

## Can family or friends participate?

The intent of the survey is to capture the experiences of people living in aged care homes.

However, there may be instances where someone selected to be surveyed is unable to participate themselves, in which case the survey can be completed by a representative as a proxy.

A proxy should be a close family member or friend, such as someone nominated under a power of attorney and/or a guardian who is able to speak on behalf of the resident about their experiences living in the aged care home.

## Participation is voluntary

Survey participation is voluntary. You don't have to take part if you don't want to and can change your mind at any time.

Whether you participate in the survey or not will have no impact on the care you receive at your residential aged care home.


## Information collected from you

The survey team member will save the information you share during the survey into a computer in a way that ensures it cannot be used to identify you.

Your survey responses will be combined with answers given by other people living at your residential aged care home and summarised in a report to give an overall 'Residents' Experience' score for where you live.

This score will become part of the star rating for your residential aged care home. Your individual answers will not be shared with anyone working where you live.

Information collected during the survey is strictly confidential and stored securely. 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.



Surveys are **voluntary**.  
You will be asked  
to give consent.

# Share your experience of residential aged care



Residents'  
Experience  
Surveys

## Collecting information about your experiences

In the coming weeks, a member of an independent survey team may invite you to take part in a survey aimed to capture the experiences of people living in government-funded residential aged care homes across Australia. If you are offered the opportunity to participate in the survey you can share your experience about where you live.

## What are the Residents' Experience Surveys about?

The information collected from the surveys will be used to prepare a Residents' Experience Report, and contribute towards a star rating system for residential aged care homes.

The Australian Government introduced the Residents' Experience Star Rating in December 2022, to help Australians compare the quality of different residential aged care homes and make an informed choice about where they live.

**Survey time: 10–30 minutes**  
**An interpreter or other assistance can be organised, if required.**

## How you will be involved

If you agree to participate in the survey, you will be asked 14 short questions about your experience living in a residential aged care home by a member of a skilled independent survey team.

The survey will include 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.

Aged care home staff will not be present during the survey and your answers will be anonymous, so you can feel comfortable to answer freely. Please be assured that you don't have to answer any questions if you don't want to.

**Up to 1 in every 5 residents will be surveyed**



## 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.

## More information

If you would like more information about the Residents' Experience Surveys, please scan the QR code or visit [www.residentexperiencesurveys.com.au](http://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.

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