

## Who is organising and funding this program?

This program is funded by the Australian Government Department of Health.

The work is being done by three companies working in partnership:

- IQVIA is leading the project and is storing and analysing the data
- Access Care Network Australia (ACNA) is conducting the interviews
- HealthConsult is making sure the program goes to plan.

## Where can I get more information?

If you would like further information about this program or if you have any problem related to this program, you can contact Dr Lisa Fodero from HealthConsult on 02 9261 3707.

## What if I have a complaint?

If you have a complaint about the interview please call **1300 151 537** or visit [www.cxinterviews.com.au](http://www.cxinterviews.com.au).



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.



# Consumer Experience Interviews

## Residents of aged care services Participant Information statement

### Consumer experience interviews to inform aged care star ratings

**You are invited to take part in a program about the experiences of people living in residential aged care facilities across Australia.**

This Participant Information Statement tells you about the program. It explains the processes involved with taking part. Knowing what is involved will help you decide if you want to participate.

Please read this information carefully. Ask questions about anything that you do not understand or want to know more about. Before deciding whether to take part, you might want to talk about it with a relative, friend or carer.

Participation in this project is voluntary. You do not have to take part if you do not want to. If you agree to take part in this program you are telling us that you:

- understand what the program is about and what is involved
- agree to take part in the program outlined below
- agree to the use of your personal information as described.

You will be given a copy of this Participant Information Statement to keep.

### What is this program about?

The Australian Government is starting a star rating system for aged care services in December 2022. This was recommended by the Royal Commission into Aged Care Quality and Safety. The star ratings will provide information about the quality of residential care in a way that makes it easier to compare the quality of different aged care services.

The purpose of the star ratings is to help Australians to make an informed choice when choosing a residential aged care service.

Each residential aged care service will be rated from one to five stars based on information about quality indicators, service standards, resident experiences, and staff time providing care.

## This program will collect information about resident experiences.

We are asking residents in all residential aged care services across Australia to share their experience about where they live, including what they like and what they do not like.

## What is involved for me?

Interviewers from Access Care Network Australia (ACNA) will schedule a day to visit your residential aged care service. They will have a list of residents they will ask to speak with, which is provided by the Department of Health. This list is randomised to make sure every aged care resident in Australia has a similar chance to participate and be represented.

The interviewer will invite you to speak in private where you cannot be overheard. They will explain the program and answer any questions you have. They will ask your consent to do an interview. You can ask to have someone you trust (like a family member) sit with you or join by telephone if you want.

If you agree to take part the interviewer will ask you 14 short questions about your experience living in this residential aged care service. This includes questions about how you like the food, the care you receive and how staff treat you. They will also ask you questions about yourself.

The interview will take about 15 to 35 minutes. The interviewer will record your answers directly on a computer or iPad. They will not share the information from any interview with anyone at your residential aged care service. The information you give will not be linked back to you.

## I am a family member or friend of a resident. Can I participate?

These interviews are for residents of residential aged care services. In some cases when residents are unable or unwilling to speak for themselves, the interview may be completed by a proxy. Proxies should be a close family member or friend, such as a person nominated under a power of attorney and/or guardian.

## Do I have to take part? What if I change my mind?

You do not have to take part if you do not want to. If you decide not to take part the interviewer will invite the next person on the list.

If you agree to take part and then change your mind, that is okay. You can stop the interview and withdraw from the program at any time. Information already received will be kept by the program unless you request otherwise. No further information will be collected about you.

Your decision about whether to take part and the information you give will not affect the care you receive or your relationship with your care providers and the interviewers.

## What are the possible benefits of taking part?

There will be no direct benefits to you. You might feel good about having a say about your experience living here.

## What are the possible risks and disadvantages of taking part?

Some residents (or their nominated representative) may wish to share information about negative or unpleasant experiences involving their care.

There is a chance that thinking about and sharing this experience may cause you to become upset. If this happens to you at any time during or after the interview, you can contact Lifeline 13 11 14 or the National Dementia Helpline 1800 100 500 (for people with dementia, or informal carers caring for someone with dementia) for information and support. If you would like to speak with an aged care advocate you can call the Older Persons Advocacy Network (OPAN) on 1800 700 600.

## What if you have concerns about your current aged care services?

The interview process might identify concerns you have with your current aged care service. If you advise the interviewer that you are unhappy with your current aged care service (e.g. service quality, staff issues, COVID procedures etc) our interviewers will be able to assist by:

- suggesting you raise these concerns with the aged care provider, or
- suggesting that you have the right to change aged care providers, and/or
- provide you with contact details for the Australian Government's National Aged Care Advocacy Program (NACAP) which provides free, confidential, and independent advocacy support to older people receiving government-funded aged care services, their families, and representatives across Australia.

## What will happen to information about me?

The interviewer will save your information with a code that is not linked to your name or other identifying information. This means you cannot be identified by your aged care service or the Department of Health from the data you provide. This information will only be used to inform the star rating for your residential aged care service.

Your interview answers will be combined with the answers given by other people living at your aged care service and summarised to give an overall "resident experience" score for your aged care service. This score will become part of the star rating for your aged care service.

### Confidentiality

Your records relating to this program and any other information received will be kept strictly confidential and securely stored. Your identity will not be revealed, and your confidentiality will be protected in any reports of this program which may be published.

### Data storage

Information collected for this program will be stored securely in Australia for 15 years. After 15 years it will be securely deleted.