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

**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)

**استمارة ملاحظات**

***Feedback Form***

[SERVICE NAME AND LOGO]

**نرحّب بملاحظاتك**

***We welcome your feedback***

لديك الحق في إكمال هذه الاستمارة بلغتك المفضلة أو الاستعانة بمترجم شفهي

لدعمك. يمكنك أن تطلب مترجم شفهي من شخص يعمل في المنظمة إذا كنت بحاجة إليه

 أو ضع علامة في المربع أدناه ودعهم يرونه.

*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.*

أنا بحاجة إلى مترجم شفهي □

*I need an interpreter*

هذه الاستمارة هي**:** □ إطراء □ شكوى □ اقتراح

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

أنا□ :زبون□ فرد من العائلة □ ممثّل/مقدّم رعاية □ شخص آخر

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

ملاحظاتي هي عن:□ موظف□ مقيم□ خدمات أحصل عليها □ شيء آخر

***My feedback is about a*** *Service I am receiving Resident Staff member**Other*

ملاحظاتك (يمكنك الكتابة بلغتك المفضلة. إذا كنت بحاجة إلى مساحة أكبر لكتابة ملاحظاتك، يمكنك إضافة صفحة أو الكتابة على الجزء الخلفي من هذه الصفحة)

***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)***

ماذا تريد أن يحدث كنتيجة لملاحظاتك؟ (يمكنك الكتابة بلغتك المفضلة. إذا كنت بحاجة إلى مساحة أكبر لكتابة ملاحظاتك، يمكنك إضافة صفحة أو الكتابة على الجزء الخلفي من هذه الصفحة)

**W*hat 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)***

إذا كنت تريد أن تكون ملاحظاتك مجهولة الاسم، فيمكنك وضعها في صندوق الاقتراحات في مركز الخدمة أو إرسالها إلى:

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

………………………………………………

متابعة (اختيارية)

***Follow up (optional)***

قدّم تفاصيلك إذا كنت تريد منا الاتصال بك بشأن ملاحظاتك. جميع الملاحظات سرّية.

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

الاسم: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
*Name*

الهاتف: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Phone*

البريد الإلكتروني: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Email*

ليك ما يمكن أن تتوقّعه بعد تقديم ملاحظاتك للخدمة:

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

1. استلمنا ملاحظاتك وتمّ الإقرار بها

*Your feedback is received and acknowledged*

1. إذا لزم الأمر، سيتصل بك أحد العاملين في الخدمة لمناقشتها أكثر

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

1. ستستخدم الخدمة ملاحظاتك لمعرفة كيف يمكن تحسينها

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

### إذا لم تتمكّن من تسوية ملاحظاتك مع مزوّد الخدمة، يمكنك الاتصال بمفوضية جودة وسلامة رعاية المسنين (Aged Care Quality and Safety Commission)على الرقم 1800 951 822. إذا كنت بحاجة إلى مترجم شفهي، فاتصل بـ TIS National (خدمة الترجمة الكتابية والشفهية الوطنية) على الرقم  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.*

**نشكرك على الوقت الذي أمضيته في تقديم ملاحظاتك حول**

 **خدماتنا.**

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