



Australian Government  
Department of Health, Disability and Ageing



# Residents' Experience Survey

A guide for older people in residential aged care

 [www.health.gov.au/our-work/residents-experience-surveys](https://www.health.gov.au/our-work/residents-experience-surveys)



# What is the Residents' Experience Survey?

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The Residents' Experience Survey is an opportunity to share your views on the care you receive at your aged care home.

It is conducted annually at aged care homes across Australia.

The survey is managed by an independent third-party survey team on behalf of the Australian Government.

Feedback received through the Residents' Experience Survey is used to understand the quality of services at each aged care home from the resident's perspective.

## Why is the Residents' Experience Survey important?

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Your views and experiences are important to us and offer a valuable insight into the quality of care delivered by your aged care home.

All feedback shared by residents during the survey remains anonymous. This means your name is not disclosed to your provider or the government as having participated. Your survey responses are not linked to you in any way.

The de-identified feedback shared by residents through the Residents' Experience Survey is collated into a report for each aged care home. This report helps your aged care home understand what they are doing well and where improvements can be made.

Your feedback is also used to calculate the Star Ratings Residents' Experience rating for your aged care home.

Star Ratings provides transparency about the performance of aged care homes to help older people, their families and carers compare quality and make decisions about their care.

All aged care homes receive an Overall Star Rating and a rating against 4 sub-categories:

- Residents' Experience
- Compliance
- Staffing
- Quality Measures.

You can find Star Ratings on the '[Find a provider](#)' tool on the My Aged Care website here:



[www.myagedcare.gov.au/find-a-provider](https://www.myagedcare.gov.au/find-a-provider)

# What questions are asked in the Residents' Experience Survey?

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The survey includes 14 questions in total. The first 12 are Likert scale questions. This refers to questions that seek to understand your opinions about the care you receive at your aged care home.

You will be asked to choose a response from a set of simple and graphically displayed responses such as, 'always', 'most of the time', 'some of the time' and 'never'.

The final 2 questions are open-response questions for you to provide more detail about your views.

## **The 12 Likert scale questions 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 2 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?

# Who conducts the Residents' Experience Survey?

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During consultations about the aged care reforms, older people shared that they feel more comfortable giving feedback to an independent third party, rather than to their aged care provider or directly with the Government.

The Australian Government respects this preference and has engaged a qualified and skilled external third party to manage the Residents' Experience Survey.

The survey teams who conduct the survey:

- are qualified to work with older people
- have undergone police checks
- are vaccinated against COVID-19 and influenza.

# When does the Residents' Experience Survey take place?

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The Residents' Experience Survey is conducted at all Australian Government funded aged care homes every year between February and October.

The survey can take between 10 to 30 minutes to complete.



# A step-by-step guide to resident participation.

The independent survey team who conducts the Residents' Experience Survey works with your aged care provider to arrange a suitable day to visit your aged care home.

The staff at your home will inform you and your family or carer of the agreed date.

On the day of the visit, you can expect:



1

**The survey team will invite around 10 per cent of residents at your home to participate.**

2

**If a survey team member selects you, they will:**

- introduce themselves
- explain the purpose of the survey
- ask for your consent to participate.



3

If you agree to participate, you will be asked a series of questions to confirm your consent.

You will then be invited to complete the survey in private. It can take between 10 to 30 minutes.



4

Staff from your aged care home will not be present during the survey. You can invite a family member or friend to be present if you wish.

Your answers will be documented directly onto a laptop or similar by the survey team member.

5

**Participation is voluntary so you can stop at any time throughout the process and any responses captured will be deleted.**



**The survey team can organise interpreters and other support to help you participate.**



If you have any questions about the survey please speak with the staff at your aged care home.



# Frequently Asked Questions

## **I'm keen to share my feedback. Can I nominate to participate?**

Participants are selected randomly. This ensures everyone has a similar chance to participate in the Residents' Experience Survey. It also helps to protect the privacy of participants and prevent any potential bias.

## **Can I decline the invitation to participate?**

Yes, you can decline. The survey team member will delete any responses captured and invite another resident to participate.

## **Can I ask a family member or friend to support me on the day?**

Yes, a family member or friend is welcome to support you during the survey either in-person or over the phone.

## **Can I ask someone to participate on my behalf?**

While the preference is to hear from residents directly, we acknowledge this is not always possible. Therefore a representative (a proxy) is able to participate on your behalf.

A proxy should be a family member or friend, such as a person nominated under a power of attorney and/or guardian, who is able to speak on your behalf.

## **What happens if I change my mind about participating?**

You can change your mind at any time. If you decide during the survey that you would like to stop participating, please let the survey team member know. Any responses already collected will be deleted.

## **How are you supporting people with cognitive impairment to participate?**

The survey has been designed to support all residents to exercise their right to have their voice heard and the opportunity to provide feedback on their care. This includes people with cognitive impairment. This is particularly important as more than half of all older people residing in aged care homes are living with some form of cognitive impairment.

The survey team is experienced in working with people with cognitive impairment to ensure they can engage meaningfully in the survey process. If a person is unable to actively participate, a representative (a proxy) is able to act as the voice of the resident.

## **How are you supporting culturally and linguistically diverse residents to participate?**

The survey has been developed to be inclusive and sensitive to the needs of residents. This includes making sure the survey team is qualified to engage with older people from diverse backgrounds in an appropriate manner.

Language interpreters can be arranged, and in some circumstances a nominated representative may be contacted to complete the survey on the resident's behalf.

## **What happens to my feedback after the survey?**

Resident feedback is summarised into a Residents' Experience Report for your provider. The report summarises where residents feel their provider is doing well and areas for improvement.

The data from the survey also informs the Star Ratings Residents' Experience rating for your aged care home.

Star Ratings provides transparency about the performance of aged care homes to help older people, their families and carers compare and make decisions about their care.

The Residents' Experience rating accounts for 33 per cent of the Overall Star Rating for your aged care home.

You can view your aged care home's Star Rating through the 'Find a Provider' tool on the My Aged Care website [www.myagedcare.gov.au/find-a-provider](http://www.myagedcare.gov.au/find-a-provider).

## **How is my privacy protected?**

Your participation in the survey is anonymous. This means your feedback is not linked to your name, or any other identifier.

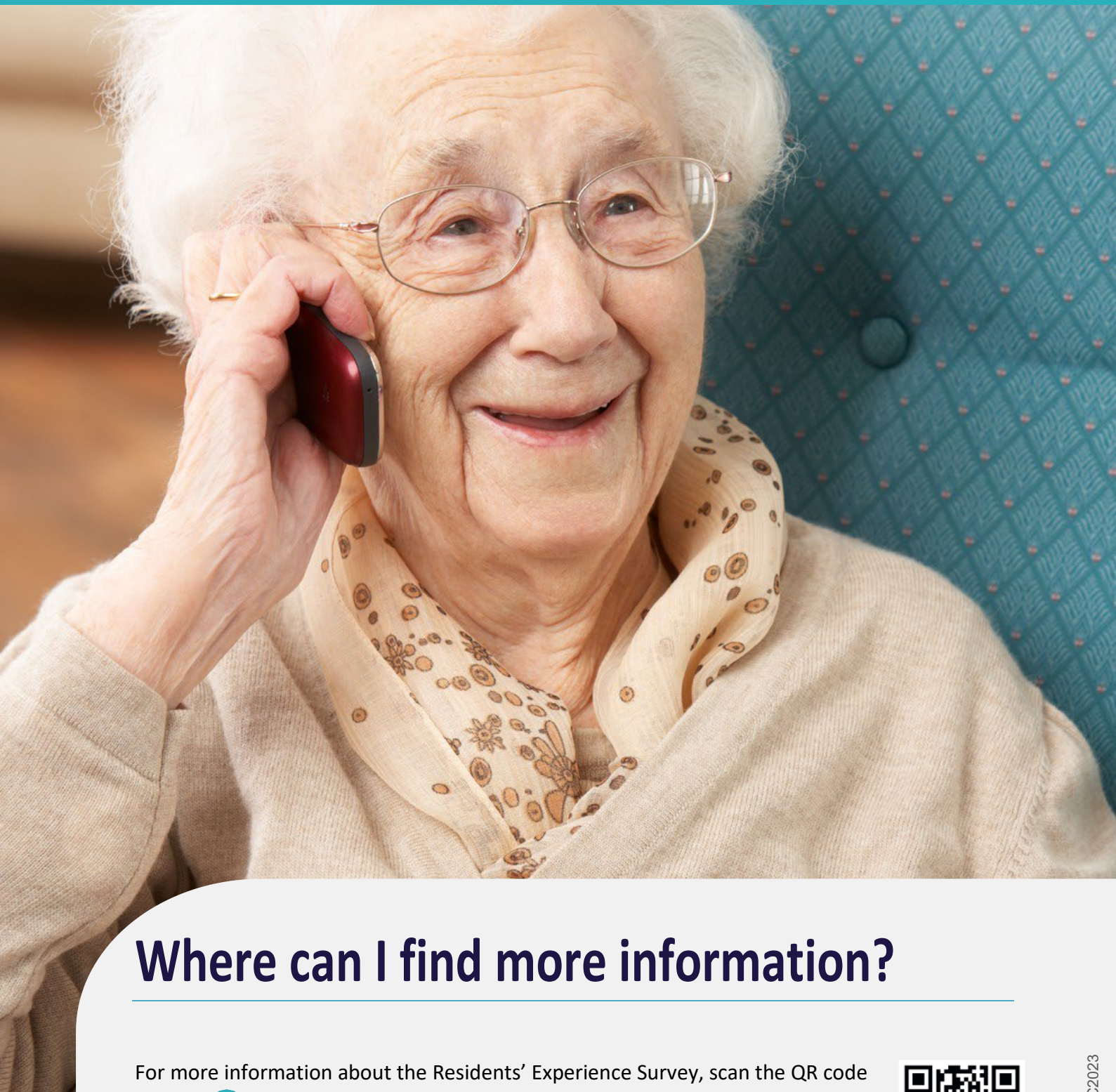
Your feedback is confidential and is not shared with your provider or the Australian Government until it has been de-identified.

That's why we require a minimum of 10 per cent of all residents to participate. This means there is enough participants to allow feedback to be de-identified.

## **I have concerns about my care. What can I do?**

If you have any concerns about your care, you can:


- Raise these concerns directly with the staff at your aged care home.
- Contact the Aged Care Quality and Safety Commission by phone 1800 951 822 or in writing to GPO Box 9819, in your capital city. Visit [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au) for more information.
- Contact the Older Persons Advocacy Network (OPAN) which provides free advocacy services to older people, their families, and representatives. Phone **1800 700 600** or visit [www.opan.org.au](http://www.opan.org.au)



## Where can I find more information?

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For more information about the Residents' Experience Survey, scan the QR code

or visit:  [www.health.gov.au/our-work/residents-experience-surveys](https://www.health.gov.au/our-work/residents-experience-surveys)

