

Taking stories with Care Opinion Australia

Independent

• Anonymous

• Transparent

A story is a brief account of a care experience.

Say: Tell me what happened...

Say: Where did you receive care?

What did you feel went well?

Say: What did you think could be improved?

How did it make you feel?

Check list for volunteers/staff

- Know your purpose - why are you collecting feedback?
- Know your approach - how will you collect the feedback?
- Introduce yourself and introduce Care Opinion

It's all in the details:

- Storytellers' name
- Storytellers' email address
- When the experience of care happened
- What happened - with detail to the instance of care and how it made them feel
- Storytellers' postcode
- Name of service/department/ward - as specific as possible
- Consent - this is a **must**
- Protect the anonymity - scan and email form to CO then destroy the hard copy, or mail through in batches

