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 - [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)

**Obrazac za dostavu komentara**

***Feedback Form***

[SERVICE NAME AND LOGO]

**Mi rado primamo vaše komentare**

***We welcome your feedback***

Imate pravo popuniti ovaj obrazac na bilo kojem jeziku ili ga popuniti uz pomoć tumača. Možete zamoliti zaposlenika organizacije da vam pozove tumača ili upišite kvačicu u donji kvadratić i pokažite zaposleniku.

*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.*

Trebam tumača □

*I need an interpreter*

**Dostavljam:** □ Kompliment □ Pritužbu □ Prijedlog

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

**Ja sam:** □ Stranka□ Član obitelji □ Zastupnik/skrbnik □ Drugo

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

**Moji komentari se odnose na:** □ Zaposlenika organizacije/službe

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

□ Stanara/Štićenika□ Usluge koje primam □ Drugo

*Resident**Services I am receiving**Other*

**Vaši komentari (možete ih napisati na vašem jeziku. Ako trebate više prostora za komentare, možete dodati stranicu ili nastaviti pisati na poleđini ove stranice)   
*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)***

**Kakav ishod očekujete od dostave komentara? (možete to napisati na vašem jeziku. Ako trebate više prostora za komentare, možete dodati stranicu ili nastaviti pisati na poleđini ove stranice)   
*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)***

Ako komentare želite dostaviti anonimno, obrazac možete ubaciti u kutiju za prijedloge koja se nalazi u prostorijama službe ili ga poštom poslati na:

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

…………………………………………

**Obavještavanje o ishodu (ako želite)**

***Follow up (optional)***

Dostavite nam vaše podatke ako želite da vas kontaktiramo o postupcima koje smo poduzeli na temelju vaših komentara. Svi komentari su povjerljivi.

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

Ime: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
*Name*

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

*Phone*

Elektronička pošta: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Email*

**Evo što možete očekivati nakon što dostavite službi komentare:**

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

1. Vaši komentari su primljeni i zavedeni

*Your feedback is received and acknowledged*

1. Ako ste to tražili, zaposlenik službe će vas kontaktirati da razgovara s vama o komentarima

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

1. Služba će vaše komentare upotrijebiti za poboljšanja

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

### Ako pritužbu ne možete riješiti s pružateljem usluga, možete kontaktirati Komisiju za kvalitetu i sigurnost skrbi koja se pruža starijim osobama (Aged Care Quality and Safety Commission) na 1800 951 822. Ako trebate tumača, nazovite 131 450 Službu za prevođenje i tumačenje (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).*

**Hvala vam što ste odvojili vrijeme da dostavite komentare na rad naše službe.**

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