A voice and choice in quality care

The Aged Care Quality and Safety Commission is now publishing Consumer Experience Reports on residential aged care services. Their purpose is to help consumers make decisions about care and services.

How can consumers be involved in assessing quality?

During an accreditation site audit, the Commission uses interviews, observations and a review of documentation. This is to help assess the quality of care and services provided in a residential aged care service against the Aged Care Quality Standards.

The Commission interviews a random sample of consumers during site audits. Providers of aged care services must give notice to consumers and their representatives that an audit will be conducted by the Commission.

You can tell us about the quality of care and services by:

- Consumer experience interviews, or
- Contacting us on 1800 951 822 (free call).

Find out more...
Visit the Commission’s website at agedcarequality.gov.au/consumer-reports

Contact us
Phone: 1800 951 822 (free call)
Email: consumer.report@agedcarequality.gov.au

For more general information on aged care services

Please call My Aged Care on 1800 200 422

or visit myagedcare.gov.au
How do we assess quality in aged care?
The Aged Care Quality and Safety Commission is an independent statutory authority. It accredits and monitors residential aged care services to ensure they comply with required care and services standards for aged care (Aged Care Quality Standards). This helps ensure older people receive the best care possible.

All residential aged care services must meet the Aged Care Quality Standards to receive Government subsidies. These Standards cover areas such as consumer dignity and choice, personal and clinical care, lifestyle services and support, staffing and management.

The Commission audits services to check the quality of care and services against the Standards. Each audit includes interviewing a minimum 10% of consumers.

Services that meet the Standards are accredited for a certain period, and can continue to receive government funding. If services do not meet the expected Standards, the Australian Government will hold them to account.

The Commission also helps to ensure quality in aged care by education and guidance for providers, and consultation with consumers and other key stakeholders.

How does the Commission report on quality in aged care?
The Commission publishes reports about the quality of care and services provided in each government-funded residential aged care service. These reports are publicly available on its website agedcarequality.gov.au/reports

Accreditation Audit Reports show the results of accreditation audits conducted at residential aged care services. They show how each service performed against the Standards.

Consumer Experience Reports provide information about consumers’ experiences of the quality of care and services they receive in each service. The Commission interviews a random sample of consumers during site audits.

What do Consumer Experience Reports tell me?
The report for each service shows the responses of a random sample of consumers to 10 key questions covering aspects of Standards at the service.

For example:
- Do staff treat you with respect?
- Do you feel safe here?
- Do staff meet your healthcare needs?
- Do staff follow up when you raise things with them?
- Do the staff explain things to you?
- Do you like the food here?

Will my feedback be confidential?
A Consumer Experience Report does not identify individual consumers. It is published for services undergoing re-accreditation, where minimum sample requirements for consumer interviews can be met.

How were Consumer Experience Reports developed?
A working group comprised of consumers and industry representatives informed the development of the reports. The work was underpinned by research conducted by the University of Sydney. Experts from La Trobe University developed and tested the questions. The result is user-friendly reports that can be easily accessed and understood by consumers.