

Evaluation of the Residents' Experience Survey Program in residential aged care

About the Residents' Experience Survey (RES)

The Residents' Experience Survey (RES) lets people share their thoughts on the care they get at their aged care home. It happens every year at aged care homes across Australia. Feedback given helps understand the quality of services at each aged care home from the resident's point of view.

About the project

Health Q Consulting (HealthQ) are doing an independent evaluation on behalf of the Commonwealth Department of Health and Aged Care of the RES program. They want to understand the impact of the RES on residents, families, providers, and the sector.

Your invitation

You are invited to share your views on the RES at a group interview at your home. The interviewers will explain the project and answer your questions. You can have someone you trust (like a family member) sit with you or join by telephone if you want.

What you need to do?

If you would like to participate:

1. Read this information sheet and talk about it with someone you trust if you want to.

Participant Information Sheet & Consent Form

Health Q Consulting

2. Complete the consent form to confirm you want to participate and bring it to the session.
3. Come along on the day and share your thoughts.

What will happen?

In a small group of up to 6 people we will ask you about your experience of the RES interview, the value to you of taking the survey and your ideas on any improvements that could be made to the RES program.

The group discussion will take about 30 minutes to 1 hour.

You don't have to answer any questions and can stop or leave the discussion at any time.

Will other people know what I have said?

The interviewer will write notes as you speak and will not share them with your care provider.

Your information will be kept private and stored in a way that cannot identify you.

A report with de-identified information will be shared with the Department.

Do I have to be involved?

Participation is completely voluntary. It is your choice to participate or not participate.

If you want to participate, but feel uncomfortable speaking in a group, you can have a support person (family or friend) join you. Alternatively, you can chat with us on the phone.

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Protocol number: EvRES2025

Version 2.0 12 May 2025

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Changing your mind?

If you consent to participate and then change your mind, you can withdraw at any time by letting the interviewer know. You don't need to give a reason, and you can request the information be removed and not used in the evaluation.

Benefits of participating

While there is no direct benefit to you, sharing your views can help improve the RES program.

Risks of participating

There is a potential risk of a privacy breach if personal information is released without authorisation or if other group participants share your views.

HealthQ and the Department will handle your personal information in accordance with the *Privacy Act 1988 (Cth)*

Participants must agree to not share personal details of other participants or their views given during the group interview.

What if I have questions?

If you have any questions or comments about the project, or would like to arrange an individual interview, you can contact the HealthQ Project Director Darren Button on 0412 1527 326 or darren@healthq.com.au

Additional information

HealthQ has been subcontracted by HealthConsult as a Consortium member with Access Care Network Australia (ACNA) to undertake this evaluation alongside the delivery of the RES program in 2025. HealthQ

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is independent of the RES program providers and will not allow any potential conflict of interest to influence this evaluation.

The Bellberry Human Research Ethics Committee has checked and approved this study. They follow the National Statement on Ethical Conduct in Human Research (2023). This Statement is made to protect participate in human research studies. If you want to talk with someone not involved in the study, especially about policies, information or complaints about the study or your rights, you can contact the Director of HREC Operations, Bellberry Limited on 08 8361 3222.

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Consent Form

- I agree to take part in this study, I have read the information sheet and understand what the study is about, and the risks involved.
- I have been given the opportunity to have a family member or friend with me when the study is explained.
- I have had the opportunity to talk to my family, friends or care staff about this study.
- I know that taking part is my choice. I can stop at any time and my services will not be affected. I can ask to stop participating and have my information deleted.
- My participation is confidential, and my identity will not be shared in any reports.
- I will not share personal details or views of other participants.
- I understand the study may not benefit me directly.
- I am 18 years or older.
- My questions have been answered, and I can ask more questions any time.
- I know that I can contact Darren Button at Health Q Consulting on 0412 157 326, darren@healthq.com.au with any questions.
- I have read or someone has read to me, and I understand the Participant Information Sheet, version x, dated x.

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Participant

I agree to take part in the study called 'Evaluation of the Residents' Experience Survey Program in residential aged care'.

Your Signature

Date

Your name

Declaration by Principal Investigator (PI) or Co-Investigator (CI):

A verbal explanation of the project, its procedures and risks has been given to the participant and I believe that the participant has understood that explanation.

Signature of PI or CI

Date

Name of PI or CI

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