

Assisted storytelling on the Care Opinion Australia platform

A guide for volunteers and staff working within health, community and aged care services in Australia to support engagement with narrative feedback from the consumer.



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Guidance for volunteers and staff

Volunteers and staff play a vital role in encouraging and collecting consumer feedback in health, community and aged care services.

Care Opinion Australia is a platform for feedback to be written as a free-form narrative (up to 1,000 words) and is a space for the storyteller to speak about their experience, positive or negative, and share what matters to them in their own words. Narrative feedback gives a more comprehensive and holistic view of the experience of care and provides the service with insight not available through other feedback mechanisms.

Why consumers/patients provide feedback

The evidence describes three altruistic drivers that motivate patients to leave feedback online:

1. Informing – ‘Our service through their eyes’. Consumers want to share their experience online to improve the understanding of what it’s like to receive care at the service. Posting online makes this visible to decision makers and the broader community and harder to ignore.

The strength of narrative feedback is that patients can share how it felt, not just what happened.

2. Improving – Wanting it to be better. Consumers want to share their experience, so aspects of care can be improved for other service users.

The strength of the Care Opinion platform is the ability for services to respond and publicly commit to making a change based on actual patient experiences.

3. Praise – THANK YOU! Consumers want to share their positive experiences more than any other. These stories act as a vector of gratitude for those at the coalface who at times are working in challenging conditions, this does not go unnoticed by consumers.

The strength of the Care Opinion platform is the ability for the praise to go directly to those who provided the care and contribute to a community of kindness.

This step-by-step Assisted Storytelling Guide includes tips to support the feedback process and instructions in how to send in the feedback as a ‘story’ to Care Opinion for upload to the website on the storyteller’s behalf to start the conversation.

Purpose

Care Opinion Australia provides a safe and simple way for consumers to provide online feedback anonymously and safely. This narrative feedback (story) when published on the Care Opinion platform is the start of a conversation towards health systems improvement. Health, community and aged care services are able to respond to the experiences outlined in the story and 'close the loop' with consumers with humanity and compassion.

One of the challenges faced by health services is finding the right time to ask patients to share their story online and having limited time to introduce the Care Opinion platform. Health services may be missing the potential of their feedback, as there are patients who have something to say but may not be confident or able to navigate the website on their own.

This guide has been developed to support non-clinical staff including volunteers, students, advocates, and support staff to assist patients to share their narrative feedback 'stories' through the Care Opinion Assisted Storytelling process.

Assisting storytelling

Story Telling Modes

Consumers don't need to be a Pulitzer Prize winner to be the author of a story worth sharing. All stories regardless of how they are submitted i.e. directly through the website or over the phone, pass through the hands of our Moderation team. Moderators will edit typos and grammatical errors to enhance readability and will moderate (edit) story content only in accordance with the Moderation Guidelines. Consumers share their stories in the following ways:

Direct Storytelling

1. Writing their story directly into the Care Opinion Website: This is the most common way that consumers share their story. Consumers simply follow the prompts and type in the story in their own words. The 'tell you story' tab also enables storytellers to use pictures against a Happy/Not Happy scale to assist in sharing their experience. Simply go to <https://www.careopinion.org.au> then click "Tell your story" and follow the simple steps.

Staff members/volunteers are able to support patients and residents through this process, by following the storytelling steps (see pages 14-17). You can also guide consumers through the use of feedback kiosks based in health services.

2. Filling in a Care Opinion Australia feedback leaflet with their experience: The Care Opinion leaflets are ideal for giving to consumers who do not have internet access or may not feel confident navigating the website. The feedback leaflet allows people to write their story on the form, answer a few simple questions e.g. name of service and postcode, and then simply seal in a Reply-Paid envelope and pop it in the post. The leaflets are posted to the Care Opinion offices where the Care Opinion team will add the story to the website on the story teller's behalf, simple!

Staff members/volunteers are able to support patients and residents to complete their leaflet, ensuring all the consent and contact fields are completed.

3. Phoning Care Opinion and sharing their story verbally: Patients unable to share their story in written form can phone Care Opinion Australia. A member of the moderation team will transcribe the story whilst on the phone, and then publish to the website with the consumers consent. The Care Opinion storyline is 1300 662 996.

Staff members/volunteers are able to support patients and residents who wish to leave feedback by providing business cards or other material with the Care Opinion phone number displayed.

4. Invitation Link: This supports services who prefer the traditional mode of 'asking for feedback'. The invitation can be created to email or SMS to consumers following discharge or other communications post care.

Services are able to tailor the message to suit particular feedback campaigns or target areas. See the example (image below right) of the current feedback campaign for Yarrowonga Health Service in Victoria, “give a shout out for the exceptional care provided over the past year”.

Assisted Story Telling Modes

5. Staff/volunteers can support patients and carers to share their story using the 'Assisted Storytelling' form. The assisted storytelling form is a streamlined way for volunteers and staff to engage with consumers and record their feedback. Services will provide this for volunteers/staff use.

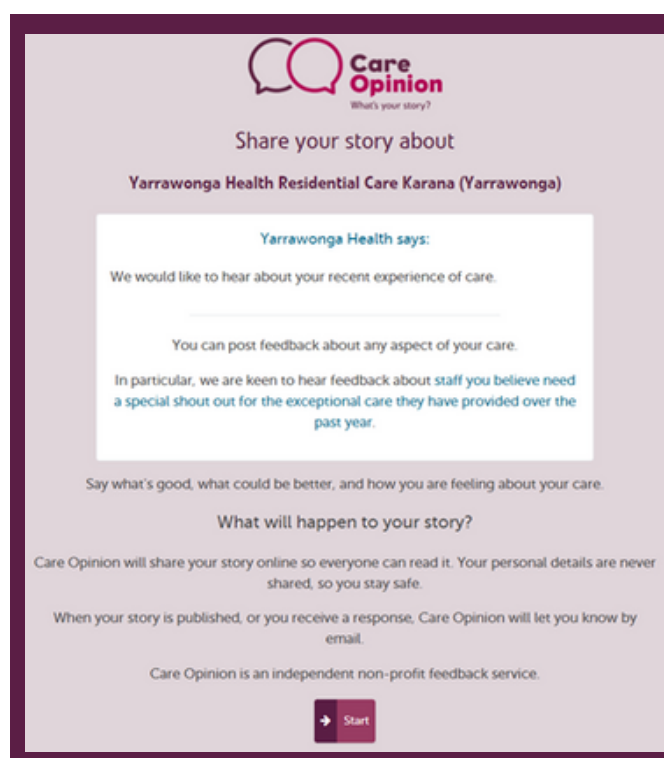
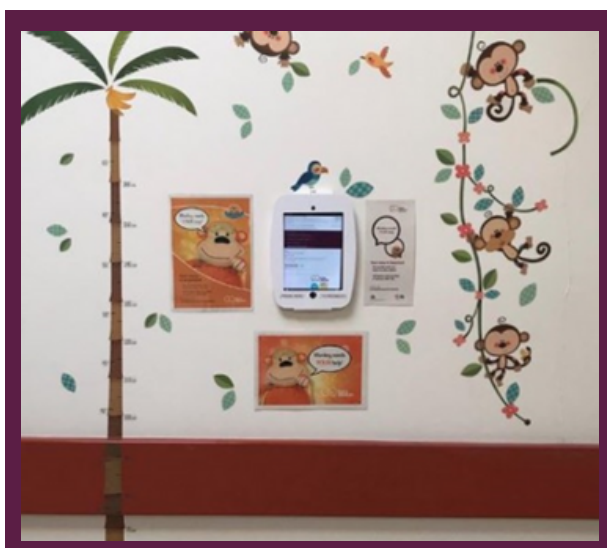
Staff members/volunteers are able to support patients and residents to share their feedback by completing the form using the prompts, with the consent of the consumer.

6. Kiosk – Stories collected via a health service ‘kiosk’ are automatically linked to the service (improving accuracy and delivery of the story to the right people), the story telling form is shorter (so takes less time for the consumer to complete), and there is no need for the consumer to log in to get started with their story (no barrier to getting started).

Services are increasingly using this mode as part of feedback stations or waiting areas using iPads or tablets (as seen image below left). A Kiosk link can be sent via SMS to patients following an appointment or episode of care ensuring the right people will receive the story. The staff and volunteers play an important role in prompting feedback kiosks as part of their regular rounds.

Inviting kiosk mode or invitation link stories

I wonder if you would be willing to share your feedback on Care Opinion, I can send a link direct to your phone if that's ok? Or I can walk you through on the kiosk by the front desk?



Framing the Ask: Starting the conversation

Having confidence to ask

People love to help!

Whatever the situation, the human brain is hard wired to be social, to cooperate, to assist where we can. Being helpful strengthens our sense of self and is a path to finding meaning even in dark days.

Ask for honesty

Encourage the people you ask for feedback to be helpful over nice. Let them know you are looking to get the most out of their time and their honesty is valued and appreciated. Negative stories are an opportunity to learn and will not impact the consumers' care in any way.

Explain why feedback is important

Show you are a listening organisation and that you use the feedback in a constructive way to learn from and improve services for others.

Ways to 'Frame the ask':

"All the staff have been so lovely..."

Thank you, I know the team will really appreciate you saying that. We do have a way to share your kind words with everyone involved using this... Would you be happy to take a few minutes to write a few lines for them all?

"I'm not very happy about the problems I've had trying to book an appointment..."

Thank you for raising your concerns, however this is not something I can deal with personally but you can use Care Opinion to feed back your issues or suggestions and this feedback will be heard by the right member of staff who can respond to you and also implement changes that can improve the services for everyone.

"It's not like I thought, it's not so scary..."

I'm so glad it turned out better than you thought. We find many people are nervous about coming for a minor procedure at the hospital. Would you be willing to share your experience with others via Care Opinion. This may help reassure other patients who may also feel nervous?

Assisting consumers to tell their story

Getting Started

Staff and volunteers can support consumers to navigate the *direct storytelling options* by providing storytelling materials i.e. a leaflet or tablet, answering questions or asking questions to prompt writing their story.

If a more hands on approach is needed, staff and volunteers may opt to use *assisted storytelling*. Although staff and volunteers can assist storytelling, they will not be involved in the moderation or publication process of the story. This will ensure the consumer remains anonymous and will protect both the consumer and the staff/volunteer.

There are two ways to support someone to share their story on Care Opinion:

1. By sitting with the person at a computer or tablet and supporting them through the process to submit their story directly onto the Care Opinion website or via kiosk mode.
2. If internet access is a concern, or the consumer has limited vision or capacity for a written story, a volunteer or staff member can take notes using the Assisted Storytelling form and send to Care Opinion on the consumers behalf.

*NB: The stories should be captured using the consumers words, exactly shared with the volunteer or staff member.

Before you Begin

It's important to consider the following before starting to collect feedback:

Environment

The Care Opinion platform keeps consumers and staff safe by ensuring anonymity at all times. This is an important consideration when determining the physical environment or setting where you will be transcribing the story. It's important that the storyteller and yourself feel comfortable, both with the conversation and the environment. Find a quiet, safe space, where the storyteller can talk openly and in confidence and where you will not be overheard.

You will also need to consider your comfort to ensure you can listen and write the story without rushing or fidgeting.

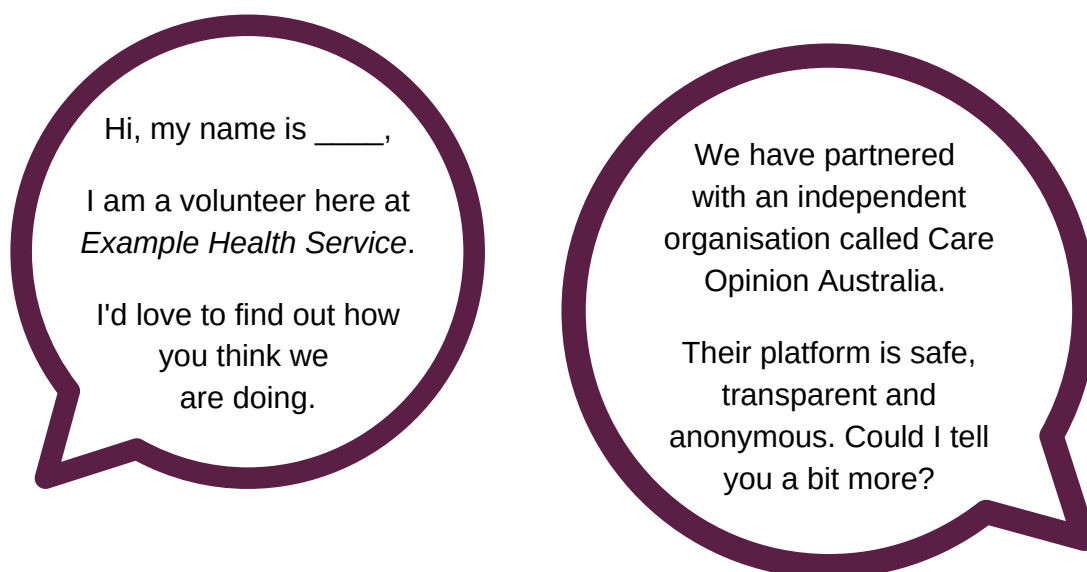


Introduction

Always introduce yourself and explain your role. Explain that you are collecting feedback about the health or aged care service that you are working with and introduce the function of Care Opinion.

Share with the consumer that their feedback is important to the service. Let them know the staff want to hear about their experience and their story will benefit the community more broadly.

Advise the consumer that decision makers in the health service will read their story and share it with Executives and Board members to provide the voice of the consumer and the patient experience to governance meetings and key events.



Explanation

Explain what Care Opinion is. You may find it helpful to have the FAQ page open <https://www.careopinion.org.au/info/faq> or some of the promotional collateral (e.g. business cards or flyers) if the health service you are working with has these available.

The key themes are:

- Care Opinion is an independent, public website, that makes it safe and simple for people to share honest, anonymous feedback about their care.
- Care Opinion supports health, community and aged care services to learn from feedback and give patients and service users a voice.
- Care Opinion sends the feedback to the service and invites the service to respond to patient's stories publicly, to learn from feedback, and improve services for everyone.
- The only person who has the right to withdraw or remove a story from the site is the storyteller
- Stories must relate to an episode of care or the ongoing care experience in cases of longer term care i.e. aged care

Tips for assisted storytelling

Supporting storytellers/consumers to give feedback about their care and treatment is a really valuable role for volunteers.

Tips for taking and managing feedback:

- 1) Care Opinion Australia is an online, public feedback platform, it is **not** there to replace formal complaints processes or to raise **urgent issues** about care with service managers. Volunteers should be aware of how to redirect authors IF they feel comfortable doing so.
- 2) Introduce who you are, and explain why you are collecting feedback. It's best to follow the questions asked on the Care Opinion site, leaflet or assisted storytelling form. If you have been asked by your manager or the service to focus on an aspect of care or theme, then you can explain this to the storyteller as well.
- 3) Volunteers should feel empowered **NOT** to try and resolve any issues that arise themselves. They can take information down and tell patients that they will pass it through for moderation. This can be a neutral statement not guaranteeing that all content will be published.
- 4) If volunteers feel that there are no issues with their feedback then the story can be emailed directly to Care Opinion Australia at moderators@careopinion.org.au. Care Opinion moderation will ensure that if a moderator feels there might be any kind of issue with publishing they will contact staff or the storyteller in line with moderation and publication processes.
- 5) However if the volunteer has ANY concerns then they should take it through to their manager or other named person.
- 6) Storyteller details - you will need to ask for a few details. The details required are written on the "assisted storytelling form" for you to fill in. If you have an iPad/computer, the 'Tell Your Story' process will prompt you to fill these details in as you go through on the site or through kiosk mode.
- 7) Simple, open ended questions can be used to ensure stories go into detail e.g. "You said you felt safe and well cared for, what was it that made you feel that way?"

Note: The 'case studies' in [appendix 2](#) provide a template on how volunteers/staff can approach storytelling.

8) Talking about care and treatment can be quite emotional for storyteller. They might start to tell volunteers about something which does not feel like feedback or feels like something that is too serious to send through to Care Opinion as feedback. Volunteers and staff can refer to the '**when do we not publish**'* to identify if this story can be published, or if it should be escalated internally or to another support person.

*When do we not publish**

The moderation team may deem the story unable to be published in cases of:

- very critical postings where we cannot contact the storyteller;
- where the incident forms part of legal proceedings; and/or
- stories that are confusing, extremely long (longer than 1,000 words) or about events that occurred more than three (3) years ago.

Notes for the storyteller

Here's a little more info about the details we require so that you can answer any questions the story teller may have:

Why do we ask for a...

Username: All stories are anonymous, therefore Care Opinion require a username, this can be almost anything as long as it isn't their real name, include their birth date or offensive content. e.g. "footyfan33" rather than "Dave1990".

Try saying: "Usernames are used to keep you safe, when choosing your username keep in mind this is how the service will address you in their response. If you prefer, we can leave this to be automatically generated. It will generate a random word, followed by two (2) letters and two (2) numbers e.g. sunfc97."

Postcode: Knowing your postcode helps us select the services you are likely to be interested in when you share your story with us. A postcode also makes your comments count for much more because it helps us direct your story to the right people locally. This means that what you say is much more likely to have an impact. This is kept confidential. If the person does not have a post code, the post code of the service can be added instead

Try saying: "Sometimes there can be one or more services with the same name across multiple states/geographical areas. Providing your postcode will help Care Opinion ensure your feedback is directed to the correct hospital, health, community or aged care service. Your postcode will not be available to anyone else."

Name of service/s: So that the feedback is sent to the right service and staff, Care Opinion need to know the names of the service/s that the story is about. Remember, a story can be about multiple services throughout someone's care journey. *Note Kiosk mode will be pre-linked to the service/department.

Try saying: "We need to provide the name of the hospital, health, community or aged care service here so that the feedback can be directed to them, and the member/s of staff can be alerted. It's best if we also include the department somewhere also in the story. If you attended more than one service Care Opinion can add them all to the story through the moderation process."

Email Address: We require an email address so we that we can tell the storyteller when their story is published, or has a response to signpost them as needed. Again, this information is kept confidential. If they do not have an email address, simply write their username and then '_invalid@feedback.com' e.g. *footyfan33_invalid@feedback.com*

Try saying: "Care Opinion Australia requires an email address so that they can contact you when your story is published online, or so they can contact you regarding your story if necessary for more information etc."

Consent: The storyteller must have consented to their story being published on Care Opinion as it is a public website. Once their story is published it will be visible to anyone on the website. (They can, however, withdraw their story at any time should they wish by logging into the website or contacting Care Opinion Australia).

Try saying: "Before we submit your story, I just need to run through consent with you. This is just to check that you understand your feedback will go through the moderation process to ensure you are anonymous, and the story will then be published to the Care Opinion Australia website and will be publicly available."

Finally, remember to thank the storyteller and explain what will happen next:

"Thank you so much for taking your time to share your feedback today. I will send your story through to Care Opinion who will add your story to their website soon and you'll receive an email once your story has been published and again if the service responds. Please use the link sent to you when you submitted your story to come back to the website to reply to any responses left by the service to you story, or to add a new story in future"

Submitting the story

This step is for staff/volunteers whose role it is to submit stories that have been taken using the “*Assisted storytelling form*”. This page will take you through the process of submitting a story to Care Opinion on behalf of the storyteller.

1. Firstly, you will need to ensure the consumer's details are recorded on the assisted storytelling form (page 1).
2. Scan the form and save it into a secure location.
3. Email the scanned form into moderators@careopinion.org.au and include in the subject line: Assisted storytelling form - [service name / department] e.g. Assisted storytelling form - Alpine Health / Mount Beauty Hospital / Day Surgery
4. The Care Opinion team will confirm ASAP that the form has been received.
5. Please ensure **the only person who has access to the content of the form is the person taking and submitting the story**. Post-confirmation of the story being received by Care Opinion we ask that the form (hard copy and electronic) be destroyed or sent in batches via post to Care Opinion.

Tips on using the system

When assisting a consumer to enter their story directly to the platform ensure no one else is logged in on the tablet/computer/smartphone.

If you are assisting them by typing the story into the device, it can be tempting to correct the style of language used by the consumer when recording their story. To stay committed to the integrity of the consumer voice, volunteers and staff working as assisted storytellers must ensure that the wording is verbatim, as though it was written by the patient/service user themselves – ‘in their own words’.

Your story > About you > Services > Tags > Sign off

This story is being added by Sarah (Not you?)

What is your story about? ?

A trip to the ED

What happened? How did you feel? ?

I recently had a bad fall down my back steps and broke my arm. My husband drove me to the Emergency Department at Example Hospital. Triage took a little longer than expected, but it was a busy ED and I could see the staff were doing their absolute best.

Even though I had to wait a while, the nurse Sandra comforted me and made me feel cared for while I awaited my x-ray. Her kindness really helped keep me calm and I wanted to say thank you.

▶ Use one or more pictures to tell your story

0 words (of 1000 allowed)

When did your story happen? ?

Unknown

If you are logged in, a prompt will appear on the first page of the tell your story process. Make sure to log out so the consumer can enter their story under their email address.

Are you: ?

- a service user
- a service user
- the patient
- a carer
- a parent/guardian
- a relative
- a friend
- a volunteer/advocate
- a staff member
- a staff member posting for a patient/service user
- a staff member posting for a carer/relative
- a student nurse
- other

Even if you are assisting them to type or use the device, ensure the story is entered under the correct identity. Are they the patient or service user? Are they a carer or relative?



Appendix

Appendix 1. Frequently Asked Questions (FAQs)

Appendix 2. Case studies: what taking feedback might look like

Appendix 3. Glossary

Appendix 1. Frequently Asked Questions (FAQs)

Where does the feedback go?

Your feedback will be uploaded to the Care Opinion Australia website. After moderation, which ensures your anonymity among other things, it is published on the Care Opinion Australia site and publicly viewable. Staff in subscribing services are also alerted via email of the story's publication.

Who will read my story?

If the story you have told is attributed to a service with a Care Opinion Australia subscription, that service will be alerted to your story when it is published. Some services may have specific staff i.e. Unit Managers, set up to receive alerts for specific wards/departments. They can then share the story with staff.

What if I change my mind?

You can withdraw your story from Care Opinion at any time. You can learn more about withdrawing your story [here](#). If you withdraw your story you will still be able to see it when you log in, however, nobody else in the public or the service will be able to see it. Once you have withdrawn your story you cannot change your mind and re-publish it.

Can I leave more than one story?

Yes. Once you have submitted your first story, you will be able to log in to Care Opinion using the same email address you submitted your first story with. If you have forgotten your password we can [send you a new one](#). We recommend each story be about a unique instance of care, stories that are repeats of your other stories may not be published. We will contact you if we hold any concerns.

I come from a small community and I think the service might know I provided the feedback. Will the service know it's me?

The Care Opinion Australia moderation team endeavours to do it's best in protecting the anonymity of all storytellers. If we hold concerns about your anonymity in the public domain, or to the service, we will contact you. In some instances, stories may be published to a region or district to restrict the chance of being identified.

Is Care Opinion owned by the government?

No, Care Opinion Australia is an independent, not-for-profit organisation. Care Opinion Australia is not part of the hospital or health service but works with them to support health systems improvement. Information about how the company is funded can be read [here](#).

Why do you need my email and postcode?

We need your email address so that we can get in touch about your story - particularly if it is serious. We will email you if your story gets responded to, and you can log in again, and respond or share other future experiences with us.

The Care Opinion platform uses your postcode to suggest services that may be in your local area. It is also used by Care Opinion Moderators to ensure you are geographically located within a reasonable distance from the service. Significant distances can be an indication that the incorrect service has been selected, particularly when service names are similar in different states. ***Care Opinion will never give or sell or trade your personal information to anyone, under any circumstance.***

I want to tell a story that happened a while ago, is that okay?

Care Opinion's moderation policy requires that we encourage a clear, timely, public and constructive conversation about care. We are therefore limited in only publishing stories that have occurred within the last three (3) years.

Appendix 2. Case studies: what taking feedback might look like

Example 1: Entry/reception (positive)

Background: Volunteer who is stationed near reception to help greet patients and families as they enter the building and see them out as they leave. There is also currently security at the front door checking people are wearing the correct masks. Some family of an inpatient are leaving and stop by the volunteer to say thank you.

Family member: I just wanted to stop and thank you for greeting us on our way in, and thanks to the security guard too. You were both so friendly, it really made us feel a bit better during this emotional time.

Volunteer: Thank you! I am so glad to hear we made a difference.

Family member: All of the staff have been so lovely today!

Volunteer: I am so happy to hear that. [Service name] is pretty keen to hear more about how people are finding their stay or what it is like visiting here and kind words like yours make a difference to us! We've got a way everyone can hear about this – even the CEO – using an iPad at the reception desk, and best of all, it's anonymous. Would you be happy to take a few minutes to write a few lines for them all?

Family member: That sounds great. What exactly happens to the feedback? I want to make sure everyone knows they did a great job!

Volunteer: We use an independent, not-for-profit organisation called Care Opinion Australia who publishes the feedback. You jot down what happened when you came and how you felt it was, like the fact that the staff were friendly and it made you feel a bit better.

Since the feedback is public, Care Opinion moderates it before it's published to make sure you remain anonymous and it's constructive. They then email staff so they can read it and respond to it. So even though it's anonymous, you can still find out what your feedback meant to them. Best of all, since it's public, other people can see the good work the staff are doing here.

Family member: Okay, I would be happy to leave some feedback!

Volunteer: Sounds great, if you come over to our iPad here I can show you how it works.

What to do if:

They don't have time to share their feedback on the spot.

- Give them a Care Opinion business card or flyer and reiterate how much [service name] wants to hear their feedback.

Example 2: Acute care (negative)

Background: Volunteer working on the acute care ward, visiting patients who are often bed-bound after surgeries/treatments etc. The volunteer is checking on a lady who is unable to get up from her bed.

Volunteer: Hi, my name is [name]. I am a volunteer here at [service name]. I just came by to check if I can give you any support today?

Patient: Well, I am feeling a bit frustrated today because earlier in the day I couldn't reach my buzzer, I was calling out and nobody came for 20 minutes! Don't they know that I can't get up?

Volunteer: I'm sorry to hear that! Thank you for raising your concerns with me, unfortunately this isn't something I can deal with personally but you can use Care Opinion to share your issues or suggestions. This feedback will be directed to the right member of staff who can respond to your feedback on the Care Opinion platform. It will also give [service name here] the opportunity to learn from your feedback, and if possible implement changes to improve for future patients. If you would be interested I can help you fill out the form?

Patient: If they read my feedback they might treat me differently. I don't want to get in trouble, and for the most part the staff are quite good.

Volunteer: I understand that. The good thing about Care Opinion is it is actually an anonymous platform. The feedback goes through a moderation process so the person sharing their feedback is not identifiable to the public or [service name]. You can also leave positive comments as well. You can also wait until you're home, but I am here to help you if you'd like to do it now and try to stop it from happening to another patient. What do you think?

Patient: It sounds ok but I'm no good on a computer and I really don't want them knowing it's me.

Volunteer: Ah that's what I'm here for. We just talk it through and I send the feedback to Care Opinion for you – I can explain more as we go along. After [the service] has responded, I'll come back and let you know what they said. And don't stress about them knowing who you are – Care Opinion work pretty hard to keep you anonymous before they publish anything.

What to do if:

The storyteller uses inappropriate language and names and shames the staff members:

Write the story as it has been shared with you and don't try to sanitise it. The moderation of stories needs to be done against Care Opinion's moderation policy so you can include all the information in the story.

The storyteller wants to share their health history with all service providers going back several years.

Let the storyteller know that stories are about having a brief account of experiences of care that [service name] provided so they are able to respond to the story. This is because [service name] is unable to address care that was provided by another service or many years ago (more than three years).

Validate and encourage the consumer to tell more. Use phrases like:

I'm sorry to hear that, it sounds like it would have been very difficult for you. Can you tell me a bit more so the service has a good understanding of what went wrong for you?

Example 3: Aged Care (positive)

Background: Volunteer working in an aged care facility who has a good relationship with some of the residents in the facility and often spends time chatting to them. With the assisted storytelling form and some guidance, the volunteer now feels confident to assist the aged care residents to tell their stories of feedback to the service. The volunteer is making their rounds one day when they visit an elderly man named John who is mostly bed-ridden.

Volunteer: Hi John, how are you feeling today?

John/patient: Not too bad. The physio visited this week and I really enjoyed being able to get out of bed for a while, and they were so nice. Lately I haven't been able to leave bed all that much.

Volunteer: I'm glad to hear you enjoyed getting up and moving about! Don't the physios do a great job? Did you know that [service name] has recently partnered with an organisation called Care Opinion so you can share feedback about your care here, like your physio visit, in an anonymous and transparent way?

John/patient: No, I didn't know that. It sounds a bit complicated though.

Volunteer: Could I explain it to you a bit more? You might find it useful for thanking staff and telling us about good care you've had, and if you ever need to, telling us about any bad experiences you may have had.

John/patient: Okay, sure. Although, can't I just say thank you?

Volunteer: You can certainly do that if you want to. I just know [service name] wants to give their staff a bit of a boost at the moment and staff really get that when they are recognised a bit more publicly. All you need to do is share your feedback (they call it a story as it's about something you've experienced) and I'll take care of the rest. Next time I'm here, I'll pop in and let you know what they say in their response to you. And I can explain it more as you we go along. Are you in?

John/patient: That sounds pretty good, thanks for your help.

Volunteer: Great! Let's get started.

What to do if:

The story is only one or two sentences and doesn't provide much detail, try prompts like:

- *Can you tell me about any particular staff members that stood out to you?*
- *You said you really enjoyed that session, what did they do that made you feel that way?*
- *What helped you the most?*

The storyteller doesn't remember the physio's name

That's not a problem. It's about getting the information they know. It's enough to know that a physio provided care that was helpful.

The storyteller doesn't want to receive a response.

Still take down their story and enter the feedback as the service will still benefit from hearing it. The service will respond to the story so that others reading the story can see how the feedback was used and/or shared, and the storyteller doesn't need to read it if they don't want to.

Glossary of terms

Term	Definition
Assisted storytelling	Where a volunteer or staff member assists a consumer to tell their story (experience of care at the service) using the assisted storytelling form or via kiosk mode.
Criticality	A rating from 0 - 5 given to each story based on how serious the comments within the story are. Criticality ratings are only visible to the service and Care Opinion Australia moderators who assign the rating to each story. This rating is used to determine the publication process for the website and for reporting purposes.
Consumer	A consumer of health, community or aged care services. A consumer may be a patient, service user, relative, carer or friend. These terms may be used interchangeably.
Department	The department would refer to the department or ward within the hospital or health service where the experience of care has taken place e.g. the maternity or emergency department.
Identifiable	Identifiable/Identifiability refers to the potential for readers of the story to identify the storyteller, patient or staff.
Kiosk mode	Kiosk mode is one option for storytelling. Kiosk mode can be run through a mobile phone, tablet or computer and is a simplified version of the tell your story process. Ideal for reception areas and waiting rooms it is pre-linked specifically to the service in which the experience of care has happened. Storytellers cannot tag their story or link the story to another service in kiosk mode.
Leaflet	A leaflet is a form that can be ordered from Care Opinion Australia. It can be filled out and sent back to Care Opinion Australia via reply-paid postage, where it is then submitted, moderated and published.
Made a change	Services can indicate where they have identified improvements from the consumers feedback. Changes are indicated by the service responding to stories. This may mean they have made a physical change (i.e. adding more chairs to waiting room) or a process change (i.e. changing triage process or training).
Moderation	When a story is submitted to the Care Opinion Australia platform it is moved to the 'moderation queue'. Moderation is the process of reviewing and editing stories to align with Care Opinion Australia's moderation and publication principles, particularly around the safety of storytellers and subjects of the story (whether that be patients or staff).
Moderators	Specialist workforce employed by Care Opinion Australia to review and edit stories and responses consistent with moderation and publication principles.
Phone story	Storytellers have the option to phone Care Opinion Australia. Stories taken over the phone are entered manually into the platform and go through the usual moderation process for publication.

Planning a change	Services can indicate if they are planning a change in relation to an issue raised in a story when responding to stories. Examples of changes planned include physical changes (i.e. adding more chairs to waiting room) or a process change (i.e. changing triage process or planned recruitment).
Published/ Publication	The process occurring after moderation in which the story “goes live” on the Care Opinion Australia website and is then publicly available for anyone to read. The service has the opportunity to respond to stories published about them.
Responders	Nominated role in the health service with permission to respond to stories on the Care Opinion platform. These responders are granted access to respond to stories according to parameters set by the health service.
Response	A response is a reply to a storyteller about the story they submitted. Responses are moderated for spelling and grammar. During the responding process they can tick a ‘planned a change’ or ‘made a change’ flag that appears alongside the published response. Responses can have multiple responses from different authorised staff and/or from the storyteller.
Service	Service refers to the hospital, health, aged or community care service the story relates to.
Story	A brief account of a recent (in the past 3 years) experience of care with a hospital, health, aged or community care service. It is written as a free-form narrative (up to 1,000 words) and is a space for the storyteller to speak about their experience, positive or negative, and share what matters to them in their own words.
Storyteller	This is the person who has told the story. It may be the patient, a consumer of services, a friend, parent, relative, carer, volunteer/advocate or a staff member. If volunteers/advocates/staff submit stories on behalf of someone else under their account, they need to identify as a volunteer/advocate/staff member posting for a patient/service user or a carer/relative.
Submitted	This refers to when a story has been entered onto the Care Opinion Australia website. This means the story will be waiting in the moderation queue to be moderated then published publicly on the site.
Subscriber	A term used by Care Opinion Australia to refer to a health, aged or community care service (sometimes a combination sitting under one parent organisation/company) who holds a paid subscription to the Care Opinion Australia platform.
Withdrawn stories	A story that has been withdrawn by the storyteller prior to or after publication to the website. If the story had been published and then withdrawn, the story and response will no longer be publicly available.