

# Service provider organisation—feedback collection indicator, yes/no code N

Exported from METEOR (AIHW's Metadata Online Registry)

© Australian Institute of Health and Welfare 2024

This product, excluding the AIHW logo, Commonwealth Coat of Arms and any material owned by a third party or protected by a trademark, has been released under a Creative Commons BY 4.0 (CC BY 4.0) licence. Excluded material owned by third parties may include, for example, design and layout, images obtained under licence from third parties and signatures. We have made all reasonable efforts to identify and label material owned by third parties.

You may distribute, remix and build on this website's material but must attribute the AIHW as the copyright holder, in line with our attribution policy. The full terms and conditions of this licence are available at <https://creativecommons.org/licenses/by/4.0/>.

Enquiries relating to copyright should be addressed to [info@aihw.gov.au](mailto:info@aihw.gov.au).

Enquiries or comments on the METEOR metadata or download should be directed to the METEOR team at [meteor@aihw.gov.au](mailto:meteor@aihw.gov.au).

# Service provider organisation—feedback collection indicator, yes/no code N

## Identifying and definitional attributes

<b>Metadata item type:</b>	Data Element
<b>Short name:</b>	Feedback collection indicator
<b>METEOR identifier:</b>	290438
<b>Registration status:</b>	<a href="#">Community Services (retired)</a> , Standard 10/04/2013 <a href="#">Disability</a> , Standard 13/08/2015 <a href="#">Health</a> , Standard 05/12/2007
<b>Definition:</b>	Whether feedback relating to services and service delivery is actively and routinely collected from clients and staff within a service provider organisation, as represented by a code.
<b>Data Element Concept:</b>	<a href="#">Service provider organisation—feedback collection indicator</a>
<b>Value Domain:</b>	<a href="#">Yes/no code N</a>

## Value domain attributes

### Representational attributes

<b>Representation class:</b>	Code	
<b>Data type:</b>	Boolean	
<b>Format:</b>	N	
<b>Maximum character length:</b>	1	
	<b>Value</b>	<b>Meaning</b>
<b>Permissible values:</b>	1	Yes
	2	No

### Source and reference attributes

<b>Submitting organisation:</b>	Australian Institute of Health and Welfare
---------------------------------	--

## Data element attributes

### Collection and usage attributes

**Guide for use:**

The active and routine collection of feedback from clients and/or staff means that, as a matter of routine, the agency initiates and implements feedback mechanisms and does not rely on mechanisms such as ad hoc comments, ad hoc questionnaires, informal debriefing sessions, or similar casual arrangements.

Active mechanisms include the use of periodic questionnaires that are implemented through either face-to-face interviews, by telephone or by mail, focus groups aimed at collecting feedback from the participants, established debriefing sessions, or other routine procedures the agency has in place to collect feedback.

**CODE 1 Yes**

The service provider organisation actively and routinely collects feedback relating to services and service delivery from clients and staff within the service provider organisation. If feedback is actively and routinely collected from clients only or staff only, this should be recorded as 'No' (Code 2).

**CODE 2 No**

The service provider organisation does not actively and routinely collect feedback relating to services and service delivery from clients and staff within the service provider organisation.

**Collection methods:**

Record only one code.

**Source and reference attributes**

**Submitting organisation:** Palliative Care Intergovernmental Forum

**Relational attributes**

**Implementation in Data Set Specifications:** [Disability services/supports outcomes cluster](#)  
[Community Services \(retired\)](#), Standard 10/04/2013  
[Disability](#), Standard 13/08/2015

[Palliative care performance indicators DSS](#)  
[Health](#), Retired 02/12/2015

**DSS specific information:** This information is required for the calculation of the national palliative care performance indicator number 3: 'The proportion of palliative care agencies, within their setting of care, that actively collect feedback from patients/consumers and staff (within the workforce) relating to services and service delivery'.