



WRITING YOUR STORY

A story is feedback about your personal experience of care written as a narrative, briefly explaining what happened and how you felt about the experience. It's about what went well, what could have gone better and everything in between.



What happened?

This can be brief summary of why you needed care and what happened when it was given to you.



What was good?

It's great to be specific here, explaining what exactly the staff did that was so good and how it made you feel.



What could be improved?

This is a chance to explain what you didn't think went well and how it made you feel.



What would you like to see happen with your story?

We recommend also explaining:

- the outcome or action you want to occur
- whether you are willing to speak with them privately offline or if you wish to remain anonymous.

Independent Public Free Anonymous

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