

## Which facilities are included?

All residential aged care facilities who receive Australian Government funding are included in the program.

## How many residents will be interviewed in a facility?

The number of residents to be interviewed is dependent on the size of the aged care facility.

- At least 10% of residents in a facility will be interviewed, however this will be higher for smaller facilities to ensure statistical significance of the results.
- Residents will be randomly selected and will only be interviewed with their consent. Proxies will be used where required.

## Will facilities have access to interview lists?

Randomised resident interview lists are compiled before visiting each site based on information provided by the Department of Health.

- It is essential that residents feel comfortable to answer truthfully, knowing their responses will remain anonymous. For that reason, facilities will not be provided with a list of residents to be interviewed.
- Interview lists are designed to ensure representative groups of residents are culturally diverse and include residents with special needs.
- Should a resident not have capacity to participate, the interview may be conducted with a representative.

## What happens if a facility opts out of the program?

If a facility declines to participate in the program on initial contact or does not facilitate access to interview residents, the facility will be removed from the program list and no further contact made.

In such cases, non-participation will be published by the Department of Health and the facility's overall star rating will be negatively impacted. Importantly, the overall star rating will be heavily weighted by consumer experience results relative to other data sources.

## What information do facilities receive about interviews?

Aggregated, de-identified information from the interviews conducted at a given facility will be provided to each facility in a Consumer Experience Report. The reports include information as provided by residents, on the quality of care and services in residential aged care facilities. This information will provide rich insights for each facility into the care and services they are delivering from the perspective of senior Australians. The reports will also provide residential aged care facilities with opportunities to identify areas for improvement and further increase the quality of care they provide to senior Australians.

## Feedback on the program

- A small sample of aged care facility staff and residents will be invited to participate in an evaluation of the program conduct for quality improvement purposes.
- Human Research Ethics committee approval has been granted for this program of work.

## For more information

- For more information about the program, visit [www.cxinterviews.com.au](http://www.cxinterviews.com.au)



# Consumer Experience Interviews

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## PROGRAM

Placing the voice of  
senior Australians at the  
centre of aged care services



# Enabling informed and confident decisions about aged care services

In response to the recommendations made by the Royal Commission into Aged Care Quality and Safety, the Australian Government is adopting a comprehensive approach to quality measurement and reporting. This involves introducing a star rating system to help consumers, and their families, make more informed and confident decisions about the aged care services they access.

The experiences of senior Australians residing in aged care provides vital insight into the quality of services they receive.

The objective of the program is to compile Consumer Experience Reports for all government-funded aged care facilities based on Consumer Experience Interviews with residents living in those facilities. These reports will then be combined with data on five quality indicators, service compliance ratings, and staff care minutes to produce an overall star rating to be made available on the My Aged Care website from January 2023.

## About the program

The Consumer Experience Interview program involves interviewing up to 20% of residents receiving care across every government-funded aged care service. This amounts to approximately 37,000 interviews being held in 2,700 facilities across Australia.

Consumer Experience Interviews will be undertaken by an independent third party workforce who will use a simple set of questions to ask senior Australians about their experience living in residential aged care. The questions were developed by the Aged Care Quality and Care Commission (ACQSC) with the help of La Trobe University's Lincoln Centre for Research on Ageing.

The design is intended to minimise the impact on residents (and their family and friends) as well as aged care facility staff while ensuring the interviews are representative.

The program is administered and conducted by three companies working in partnership:

- IQVIA is leading the program and managing the data
- Access Care Network Australia (ACNA) is conducting the interviews
- HealthConsult is ensuring ethics compliance and evaluating the program.

### Timelines

Interviews will be held between April and October 2022.

- In the weeks leading up to a visit, a member of the program team will contact facilities to arrange a suitable date.
- All interviews for a facility must be conducted by October 2022 to be included as a component of the star rating for 2023 for that facility.

## About the interviewers

The interviewers are employed and trained by ACNA, a not-for-profit specialist provider of assessment services. All interviewers:

- are highly trained and have prior experience working with senior Australians
- will be representative of the cultural diversity of the residents
- will have Police checks and required Working with Vulnerable People checks
- will be vaccinated against COVID-19 and influenza.

## How the program works

### 1. Contact and permission to visit



A member of the program team will contact facilities to:

- explain the program and answer any questions
- schedule an interview visit



Facilities will be asked to confirm and possibly supplement de-identified resident information provided from the Department of Health

Program information materials will be provided, including posters and information about the visit for staff, residents and family/visitors

### 2. Visit to conduct interviews



On the agreed date, the interviewer will visit the facility and interview a random sample of residents (with consent)

Verbal interviews, expected to take between 15 and 35 minutes each, will be conducted using a simple set of questions intended to elicit the lived experience of the resident



Interpreters and assistance can be arranged as needed

Proxy interviews will be scheduled for residents with impairments precluding direct interview, and those who request it.

### 3. Feedback on interviews



Aggregated de-identified interview results (by question) will be emailed to each facility

## COVID safety

The Consumer Experience Interview team acknowledge the profound impact of COVID on aged care residents and facilities and understand that safety is paramount. If required by the facility or by public health orders, full personal protective equipment will be worn by interviewers during site visits and resident interviews. If COVID-19 public health advice precludes resident interviews from being conducted in person, they will either be deferred until entry is permitted or conducted by telephone and/or videoconference, if appropriate.