



SERBIAN SOCIAL SERVICES AND SUPPORT Inc.

Incorporation No. A0100287H

СРПСКИ СОЦИЈАЛНИ СЕРВИС И САРАДЊА Инк.



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Feedback Form / Obrazac za komentare

We welcome your feedback / Vaši komentari su dobrodošli

This is /Ovo je: ☐ Compliment / Komentar ☐ Complaint / Žalba ☐ Suggestion / Predlog

I am a/Ja sam: ☐ Client/Korisnik usluge ☐ Family member/Član porodice ☐ Other / Drugo
☐ Representative-Carer / Zastupnik/staratelj

1. Do staff treat you with respect? / Da li Vas osoblje tretira sa poštovanjem?

- ☐ Always / Uvek
- ☐ Most of the time / Uglavnom
- ☐ Some of the time / Ponekad
- ☐ Never / Nikad

2. Do staff follow up when you raise things with them? / Da li osoblje odgovori na Vaše zahteve?

- ☐ Always / Uvek
- ☐ Most of the time / Uglavnom
- ☐ Some of the time / Ponekad
- ☐ Never / Nikad

3. Do you participate in making decisions about what services are provided? / Da li učestvujete u donošenju odluka o tome koje usluge se Vama pružaju?

- ☐ Always / Uvek
- ☐ Most of the time / Uglavnom
- ☐ Some of the time / Ponekad
- ☐ Never / Nikad

4. Do you get the services you need? / Da li dobijate usluge koje su Vam potrebne?

- ☐ Always / Uvek
- ☐ Most of the time / Uglavnom
- ☐ Some of the time / Ponekad
- ☐ Never / Nikad

5. Is the information that you are given about services easy to understand? / Da li su informacije o uslugama koje dobijate lako razumljive?

- ☐ Always / Uvek
- ☐ Most of the time / Uglavnom
- ☐ Some of the time / Ponekad
- ☐ Never / Nikad

6. What is the best thing about the service(s) you receive? / Šta najviše volite u vezi sa uslugama koje dobijate?

7. How could the service(s) be improved? / Kako bi se usluga-e mogla-e poboljšati?

Provide your details if you would like us to contact you about your feedback. All feedback is confidential. /
Navedite svoje podatke ako želite da Vas kontaktiramo u vezi sa Vašim komentarom. Svi komentari su poverljivi.

Name/Ime i prezime: _____

Phone / Telefon: _____

Date: _____

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

1. Your feedback is received and acknowledged
2. If required, someone from the service will contact you to discuss further
3. The service provider will use your feedback to learn how it can improve

Evo šta možete da očekujete nakon što Vaš komentar bude dostavljen:

1. Potvrdiće se prijem Vašeg komentara
2. Ako je potrebno dodatno da se razgovara sa Vama, neko iz službe će Vas kontaktirati.
3. Služba će iskoristiti Vaš komentar da vidi kako može poboljšati svoj rad.

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).

Ako se problem koji ste izneli u obrascu ne može rešiti sa pružaocem usluga, obratite se Komisiji za kontrolu kvaliteta i bezbednosti usluga koje se pružaju starijim osobama na 1800 951 822. Ako Vam je potreban tumač, pozovite 131 450 (Služba za usmeno i pismeno prevođenje).

**Thank you for taking the time to provide feedback about our service.
Hvala Vam što ste izdvojili vreme da dostavite komentar o našim uslugama.**