



Residents' Experience Survey questions

2023 onwards

The Residents' Experience Survey consists of 14 set questions that will be asked of every participant. The survey offers older people in residential aged care the opportunity to share feedback about the quality of care they receive. In 2023, question 12 was modified after receiving feedback during the 2022 survey.

The set of questions include:

- 12 Likert scale questions that require participants to choose their preferred response from a set of simple options ('always', 'most of the time', 'some of the time' and 'never').
- Two open-response questions that enable participants to further elaborate on their experience of the care in their residential aged care home, in their own words.

The 12 Likert scale questions for 2023 are:

1. Do staff treat you with respect?
2. Do you feel safe here?
3. Is this place well run?
4. Do you get the care you need?
5. Do staff know what they are doing?
6. Are you encouraged to do as much as possible for yourself?
7. Do staff explain things to you?
8. Do you like the food here?
9. Do staff follow up when you raise things with them?
10. Are staff kind and caring?
11. Do you have a say in your daily activities?
12. How likely are you to recommend this residential aged care home to someone?

The two open-response questions are:

13. What would you say is the best thing about this service?
14. What is one thing you would suggest as an improvement at this service?