

Will my information be kept confidential?

Your records relating to the Residents' Experience Surveys and any other information received will be kept strictly confidential and securely stored. Your identity will not be revealed in any reviews and reports which may be published, and any information collected from you will remain confidential as required by law.

How long will my information be stored and will it be stored securely?

Information collected for the Residents' Experience Surveys will be stored securely in Australia for 15 years. After 15 years it will be securely deleted.

Who is organising and funding the Residents' Experience Surveys?

The Residents' Experience Surveys are funded by the Australian Government Department of Health and Aged Care.

The work is being done by three companies working in partnership:

- IQVIA is leading the operation of Residents' Experience Surveys and managing the data
- Access Care Network Australia (ACNA) is conducting the surveys
- HealthConsult is evaluating the conduct of the surveys.

Where can I get more information?

If you would like further information about the Residents' Experience Surveys or if you have any questions or concerns, you can contact our survey team at connect@residentexperiencesurveys.com.au or via **1300 151 537**.

What if I have a complaint?

If you have a complaint about the Residents' Experience Surveys, please call **1300 151 537** or visit www.residentexperiencesurveys.com.au.



The operation of Residents' Experience Surveys is led by IQVIA and will be administered and conducted in partnership with Access Care Network Australia (ACNA) and HealthConsult, on behalf of the Australian Government Department of Health and Aged Care.

© 2023 IQVIA. IQVIA Solutions Australia Pty Ltd, ABN 19 000 967 859, Level 8, 201 Pacific Highway, St Leonards NSW 2065. IQVI025f Date of preparation: January 2023



Residents' Experience Surveys

Residents of aged care homes Participant Information Statement



Residents' Experience Surveys to inform aged care star ratings

You are invited to take part in a survey to capture the experiences of people living in government-funded residential aged care homes across Australia.

This Participant Information Statement tells you about the Residents' Experience Surveys. It will help you understand the process involved with taking part in the survey, and help you decide if you want to participate.

Please read this information carefully and feel free to ask our survey team about anything that you do not understand or want to know more about. Before deciding whether to take part in the survey, you might want to talk about it with a relative, friend or carer.

Participation in the Residents' Experience Surveys is voluntary. You do not have to take part if you do not want to. If you agree to take part in this survey, you are telling us that you:

- understand what the Residents' Experience Surveys are about and the process involved
- agree to take part in the Residents' Experience Surveys outlined below
- agree to the use of your personal information as described.

What are the Residents' Experience Surveys about?

In 2022 the Australian Government conducted Consumer Experience Interviews in all commonwealth-funded aged care homes as part of the star rating system recommended by the Royal Commission into Aged Care Quality and Safety. The survey findings contributed to the overall Star Rating in 2022 to help older Australians and their representatives to compare aged care homes and make choices about care that is right for them.

Each residential aged care home will be rated from one to five stars based on information about quality indicators, service standards, resident experiences, and staff care minutes.

What information is collected about resident experiences?

We are asking residents in all residential aged care homes across Australia to share their experience about where they live, including what they like and what they do not like.

What is involved for me?

Survey team members from Access Care Network Australia (ACNA) will schedule a day to visit your residential aged care home. Residents will be randomly selected to participate, ensuring all residential areas of the aged care home are represented. Every resident in the residential aged care home has a similar chance to participate and be represented.

If you are offered the opportunity to participate in the survey, the survey team member will invite you to speak in private where you cannot be overheard. They will explain the process and answer any questions you have. They will ask for your consent to participate in the survey. You can ask to have someone you trust (like a family member) to sit with you or join by telephone if you want.

If you agree to take part, the survey team member will ask you 14 short questions about your experience living in this residential aged care home. This includes questions about what you like and don't like about where you live, such as the food, the care you receive and how staff treat you. They will also ask you questions about yourself.

The survey will take about 10 to 30 minutes. The survey team member will record your answers directly on a computer or iPad. They will not share any of your survey answers with anyone at your residential aged care home. To ensure you feel comfortable to answer freely, aged care home staff will not be present during the survey. Your answers will be anonymous and will not be linked back to you. You don't have to answer any questions if you don't want to. After you complete the survey and if you consent, a close family member may be contacted and invited to complete the survey as well.

I am a family member or friend of a resident. Can I participate?

These surveys are for residents of residential aged care homes. In some cases, when residents are unable to speak for themselves, the survey may be completed by a representative as a proxy. A proxy should be a close family member or friend, such as a person nominated under a power of attorney and/or guardian, who is able to speak on behalf of the resident about their experiences living in the aged care home.

Do I have to take part? What if I change my mind?

You do not have to take part if you do not want to and can change your mind at any time. If you decide not to take part, the survey team member will invite the next resident on the list.

If you agreed to take part and then change your mind, that is okay. You can stop the survey and withdraw at any time. Information already received will be stored unless you request otherwise. No further information will be collected about you.

Your decision about whether to take part and the information you give will not affect the care you receive or your relationship with your care providers and the survey team.

What are the possible benefits of taking part?

This is an important opportunity for you to provide anonymous feedback about the care and services you are receiving in your residential aged care home. Participating in the interviews means that you will not only have your say, but your home will be provided with feedback about how it can improve.

What if you have concerns about your current aged care home?

The survey process might identify concerns you have with your current aged care home. If you advise the survey team member that you are unhappy with your current aged care home (e.g. service quality, staff issues, COVID procedures etc) our team member will be able to assist by:

- suggesting you raise these concerns with the aged care provider, or suggesting that you have the right to change aged care providers, and/or
- providing you with contact details for the Australian Government Aged Care Quality and Safety Commission.
- Australia-wide Older Persons Advocacy Network (OPAN) which provides free advocacy services to older people, their families and representatives to understand and navigate the aged care system, as well as assisting in resolving aged care issues as they arise.

What will happen to information about me?

The survey team member will save your information anonymously so that it is not linked to your name or other identifying information. This means you cannot be identified by your aged care home or the Department of Health and Aged Care from the data you provide.

This information will only be used to inform the star rating for your residential aged care home.

Your survey answers will be combined with the answers given by other people living at your aged care home and summarised in a report to give an overall 'resident experience' score for where you live. This score will become part of the star rating for your aged care home.

