

## Helping a consumer to share their story

### What is Care Opinion?

A free, confidential website run by an independent not-for-profit organisation called Care Opinion. The website encourages consumers of health, community and aged care services in Australia to submit feedback about health and care they have received recently in the form of a story (an account of the care experience).

The story is moderated by the Care Opinion Australia team to ensure everyone stays safe in the public domain. This feedback can be viewed by the public so people can see what others' experiences have been with their local service providers, who are also invited to respond, making changes to improve the service they provide if appropriate.

<b>Today's date</b>	
<b>Who took the story</b>	
<b>When did your story happen? (e.g. last week, last 3 months, last year)</b>	
<b>Service name and department (if relevant)</b>	

Is the storyteller the: (please circle)?

Patient    Relative    Carer    Friend    Service User	<b>Postcode:</b>
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*\* Your postcode is entered into the system to confirm that you in the same geographic location to the service your story is linked to. It is how we ensure your story is linked to the correct service (e.g. hospital) as some services have the same names across different states.*

* Are they over 18 years of age? <i>If under 12 years of age parent/guardian consent required</i>	<input type="checkbox"/> Parent/Guardian consent for the story to be shared on Care Opinion
** Username (not their real name or birth year/date)	
*** Email address (or phone number if they do not have an email address)	

*\* We ask if you are an adult so we can identify if a storyteller is a young person or child as they may be more vulnerable than adults, requiring more care around the moderation and publication of stories.*

*\*\* We do not ask for your real name so the username is the name you will be addressed by when the service responds to your story. Do not include identifiable information.*

*\*\*\* We only ask for contact details so we can notify you when your story is published and if you get a response to it, or if we have a question about your story. **We do not share your contact details with anybody else, do not add it to any mailing lists and do not send spam to storytellers.***

For staff/volunteers: Please detail below why the assisted storytelling form has been used to collect this story.

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.

**Information for storytellers**

*By submitting this story to Care Opinion Australia, you are consenting to your story being published on the Care Opinion Australia website and shared online to help learning and change.*

*You understand that your personal information, including email/phone number and postcode will not be shared. For more information, you can go to [www.careopinion.org.au/info/consent](http://www.careopinion.org.au/info/consent).*

**If it seems appropriate to ask:**

How likely are you to recommend this service provider to friends and family if they needed similar care of treatment?

5. Extremely likely	
4. Likely	
3. Neither likely or unlikely	
2. Unlikely	
1. Extremely unlikely	
Don't know	

## Consent to publish your story or response

Before we publish your story or response, we will check it meets our moderation policy. We may make some small changes to your story so that we can publish it. If we feel your story would need big changes before we can publish it, we will contact you. We may decide not to publish your story if, for example, it is not about an experience of care, or if it raises serious legal issues, or for some other reason.

When we publish your story, anyone who visits the Care Opinion website can read it. Once your story is published we will send you an email to let you know.

## Consent to share your story or response

Your story will be published on the Care Opinion website, a public website, so that as many people as possible can learn from it. For example, we will send emails to relevant staff in health and care organisations, and we may share your story on social media too.

We will also share your story or response with organisations which make use of our data, such as the Australian Commission for Safety and Quality in Health Care, Federal and State politicians and academic researchers.

## Information we don't share

When we share your story or response, **we don't share your private information such as your email address or your postcode**. You can find detailed information on the information we collect from you, and what we share or keep private, in our privacy notice at <https://www.careopinion.org.au/info/privacy> .

## Withdrawing consent

You can withdraw your consent to us publishing and sharing your story at any time, by logging into Care Opinion. Go to the story you want to withdraw consent for, and click "withdraw".

## For staff/volunteers taking the story (please read and sign below)

I confirm that no copies of this story will be retained by the service and that the content will remain confidential in accordance with the Care Opinion storytelling process. The words and views contained in this form are that of the storyteller and I have not influenced or changed the content in any way.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_