

## What is Care Opinion?

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Care Opinion is a not-for-profit organisation that exists to help improve care services by providing a platform to enable open and transparent dialogue between clients and service providers.

It does this by providing a website where the public can publish their experiences of local care services. The website allows service staff to interact with these clients and consumers to help improve care.

How does it work?

- Members of the public anonymously post a story (positive or negative) about a service on the website (Care Opinion Australia retains their email address, but the service will not have access to it). Our team moderates all stories to ensure they do not identify any single member of staff
- Service staff at subscribed organisations are then alerted when a story is posted about their service, department or program.
- The organisation can then publish a response to the story on the website
- The story teller is then alerted to the organisation's response and the dialogue can continue.
- When a change occurs as a result of a story, the service provider can demonstrate that a change has been made.
- People visiting the website are able to search and review all client/carer stories about care services. Responses from relevant care organisations are also public.
- Visitors to the Care Opinion website are able to see the number of people in the healthcare organisation listening to client stories.

Care Opinion understands that gathering stories is time consuming for busy care professionals. Knowing how to work effectively with clients takes some experience. Care Opinion has over seven years of experience working with care organisations to help them get the most out of this type of client feedback.