



Residents' Experience Report

Willoughby Retirement Community Hostel

NAPS ID: NAPS335

Date of Survey: 12/05/2023

Number of completed surveys: 13

Proportion of proxy surveys: 0%

Residents' Experience Surveys

The experiences of older people in Australian aged care homes give vital insight into the quality of services they receive.

In response to the recommendations made by the Royal Commission into Aged Care Quality and Safety, the Australian Government adopted a comprehensive approach to quality measuring and reporting. This includes Star Ratings, which were published from December 2022 on My Aged Care for all residential aged care services. Star Ratings present simple at a glance information that improves transparency and can help older people in Australia, as well as their representatives to make choices about aged care.

The 2023 Residents' Experience Surveys are being conducted from February to October 2023. The findings will be used to update the Residents' Experience Rating which contributes 33% weighting to a home's overall Star Rating. For more information about the Star Ratings for residential aged care please visit the [Department of Health and Aged Care's website](#)

About the Surveys

The surveys used a simple set of questions intended to understand the lived experience of older residents in Australia. This included 12 Likert scale questions and the responses to these questions have been used to generate the Residents' Experience Report.

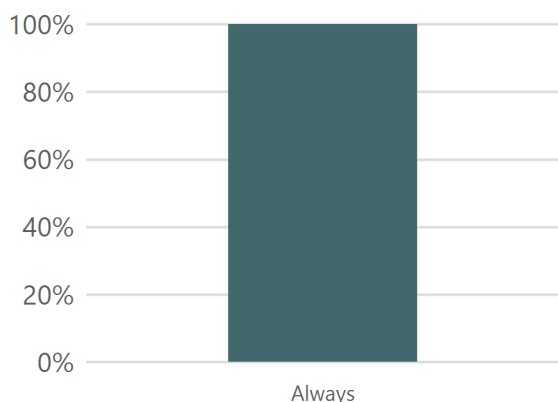
About the Residents' Experience Report

The findings from the surveys conducted at this aged care home have been collated in this report to provide you information about what your residents think you can improve on, and where you are doing well. This report shows an aggregated response for each question based on the survey results. This report gives important insights that can be used to implement direct improvements to the safety and quality of care provided. Making improvements can positively impact the Resident Experience Rating, which is the highest weighted component towards the overall Star Rating. For more information on how to improve your star rating visit the [Department of Health and Aged Care's website](#). If your aged care home participated in the 2022 round of surveys, the results for that round can be located on the [My Aged Care website](#).

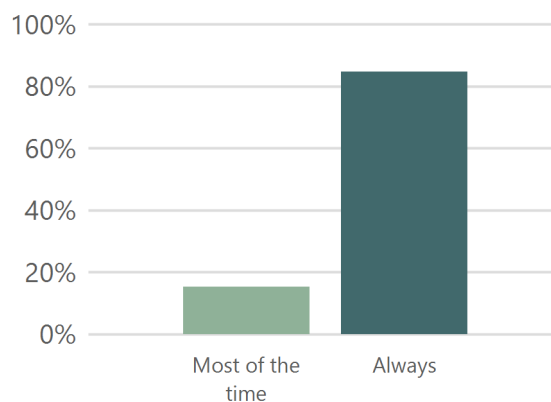


Residents' Experience Survey Results

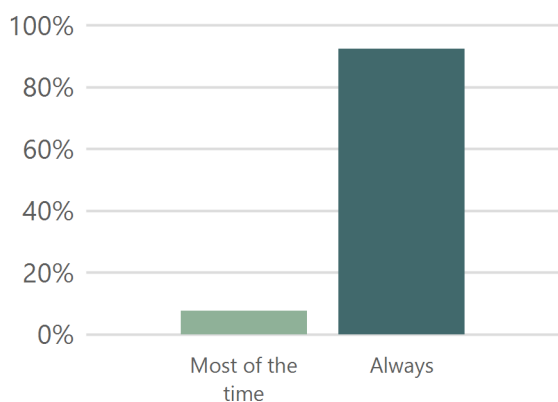
Q1. Do staff treat you with respect?



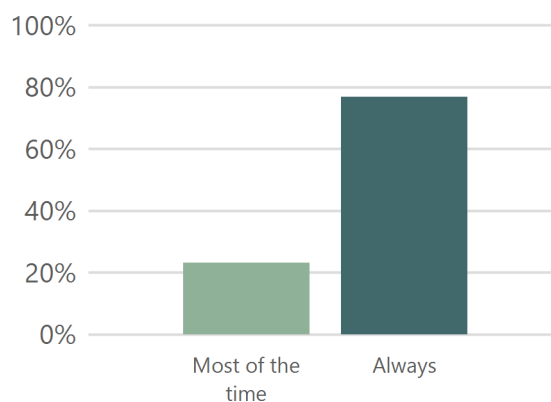
Q2. Do you feel safe here?



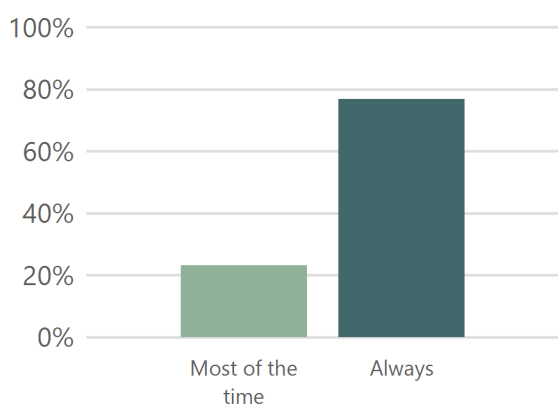
Q3. Is this place well run?



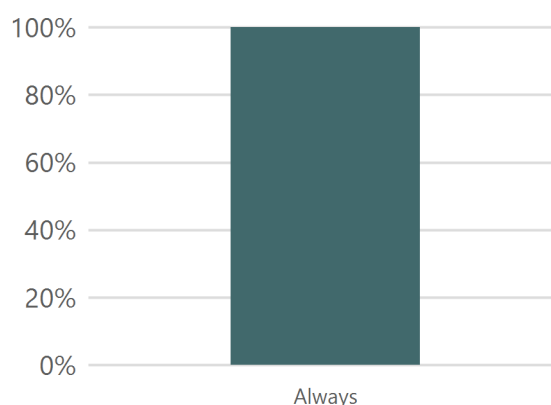
Q4. Do you get the care you need?



Q5. Do staff know what they are doing?

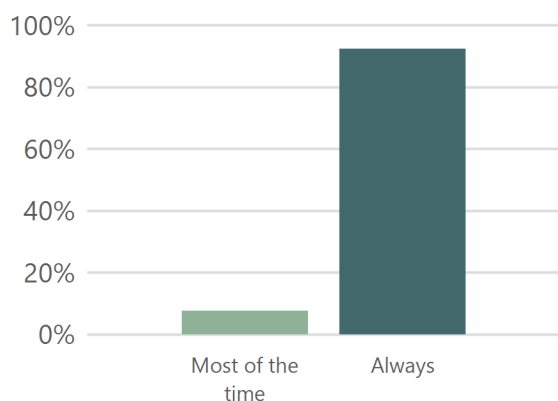


Q6. Are you encouraged to do as much as possible for yourself?

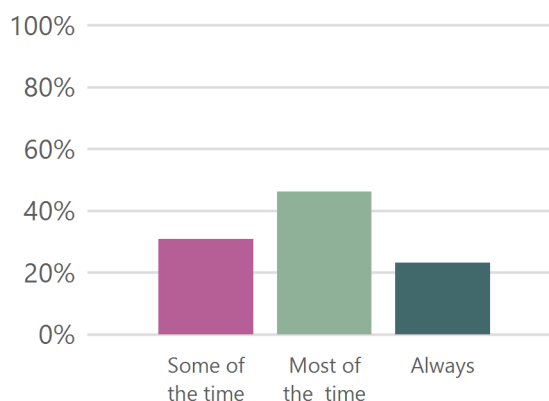




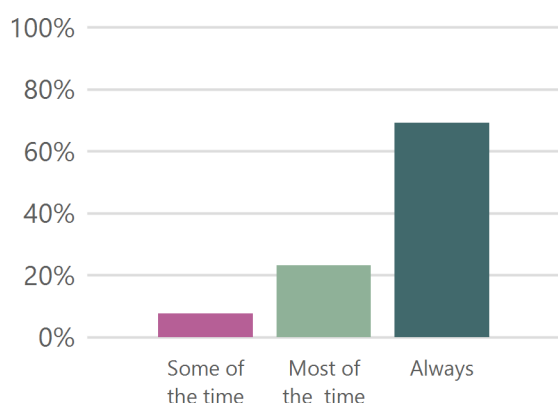
Q7. Do staff explain things to you?



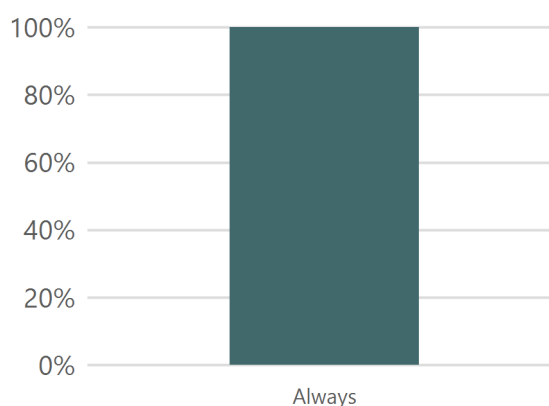
Q8. Do you like the food here?



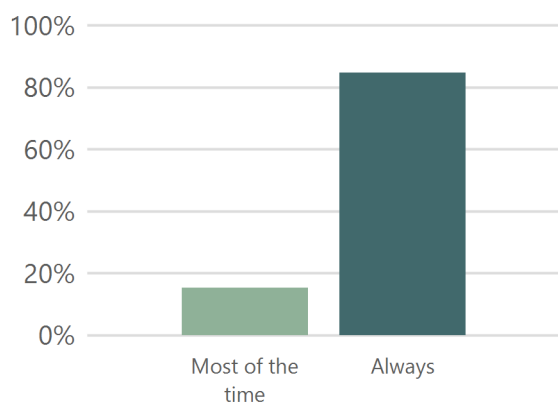
Q9. Do staff follow up when you raise things with them?



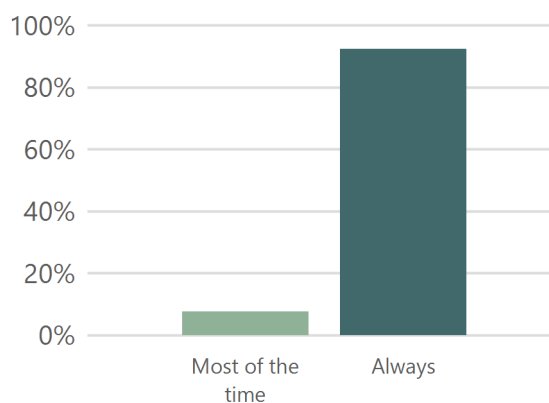
Q10. Are staff kind and caring?



Q11. Do you have a say in your daily activities?



Q12. How likely are you to recommend this residential aged care home to someone?



Note: The order of questions displayed will reflect the sequence on the homes 2023 Residents' Experience Rating. This sequence differs from the order that residents are asked the survey questions.

The Residents' Experience Survey results will be published on the [My Aged Care website](#) as part of [Star Ratings](#) for residential aged care.

For queries about the report, you can contact the Department of Health and Aged Care by emailing ACCER@Health.gov.au