

Care Opinion Australia's Assisted Storytelling Launch Kit

Why we developed the Assisted Storytelling Guide

We understand that volunteers and staff play a vital role in encouraging and collecting consumer feedback in health, community and aged care services. Over the past few months, a number of services have raised with us their concerns about difficulties staff and volunteers face when attempting to assist storytelling.

In response to this feedback, we have created a comprehensive guide for volunteers and staff to utilise when assisting storytelling on the Care Opinion platform. You may find it useful to help engage consumers who are generally more averse to providing feedback or to train new staff and volunteers and explore new options of assisting storytelling in your service.

The Launch

To launch the Assisted Storytelling Guide we will be running Assisted Storytelling Workshops in late August and early September ([view here](#)). This will be supported by blogging and email content going directly to our subscribing services.

Assisted Storytelling Workshop

**TUESDAY 23
AUGUST
SESSION 1:
2PM (AEST)**

**THURSDAY 1
SEPTEMBER
SESSION 2:
10AM (AEST)**

YOU'RE INVITED!

How you can get involved

You should have now received the Assisted Storytelling Pack, including the Assisted Storytelling Guide.

We would love to have you involved in our launch activities, and encourage you to participate by:

- Reading through the Assisted Storytelling Guide to develop a thorough understanding of the guide.
- Attending our Assisted Storytelling Workshops on August 23rd or September 1st.
- Sending invitations to your advisory council members (i.e. CAC or DHAC), ground staff, volunteers and community/consumer support groups.
- Set up an assisted storytelling space at your service. This might look like iPads with kiosk mode equipped, having assisted storytelling forms available at the counter and other informational material available to consumers. Check it out below!

