

Important information

- Care Opinion Australia is **not** the hospital or health service
- Care Opinion Australia is **not** a crisis line, if you are experiencing an emergency please contact 000
- Feedback you share with Care Opinion Australia is published **publicly on the Care Opinion Website**
- Before publication your story will be moderated and anonymised (i.e. your name and other details may be removed)

What to expect during the call

- A Care Opinion staff member will speak to you on the call and type out your story as you speak
- We will ask for your; name (just so we can address you), post code and the best way to contact you
- We will ask for the name of the hospital, health service or aged care service your feedback is about
- The phone story process will take approximately 5 - 10 minutes

Sharing your story
over the phone with
Care Opinion Australia



1300 662 996

Office hours are 9am - 5pm (AEST)
Mon - Fri excluding public holidays