

## Can family or friends participate?

The intent of the program is to collect experience of people living in aged care services.

However, there may be instances where someone selected to be interviewed is unable or unwilling to speak for themselves, in which case the interview can be completed by a proxy.

A proxy should be a close family member or friend, such as someone nominated under a power of attorney and/or guardian.

## Interviews are voluntary

The program is voluntary, and you don't have to take part if you don't want to. You can change your mind at any time.

Whether you participate in the program or not will have no impact on the care you receive at your residential aged care service.

## Information collected from you

Interviewers will save the information you share during interviews into a computer in a way that ensures it cannot be used to identify you.

Your interview answers will be combined with answers given by other people living at your residential aged care service and summarised in a report to give an overall 'consumer experience' score for where you live.

This score will become part of the star rating for your residential aged care service. Your individual answers will not be shared with anyone working where you live.

Information collected during the program is strictly confidential and stored securely. Your identity will not be revealed in any reviews and reports which may be published from this study, and any information collected from you will remain confidential as required by law.

**Interviews are voluntary, you will be asked to give consent**

# Share your experience of residential aged care



## Consumer Experience Interviews

## Collecting information about your experiences

In the coming weeks, you may be invited to take part in a program to capture the experiences of people living in residential aged care services across Australia. The program will survey people living in Government-funded aged care services and will enable you to share your experience about where you live.

**Up to 1 in every 5**  
residents will be surveyed



## What is the program about?

The information collected from the interviews will contribute towards a new star rating system for residential aged care services.

The Australian Government is introducing the star rating system in December 2022, to help Australians compare the quality of different residential aged care services and make an informed choice about where they live.



**Interview time:**  
**15-35 min**

An interpreter or other assistance can be organised, if required.

## How you will be involved

If you agree to participate in the program, you will be asked 14 short questions about your experience living in a residential aged care service by a skilled, independent interviewer.

The interview will include questions about what you like and don't like about where you live, such as how you like the food, the care you receive and how staff treat you.

Aged care service staff will not be present during the interview, so you can feel comfortable to answer freely. Please be assured that you don't have to answer any questions if you don't want to.



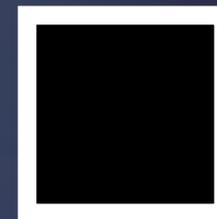
## Who is organising and funding this program?

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.

## More information

If you would like more information about the program, please scan the QR code 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.

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