

The table below compares the following surveys mandated by the government for older persons in residential aged care.

All data collected is de-identified before submission to the Government.

All older persons have the right to decline to participate.

1. [Residents' Experience Survey](#) (RES)

- The RES is conducted at all Australian Government funded aged care homes every year between February and October i.e. annually at random times.
- The surveys are conducted by an independent survey team (qualified and skilled external third party; i.e. not employed by the Government or Service Provider)
- The independent survey team invites 10% of available older persons in the home to participate.

2. [Consumer experience](#) (QCE)

- The QCE is required to be offered to all older persons around the same time every quarter (every three months).
- The surveys are conducted by the Service Provider.

3. [Quality of life](#) (QOL)

- The same conditions apply as per the QCE.

See the questions listed below. The questions may be similar but do not align exactly.

No	RES	QCE	QOL
1	Do staff treat you with respect ?	I am treated with respect and dignity.	I am able to get around as much as I want to .
2	Do you feel safe here?	I am supported to make my own decisions about the care and services I receive.	When I experience pain , it is well managed .
3	Is this place well run ?	I receive care and support from aged care staff who have the appropriate skills and training .	I am generally happy.
4	Do you get the care you need ?	I receive services and supports for daily living that are important for my health and wellbeing.	I have as much independence as I want .
5	Do staff know what they are doing ?	I am supported to maintain my social relationships and connections with the community.	I have good social relationships with family and friends.
6	Are you encouraged to do as much as possible for yourself ?	I am comfortable lodging complaints with confidence that the appropriate action will be taken.	I have leisure activities/hobbies I enjoy .
7	Do staff explain things to you?		
8	Do you like the food here?		
9	Do staff follow up when you raise things with them?		
10	Are staff kind and caring?		
11	Do you have a say in your daily activities ?		
12	How likely are you to recommend this residential aged care home to someone?		
13	What would you say is the best thing about this service?		
14	What is one thing you would suggest as an improvement at this service?		

Remember, all feedback matters – don't forget to consider the other feedback sources in your home, e.g. ad-hoc feedback forms, resident meetings, staff meetings.