

## Formola għall-kummenti

Feedback Form



### Aħna nilqgħu l-kummenti tiegħek

We welcome your feedback

Għandek id-dritt li timla din il-formola bil-lingwa preferuta tiegħek jew li jkollok interpretu biex jgħinek. Jekk għandek bżonn ta' interpretu, tista' ssaqsi persuna li taħdem fl-organizzazzjoni jew għamel sinjal fil-kaxxa ta' hawn taħt u urijilhom.

You have the right to complete this form in your preferred language or have an interpreter to support you. You can ask a person who works at the organisation if you need an interpreter or tick the box below and show them.

Għandi bżonn interpretu

I need an interpreter

**Dan huwa:**  Kumpliment  Ilment  Suggeriment

*This is a:*

*Compliment*

*Complaint*

*Suggestion*

**Jiena:**  Klijent  Membru tal-familja  Rappreżentant/Għandi rwol

*I am a:*

*Client*

*Family member*

*Representative/carer*

tal-għoti ta' kura  Xi rwol ieħor

*Other*

**Il-kumment tiegħi huwa fuq:**  Impjegat  Resident  Servizzi li qed nirċievi

*My feedback is about a:*

*Staff member*

*Resident*

*Services I am receiving*

Xi haġa oħra

*Other*

**Il-kumment tiegħek (tista' tikteb bil-lingwa ippreferuta tiegħek. Jekk għandek bżonn ta' aktar spazju biex tikteb il-kummenti tiegħek, tista' żżid paġna jew**

### ikteb fuq wara ta' din il- paġna)

*Your Feedback (you can write in your preferred language. If you need more space to write your comments, you can add a page or write at the back of this page)*

**X'tixtieq li tara li jseħħ bħala riżultat tal-kumment tiegħek? (tista' tikteb bil-lingwa ippreferuta tiegħek. Jekk għandek bżonn ta' aktar spazju biex tikteb il-kummenti tiegħek, tista' żżid paġna jew ikteb fuq wara ta' din il- paġna)**

*What would you like to see happen as a result of your feedback? (you can write in your preferred language. If you need more space to write your comments, you can add a page or write at the back of this page)*

Jekk trid li l-kumment tiegħek ikun anonimu tista' titfgħu ġewwa kaxxa tas-suggerimenti li hemm fis-servizz jew ibgħatu bil-posta f'dan l-indirizz:

*If you want your feedback to be anonymous you can place it into a suggestion box at the service or post it to:*

Benetas, PO Box 5093, Glenferrie South VIC 3122

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### Segwitu (jekk trid)

*Follow up (optional)*

Agħti d-dettalji tiegħek jekk tridna nikkuntattjawk dwar il-kumment tiegħek. Kull kumment huwa kunfidenzjali.

*Provide your details if you would us to contact you about your feedback. All feedback is confidential.*

Isem: \_\_\_\_\_  
*Name*

Telefown: \_\_\_\_\_  
*Phone*

Email: \_\_\_\_\_  
*Email*

## **X'għandek tistenna wara li l-kumment tiegħek jingħata lis-servizz:**

*Here is what to expect after your feedback is given to the service:*

- 1. Il-kumment tiegħek jiġi riċevut u rikonoxxut**  
*Your feedback is received and acknowledged*
- 2. Jekk ikun hemm bżonn, xi ħadd mis-servizz jikkuntattjak biex jiddiskuti aktar fil-fond**  
*If required, someone from the service will contact you to discuss further*
- 3. Is-servizz juża l-kumment tiegħek biex jitgħallem kif jista' jittejjeb**  
*The service will use your feedback to learn how it can improve*

Jekk ma tistax tirisolvi l-kumment tiegħek mal-fornitur tas-servizz, tista' tikkuntattja lill-Kummissjoni għall-Kwalità u s-Sigurtà tal-Kura tal-Anzjani (Aged Care Quality and Safety Commission) fuq **1800 951 822**. Jekk għandek bżonn ta' interpretu, ċempel 131450 Servizz Nazzjonali ta' Traduzzjoni u Interpretazzjoni (Translating and Interpreting Service (TIS) National).

*If you cannot resolve your feedback with the service provider, you can contact the Aged Care Quality and Safety Commission on **1800 951 822**. If you need an interpreter call 131 450 (Translating and Interpreting Service (TIS) National).*

**Grazzi talli sibt il-ħin biex tagħti l-kumment tiegħek fuq is-servizz tagħna.**

*Thank you for taking the time to provide feedback about our service.*