

Service provider organisation—feedback collection method, code N[N]

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Identifying and definitional attributes

Metadata item type:	Data Element
Short name:	Feedback collection method
METEOR identifier:	527157
Registration status:	Community Services (retired) , Standard 10/04/2013 Disability , Standard 13/08/2015
Definition:	The method the service provider organisation employs to actively and routinely collect feedback on services and service delivery, as represented by a code.
Data Element Concept:	Service provider organisation—feedback collection method
Value Domain:	Feedback collection method code N[N]

Value domain attributes

Representational attributes

Representation class:	Code
Data type:	Number
Format:	N[N]
Maximum character length:	2

	Value	Meaning
Permissible values:	1	Questionnaire - periodic face-to-face interview
	2	Questionnaire - face-to-face interview on exit
	3	Questionnaire - periodic telephone interview
	4	Questionnaire - telephone interview on exit
	5	Questionnaire - periodic written survey
	6	Questionnaire - written survey on exit
	7	Questionnaire - on-line feedback survey
	8	Feedback focus group
	88	Other

Data element attributes

Collection and usage attributes

Guide for use:

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

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

The aim of the method used must be to collect feedback on services and service delivery.

'Periodic' may mean at set intervals or at (a) specified points in time during the service episode.

'On exit' refers to the closure of the service episode (for clients or related people), or (for staff) the time at which the staff member ceases to be employed by the agency.

CODE 8 Feedback focus group

An in-depth qualitative interview with a small number of persons, held specifically to collect feedback from the participants.

Collection methods:

More than one code can be recorded.

Source and reference attributes**Submitting organisation:**

Australian Institute of Health and Welfare

Relational attributes**Implementation in Data Set**

[Disability services/supports outcomes cluster](#)

Specifications:

[Community Services \(retired\)](#), Standard 10/04/2013

[Disability](#), Standard 13/08/2015