



Residents' Experience Survey

A guide for older people in residential
aged care





This document is written in an easy to read way.

We use pictures to explain some ideas.



Australian Government
Department of Health
and Aged Care

This document was written by the **Australian Government.**



Some words are written in **bold**.
These words are the name of something.



This document is about the **Residents' Experience Survey.**



What is the survey?

The Residents' Experience Survey is a way to share how you feel about your aged care home.



We do the survey every year at aged care homes that are funded by the **Australian Government**.



The survey team does not work for the government or an aged care home. They make sure the survey is fair and honest.



The survey has 14 questions.



You will need 10 to 30 minutes to finish the survey.



The survey asks questions like:

- Do you get the care you need?



- Do you like the food here?



- Are staff kind and caring?



Why is the survey important?

Your answers to the survey help make the services in aged care homes better.



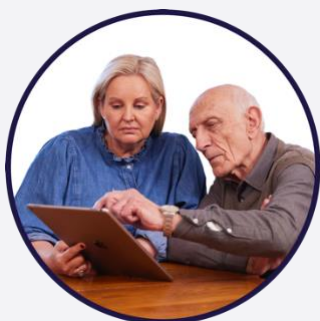
How is the survey taken?

A survey team will visit your aged care home and choose people to do the survey.



The survey team will:

- Introduce themselves



- Explain the survey



- Ask if you want to be involved



We will not share your answers on the survey with other people.



Your answers to the survey will go into a report.



A family member or friend can help you do the survey:

- On the phone



- In person



You can [watch a video](#) about the **Resident's Experience Survey**, by going to this website:

www.health.gov.au/our-work/residents-experience-surveys

This Easy Read document was produced by Think HQ. If you have any questions or would like an Easy Read document produced, please contact hello@think-hq.com.au.

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