the aged care sector around some of the barriers facing aged care providers in reaching out and seeking valuable feedback from older people from diverse backgrounds.

[Access the Consumer Voice Film](#)

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Other Useful Resources

[Access and Equity to Feedback and Complaints Mechanisms for Multicultural Communities](#)

Federation of Ethnic Communities Council of Australia (FECCA)

[Consumer Participation and Culturally Diverse Communities](#)

Centre for Culture Ethnicity and Health

[Written-communication](#)

Centre for Culture Ethnicity and Health

[Verbal communication](#)

Centre for Culture Ethnicity and Health

[ACQSC Consumer Engagement](#)

Australian Aged Care Quality and Safety Commission

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