What is Care Opinion?

Care Opinion is an independent site where anyone can share their stories about their experience of care. The site covers health and aged care, and community services in Australia, giving service users, their families and carers the opportunity to publish their personal experiences, good or bad, of the care system.

Your story will:

- Be published on our website
- Be seen by staff
- Make a difference... without anyone knowing

who you are.

Don't forget to include:

- 1. The service your story is about
- 2. Your contact details (just for us!)
- 3. Was your experience good or bad why?

Check out our website!

For more information visit the Care Opinion website at: www.careopinion.org.au

Did you know you can submit your story online? Visit: www.careopinion.org.au/tellyourstory OR scan the QR Code on the front of this leaflet.

We CARE about your OPINION

What happens to my story?

Your story will be mailed to the Care Opinion team who will take care to enter your story to the platform exactly how you have written it.

Your story will then join the moderation queue where the Care Opinion team will carefully moderate and anonymise your story in line with our guidelines and to protect your identity in the public domain.

When your story has passed through moderation, we will publish your story on the Care Opinion site and we will notify the service your story is about, inviting them to respond to it via our platform.



What should I do with this leaflet?

Please place this leaflet in the Reply-Paid envelope provided and post back to Care Opinion at the below address.

Care Opinion
Reply-Paid 88862
FORTITUDE VALLEY QLD 4006





Care Opinion is an independent, not-for-profit charity run for the benefit of service users and staff.



1. What service is your story about?

Please let us know which service your story is about (E.g. Wonthaggi Hospital—Emergency Department OR Lives Lived Well—Mackay OR Skipton Nursing Home)

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2. A little information about you...

We just need to know a bit of information about you so that we can enter your story into the Care Opinion system. Please be assured **your details remain strictly confidential** within Care Opinion Australia.

Are you the: (please circle) service user | patient | carer | friend | relative | parent/ quardian | other (please specify)

Are you: (please circle) 12 or under | 13-17 | 18 or over

When did your story happen? (e.g. today, yesterday, last week, last two weeks, last 3 months, last 6 months, last year)

*Email address:

*Telephone number:

Suburb and postcode:

*Please ensure contact details are provided so we can contact you

with important information regarding your story.

Consent: By completing this form I confirm this story is true and understand that it will be moderated by a Care Opinion staff member prior to posting.

A story is a brief account of your care experience and what it meant to you. Tell us what happened. You might like to include things like how it made you feel and staff that stood out to you.

3. What is your story about?									
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