



Residents' Experience Survey

What we heard in 2024

The Residents' Experience Survey (RES) is an annual survey for older people living in Australian Government-funded residential aged care homes. The survey is a Department of Health, Disability and Ageing initiative and is run each year since 2022. It is delivered by an independent third party with a qualified survey team. We aim to survey around 20 per cent of residents each year.

The RES captures the experiences of aged care residents throughout Australia and provides vital insights into the quality of the services they receive. Survey data is shared in Residents' Experience Reports, which provide participating residential aged care homes with information on what is working well and what can be improved at their service. The RES is used in the calculation of each home's Star Rating and makes up a third of the Overall Star Rating. Star Ratings provides older people, their families and carers a clear and transparent way to compare the quality of aged care homes.

Over 36,000 residents across 2,603 residential aged care homes participated in the 2024 round of RES. Below is a summary of the key findings.

For information on findings from the previous rounds of the RES, visit:

www.health.gov.au/our-work/residents-experience-survey/findings

Key outcomes



Resident satisfaction

Overall, residents responded the same or more positively to all questions in 2024 compared to 2023. Of residents surveyed, 88% said they were likely to recommend their aged care home to someone, showing a high level of satisfaction among aged care residents. This represents an overall improvement of 3% compared to 2023. This improvement was seen across residential aged care population groups including residents from culturally and linguistically diverse (CALD) backgrounds, Aboriginal and Torres Strait Islander and residents from diverse backgrounds and experiences.

“Residents responded the same or more positively to all questions in 2024 compared to 2023.”



This was measured by question 12: “How likely are you to recommend this residential aged care home to someone?” Percentage increase is from 2023 to 2024. This question was not asked in 2022.

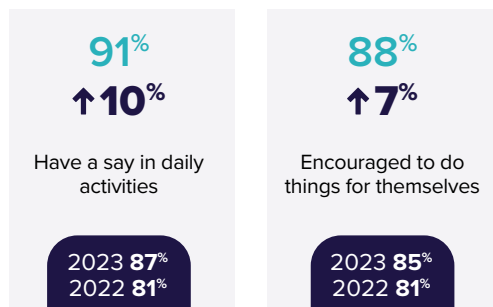




Autonomy

Resident autonomy, the extent to which residents continue to live independently, was the most improved area of the survey from 2023 to 2024. It is measured by the questions “Do you have a say in your daily activities?” and “Are you encouraged to do as much for yourself?”. This suggests a consistent positive shift in residents’ perceived autonomy and self-determination.

“Resident autonomy was the most improved area of the survey.”



Percentage increase is from 2022 to 2024.



Care environment

The care environment includes social, physical, and functional aspects of care including safety, wellbeing and comfort. Residents responded positively to questions related to their care environment such as, “Do you feel safe here?” and “Are staff kind and caring?”. More than 95% of residents reported feeling safe in their aged care homes and that staff are kind and caring. These results are consistent with the 2023 RES and suggest that most residents feel that their care needs are being met.

“More than 95% of residents reported feeling safe.”



Percentage increase is from 2022 to 2024.

Key improvement areas



Food

While 70% of residents were satisfied with the food, this was again the lowest ranked question for 2024. Residents asked for improvements to food quality and variety, with food being the most raised issue in response to the open text response question “What is one thing you would suggest as an improvement at this service?”.

Common concerns included quality, variety and suitability for dietary needs. Providers have an opportunity to build on what matters most to residents by taking steps to improve meal quality, menu variety and the dining experience.

70%

0% Change

Like the food

2023 70%
2022 70%

What residents thought could be improved:

“The food taste and presentation could be better.”

“Improving the food, not hot enough when eating in rooms.”

“The food could be improved by choice of menu and staff ability.”





Staffing

Staffing was the second most common issue raised. Residents in larger aged care homes and residents with high daily living support needs were more likely to request staffing improvements. Specific issues raised included staff availability, turnover and communication skills.

The question “Do staff follow up when you raise things?” remains one of the lowest-scored questions in RES, highlighting that proactively responding to feedback would build higher resident satisfaction, greater trust and stronger relationships.

Low satisfaction with communication is a persistent theme, particularly regarding staff explanations and follow-up. Providers have an opportunity to build on what is important to residents by fostering clearer, more inclusive communication practices.



Percentage increase is from 2022 to 2024.

What residents thought could be improved:

“Communication between staff, extra time spent getting to know how we are going/ keeping us company.”

“More staff, the ones here work so hard and never seem to have enough time in their days.”

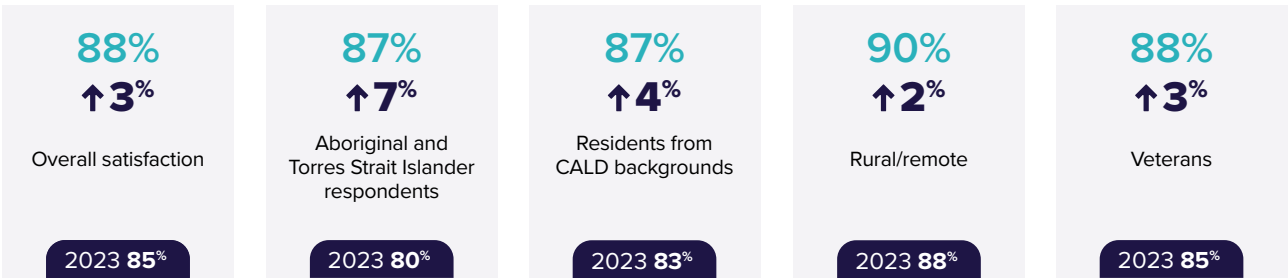
“More training for the new staff before they work on their own.”

Additional key findings



Diversity and inclusion

Overall satisfaction among residents belonging to one or more diverse backgrounds has increased by 3% since 2023.



This was measured by question 12: “How likely are you to recommend this residential aged care home to someone?”. Percentage increase is from 2023 to 2024. This question was not asked in 2022.

Analysis showed that the aged care sector has delivered varying improvements in resident experience across different groups of residents. For example, residents from CALD backgrounds show persistent and larger negative differences when compared to the rest of the participants. This is especially relevant in relation to food satisfaction and autonomy.

	Felt they have a say in their daily activities	Like the food	Felt staff treated them with respect	Felt staff followed-up when things were raised	Felt staff knew what they were doing
Residents from CALD backgrounds	89%	67%	94%	83%	87%
General population	91%	70%	96%	84%	88%

What residents said:

“I have people here who understand me and speak my language, the staff are really sweet.”

“Very culturally appropriate, they celebrate all Chinese festivals, and the food is good.”



Residents with dementia

Residents with dementia generally provided similar responses to other residents, except in food satisfaction, which they rated more positively. Conversely, residents with dementia reported lower response rates for autonomy-related questions compared to response rates of the overall resident population.

	Would recommend their aged care home to someone	Like the food	Felt they were encouraged to do as much for themselves	Felt they had a say in their daily activities
Residents with dementia	91%	82%	87%	89%
General population	88%	70%	88%	91%

What residents said:

“The staff are great at understanding dementia and how to best care for the residents.”

“[It would be good] for the staff lacking experience in caring for residents with dementia to receive more support and training.”



2024 RES percentage of responses for each question

Questions	Always	Most of the time	Some of the time	Never
Do staff treat you with respect?	66%	29%	4%	0%
Do you feel safe here?	75%	21%	4%	1%
Is this place well run?	44%	44%	11%	1%
Do you get the care you need?	62%	31%	6%	1%
Do staff know what they are doing?	42%	46%	11%	0%
Are you encouraged to do as much as possible for yourself?	58%	30%	10%	2%
Do staff explain things to you?	43%	37%	17%	3%
Do you like the food here?	29%	41%	25%	6%
Do staff follow up when you raise things?	44%	40%	15%	2%
Are staff kind and caring?	66%	29%	5%	0%
Do you have a say in your daily activities?	68%	23%	7%	2%
How likely are you to recommend this residential aged care home to someone?	61%	27%	8%	4%

The number of residents who completed the RES in 2024 was 36,221. Percentages may not add up to 100% due to rounding.



More information

For more information about the Residents’ Experience Survey, scan the QR code or visit



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