

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

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# 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="#">Health</a> , Standard 05/12/2007 <a href="#">Community Services (retired)</a> , Standard 10/04/2013 <a href="#">Disability</a> , Standard 13/08/2015
<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

## 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** [Disability services/supports outcomes cluster](#)

**Specifications:** [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'.