

Consumer Reviews Terms and Conditions/ Guidelines

DPS provides the ability for users of our Aged Care Guide (www.agedcareguide.com.au) website to provide ratings and reviews for individual providers. We respect the unique and sensitive nature of Aged Care Services. Our guidelines strive to ensure that all reviews and responses are respectful, helpful and informative. These guidelines may be updated from time to time.

By posting a rating, review or response to Aged Care Guide, you must ensure that the information you upload complies with our terms and conditions/ guidelines. We do not guarantee that anything that is submitted will be used on our website, or will stay on the website permanently.

Before a review is published DPS will check it against our moderation guidelines. These reviews may then be modified or declined at the discretion of DPS. Where declined, DPS may, but is not required to, notify the reviewer via email why a review was declined. Reviews can be declined due to inappropriate content, language or for any other reason that DPS determines appropriate.

Please note as we moderate every review or response it can take some time before we publish what you write (typically 48 hours, but sometimes more, for example, if the review is posted over the weekend).

All ratings and reviews must have the user's email verified before it will be posted. DPS will provide the reviewer with the option to not have their name published on the website and made available to providers.

The privacy of the reviewer and the privacy of others is important. Reviews or responses must not identify individuals in an attempt to negatively affect the reputation of an individual (this also applies to any information that could be reasonably used to identify an individual). We may not publish reviews or responses that negatively impact the reputation of an individual.

Reviews and responses have the power to influence others in the Aged Care sector. It's important that you only talk about your own experience.

- Hearsay is not a review and most likely will not be posted after moderation.
- Reviews that are not factual will be moderated before being posted
- Reviews that are second-hand information will not be published
- Comments about things that are not relevant to the service given by a provider may be removed and not published

If any review or response has the following included it will not be published:

- Swearing
- Comments that may be, or encourage behaviour that is:
 - Offensive;
 - Abusive;

- Defamatory;
- Discriminatory;
- Harassing;
- Unlawful, or
- Otherwise harmful
- Political commentary
- Advertisements for products or services
- Accusations of criminal conduct, or comments on anything we know is currently being investigated by authorities.
- Factual inaccuracies or information that could mislead or deceive someone
- Content that infringes on someone else's protected information, like their intellectual property, or information that is confidential or personal
- Reviews that are repetitive
- Other comments that we reasonably believe are in violation of any applicable laws, or guidelines published by the Australian Competition and Consumer Commission, or other relevant regulatory body from time to time.

Providers have the option to provide a single response to approved reviews. Providers have a limited period to provide a response (generally 14 days) which can be extended at DPS discretion.

Before a provider's response is published DPS will check it against our moderation guidelines. Responses may be modified or declined at the discretion of DPS. Where declined, DPS may, but is not required to, notify the responder via email why a response was declined. Responses can be declined due to inappropriate content, language or for any other reason that DPS determines appropriate. Names may be removed for privacy purposes.

We will not publish or will remove reviews that we know have been written by a provider about their own service. We will remove or will not publish reviews that are presented as impartial, but are found to have been written by a provider, a provider's competitor or by a person paid or induced to write the review.

DPS reserves the right to notify authorities where DPS believes an illegal activity may have occurred.

If you'd like to give feedback, have any questions about these terms and conditions/ guidelines, or notice any reviews or responses that you don't think meet them, please let us know. Contact us at info@agedcareguide.com.au.

FAQ's

Why should I write a review?

Writing reviews means that you get to have your voice heard and let the provider know feedback about their service and how it made you feel or what you experienced. It helps other consumers looking at the same services to make informed decisions. Reviews help providers improve their services or acknowledge providers/ staff members for jobs well done.

What do I put in my review?

We find it best if you ask yourself some questions prior to creating the review.

- What is something that you liked and why did you like it?
- What is something that you didn't like and how would you like to see it improved?

How many stars should I give?

***** 5 Stars means you loved it and wouldn't change anything

*** 3 Stars means it was good, but there are things you would like to change

* 1 Star means you didn't like it at all and would not utilise their service again

Will my review be moderated?

Yes, all reviews and responses will be moderated in line with our moderation guidelines before being posted. When we look at your review, we will be looking at the content, not at the style of your writing. We believe your review should reflect the way you communicate so we will not edit grammar or spelling. Names may be removed for privacy purposes.

How do you moderate reviews?

If the review or response doesn't fit with our terms and conditions/ guidelines we may try to contact you to let you know, may not publish the review, or may edit out parts of the review that don't meet our guidelines.

Do I need to pay to leave a review?

No, all reviews and responses (by a provider) are Free to leave and respond to - DPS provides this service free of charge