

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](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 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)

**Formulaire de commentaires**

***Feedback Form***

[SERVICE NAME AND LOGO]

**Nous vous invitons à nous faire part de vos commentaires**

***We welcome your feedback***

Vous avez le droit de remplir ce formulaire dans votre langue préférée ou de vous faire aider par un interprète. Vous pouvez demander à une personne qui travaille dans votre organisation si vous avez besoin d’un interprète ou cochez la case ci-dessous et montrez-lui.

*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.*

J’ai besoin d’un interprète □

*I need an interpreter*

**C’est pour un/une :** □ Compliment □ Plainte □ Suggestion

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

**Je suis un/une :** □ Client□ Membre de la famille

***I am a:*** *Client*  *Family member*

□ Représentant/soignant □ Autre

*Representative/carer*  *Other*

**Mes commentaires concernent :** □ Un membre du personnel

***My feedback is about:*** *A staff member*

□ Un résident □ Les services que je reçois □ Autre

*A resident Services I am receiving Other*

**Vos commentaires (vous pouvez écrire dans votre langue préférée. Si vous avez besoin de plus de place pour rédiger vos commentaires, vous pouvez ajouter une page supplémentaire ou écrire au dos de cette page-ci)  
*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)***

**Quel résultat espérez-vous obtenir suite à vos commentaires? (vous pouvez écrire dans votre langue préférée. Si vous avez besoin de plus de place pour rédiger vos commentaires, vous pouvez ajouter une page supplémentaire ou écrire au dos de cette page-ci)**

***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)***Si vous souhaitez que vos commentaires restent anonymes, vous pouvez les mettre dans une boîte à idées dans votre service ou les adresser à :

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

………………………………………………

**Suites (facultatif)**

***Follow up (optional)***

Veuillez fournir vos coordonnées si vous aimeriez que l’on vous contacte en réponse à vos commentaires. Tous les commentaires sont confidentiels.

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

Nom et prénom : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
*Name*

Téléphone : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Phone*

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

*Email*

**Voici ce qui se passe une fois que vos commentaires sont transmis à notre service :**

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

1. Nous recevons vos commentaires et en accusons réception

*Your feedback is received and acknowledged*

1. Si nécessaire, un membre du service vous contactera pour en discuter plus longuement

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

1. Le service utilisera vos commentaires pour comprendre comment apporter des améliorations

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

### Si vous ne parvenez pas à résoudre votre problème avec le prestataire de services, vous pouvez contacter la Commission sur la qualité et la sécurité des services aux personnes âgées (Aged Care Quality and Safety Commission) au numéro 1800 951 822. Si vous avez besoin d’un interprète, appelez TIS National (Service national d’interprètes et de traducteurs) au 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.*

**Nous vous remercions d’avoir pris le temps de nous faire part de vos commentaires concernant notre service.**

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