



We are writing to introduce you to the Consumer Experience Interviews program and to seek your support. The program is part of the Australian Government's response to the Royal Commission into Aged Care Quality and Safety in adopting a comprehensive approach to quality measurement and reporting. This involves introducing a star rating system to help senior Australians, and their families, make more informed and confident decisions about the aged care services they access.

The program is designed to capture feedback by interviewing a sample of residents receiving care in every government-funded Residential Aged Care Facility (RACF). The sample will include up to 20% of residents, amounting to approximately 37,000 interviews being held in 2,700 facilities during the period from April through October 2022. The results from the Consumer Experience Interviews will inform Consumer Experience Reports for every participating RACF.

Residential aged care facilities can use the Consumer Experience Reports to identify areas for improvement and further increase the quality of residential care they provide. Consumer Experience Reports will also contribute significantly to the star rating for each facility. Star ratings will be made available on the My Aged Care website from December 2022.

## About the program

The graphic below details how the program will run in your facility.



### Introductions

- Program explained and questions answered
- Obtain facility permission to interview residents



### Organise visit

- Visit and interview scheduled
- Posters and leaflets sent to facility
- Translators organised as needed
- Visit reminders sent



**Australian Government**  
**Department of Health**

The program is led by IQVIA and will be administered and conducted in partnership with Access Care Network Australia (ACNA) and HealthConsult, on behalf of the Australian Government Department of Health.



### Confirm resident details

- Facility confirms resident information received from Department of Health and provides additional information
- Residents randomly selected for interview prior to visit



### Interviews

- Interviewer visits facility
- Residents from interview list assessed, and consenting residents interviewed
- Proxy interviews conducted via telephone



### Post-visit

- Confirm completion of interviews at facility
- Consumer Experience Reports published for each participating facility
- Star ratings available on My Aged Care website from December 2022

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 will ensure ethics compliance and evaluate the program.

More information about the program can be found in the accompanying brochure or by visiting our website at [www.cxinterviews.com.au](http://www.cxinterviews.com.au).

## Your Support

We look forward to working with you on this important initiative to put the voice of senior Australians at the centre of aged care services.

We will be in contact with you to schedule a visit to conduct the interviews. If you are not the correct contact to organise facility access, please could contact us with the correct details by email or phone on the contact details provided below.

We are very much looking forward to working with you on the Consumer Experience Interviews Program!

In the meantime, if you have any questions or concerns, please don't hesitate to contact us at [connect@cxinterviews.com.au](mailto:connect@cxinterviews.com.au) or via **1300 151 537**.

Kind regards,

**Leighton Howard**

**Project Director**

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