

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 certified 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)

**Formulário de Comentários**

***Feedback Form***

[SERVICE NAME AND LOGO]

**Agradecemos os seus comentários**

***We welcome your feedback***

Você tem o direito de preencher este formulário na sua lingua preferida ou ter a ajuda de um intérprete. Se precisar de um intérprete, peça a uma pessoa que trabalha na organização ou assinale a caixa abaixo e mostre a pessoa que lhe deu este formulário.

*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*.

Preciso de um intérprete □

*I need an interpreter*

**Isto é um:** □ Elogio □ Reclamação □ Sugestão

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

**Eu sou um:** □ Cliente□ Parente □ Representante/cuidador □ Outro

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

**Meus comentários são sobre um:** □ Funcionário□ Residente

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

□ Serviço que recebo □ Outro

*Service I am receiving Other*

**Seus comentários (pode escrever na sua língua preferida. Se precisar de mais espaço para escrever os seus comentários, pode adicionar uma página ou escrever no verso desta página)**

***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)***

**O que gostaria que acontecesse como resultado dos seus comentários? (pode escrever na sua lingua preferida. Se precisar de mais espaço para escrever os seus comentários, pode adicionar uma página ou escrever no verso desta página)**

***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)***

Se você quiser que o seus comentários sejam anónimos, pode colocá-los numa caixa de sugestões na organização ou enviá-lo pelo correio para:

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

*:*………………………………………………

**Seguimento (opcional)**

***Follow up (optional)***

Forneça os seus detalhes se quiser ser contatado por nós sobre os seus comentários. Todos os comentários são confidenciais.

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

Nome: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
*Name*

Telefone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Phone*

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

*Email*

**Eis o que pode esperar depois de os seus comentários serem entregues à organização:**

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

1. Seus comentários são recebidos e confirmados

*Your feedback is received and acknowledged*

1. Se necessário, um funcionário da organização irá contatá-lo para posterior discussão

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

1. A organização usará os seus comentários para saber como pode melhorar seus serviços

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

### Se você não conseguir resolver os seus comentários com o prestador de serviços, pode contatar a Comissão de Qualidade e Segurança de Serviços a Idosos (Aged Care Quality and Safety Commission) no 1800 951 822. Se precisar de um intérprete ligue para o TIS National (Serviço Nacional de Intérpretes e Tradutores) no 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.*

**Obrigado pelo seu tempo para fornecer comentários sobre o nosso serviço.**

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