

Introduction: In order for us to measure the impact of the services and supports you are currently receiving we would like to talk to you about your quality of care experience (QCE) and quality of life (QOL). This survey is offered every three months in all residential aged care home in Australia.

The surveys are **optional** and you may decline one or both of them, or choose to be **anonymous**.

There are six questions for each of the two surveys. **Each question is a statement and there are five response options for each statement.** The response options are the same for each of the six questions in each survey. Please choose the response option which is true for you.

Note that responses are rated from the highest to lowest scores:

QCE: 4 – Always, 3 – Mostly, 2 – Sometimes, 1 – Rarely, 0 – Never.

QOL: 4 – All of the time, 3 – Most of the time, 2 – Some of the time, 1 – A little of the time, 0 – None of the time

You may choose “**Not Applicable**” (N/A) for two questions – I will let you know when the question is asked.

The questionnaire is brief and should only take us around 5 minutes to complete. Would you like to proceed?

When answering these questions, I would like you to think about how you feel about your current situation and about how your quality of life is TODAY.

Question - Quality of Care Experience	4	3	2	1	0	Comments
1) I am treated with respect and dignity. [This relates to how staff speak to you and respect your wishes, privacy, and belongings.]						
2) I am supported to make my own decisions about the care and services I receive. [This relates to being able to make choices about the care you receive, e.g. choices related to care, food, and how you organise your day.]						
3) I receive care and support from aged care staff who have the appropriate skills and training. [This relates to how confident you feel that staff are able to provide quality care. E.g. administering medication safely, managing health conditions.]						
4) I receive services and supports for daily living that are important for my health and wellbeing. [This might include support for your physical health or your mental wellbeing, e.g. support to attend appointments, equipment to help you do daily tasks, assistance with taking medications.]						
5) I am supported to maintain my social relationships and connections with the community. [You can consider your relationships or friendships with fellow residents, staff, volunteers, family or community inside or outside of the residential care home.]						
6) I am comfortable lodging complaints with confidence that the appropriate action will be taken. [This relates to feeling comfortable to lodge a complaint with your provider, if needed, and feeling that your concerns will be taken seriously.]						Offer N/A option
Question - Quality of Life						
1) I am able to get around as much as I want to (with the use of mobility aids e.g. wheelchair, walker, stick if you use them, or other people who help you). [This is about being able to get to the places you need or want to go, indoors or outside in the community.]						
2) When I experience pain, it is well managed. [Management of pain may include the provision of heat packs, medication or other treatments from a doctor, physiotherapist or other healthcare professional.]						Offer N/A option
3) I am generally happy. [This question is about your emotional wellbeing. It is about whether you are generally happy and content with your life.]						
4) I have as much independence as I want. [You can live the life you choose and make your own decisions. This includes making decisions about your life or day-to-day decisions.]						
5) I have good social relationships with family and friends. [This can include family, friends, acquaintances, and older people living with you, staff and volunteers.]						
6) I have leisure activities/ hobbies I enjoy. [This is about spending time doing things you enjoy. You might do these alone or with other people. They may be activities organised by aged care staff or family and friends.]						

Closing: Thank you for taking the time to answer these questions. We appreciate your responses.