

SRV-22548 | Australian Vietnamese Aged Care Services

Service ID:	SRV-22548
Date of Survey visit:	20/05/2026
Total number of residents*:	61
• Total number of surveys completed:	14
• Number of surveys completed by residents:	14
• Number of surveys completed by proxy:	0
• Number of excluded** residents:	0

Residents' Experience Survey

The experiences of older people in residential aged care homes give vital insight into the quality of care 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 have been published since December 2022 on My Aged Care for all in-scope residential aged care homes. 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 informed choices about residential aged care.

The Residents' Experience Survey is an annual survey of each residential aged care home. The number of residents surveyed is dependent on the size of the aged care home. The Residents' Experience Rating contributes a 33% weighting to a home's overall Star Rating.

About the Surveys

The survey includes 14 questions: 12 Likert scale questions and two free text questions. The responses to each question have been aggregated and used to generate this Residents' Experience Report. For more information about the questions, please visit <https://www.health.gov.au/our-work/residents-experience-survey>.

About the Residents' Experience Report

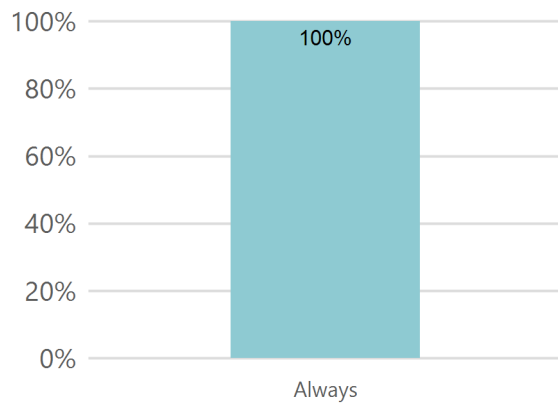
This report provides you with information about where your aged care home is doing well, and what you can improve on. The vital insights in this report can be used to implement direct improvements to the safety and quality of care provided and track residents' experience in consecutive years.

Making improvements can positively impact the Resident Experience Rating, which is the heaviest weighted component towards the overall Star Rating.

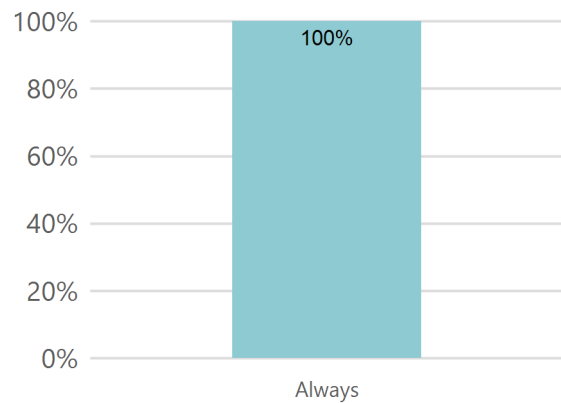
This report compares up to two years prior data on your residents' experience to your results this year.

For more information on how to improve your Star Rating, visit the Department of Health, Disability and Ageing website. If your aged care home participated in the previous survey rounds, the results can be located on the My Aged Care website.

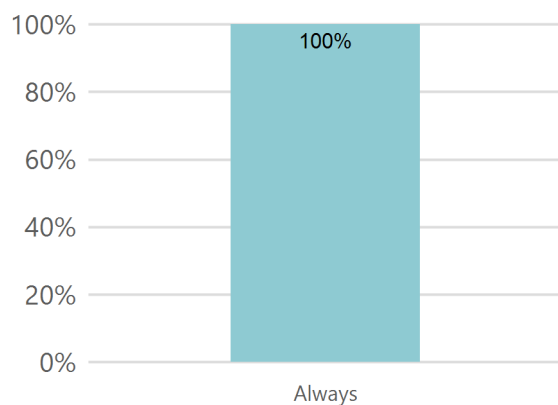
Q1. Do staff treat you with respect?



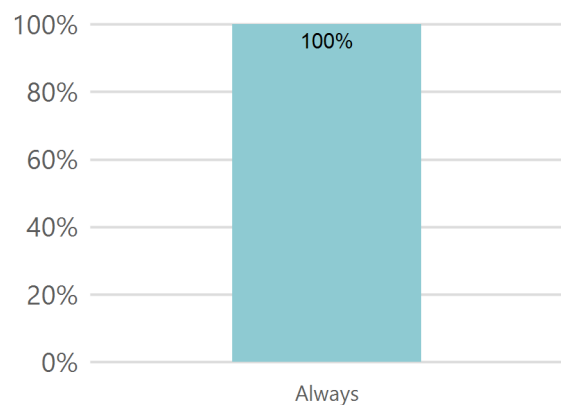
Q2. Do you feel safe here?



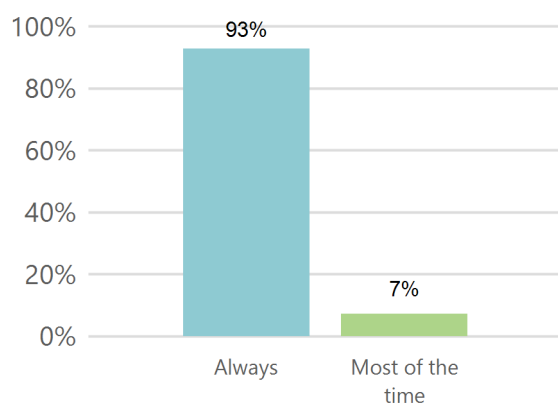
Q3. Is this place well run?



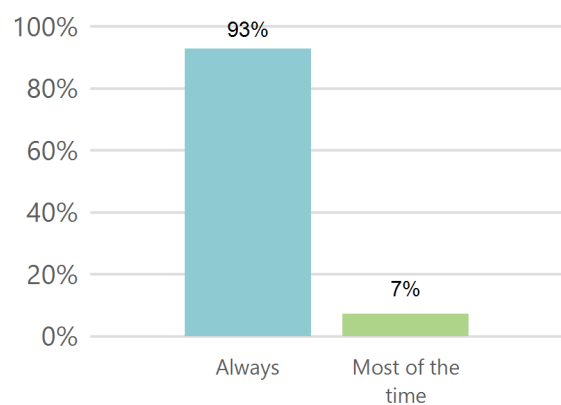
Q4. Do you get the care you need?



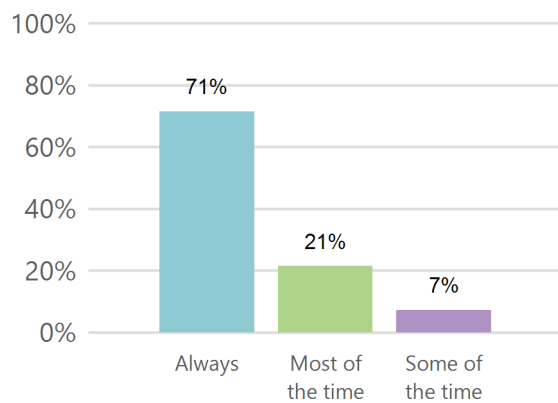
Q5. Do staff know what they are doing?



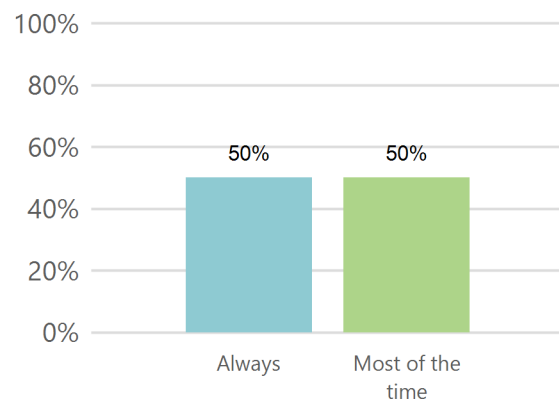
Q6. Are you encouraged to do as much as possible for yourself?



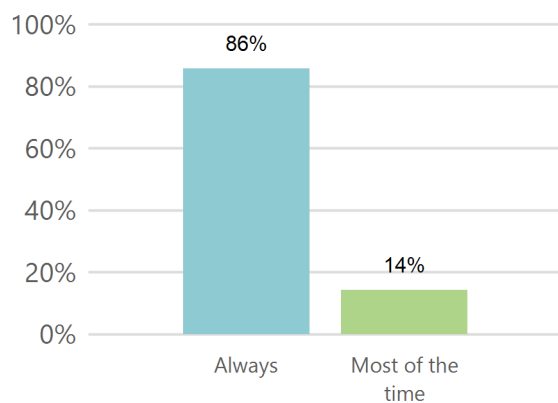
Q7. Do staff explain things to you?



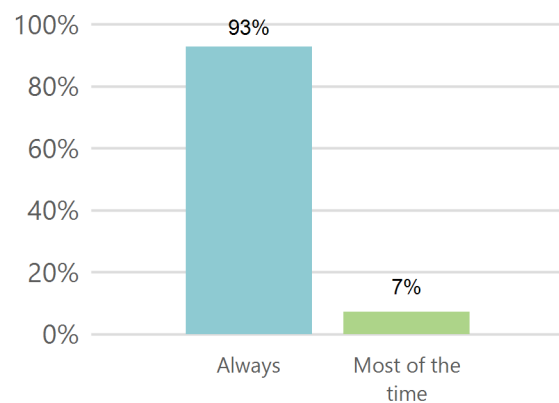
Q8. Do you like the food here?



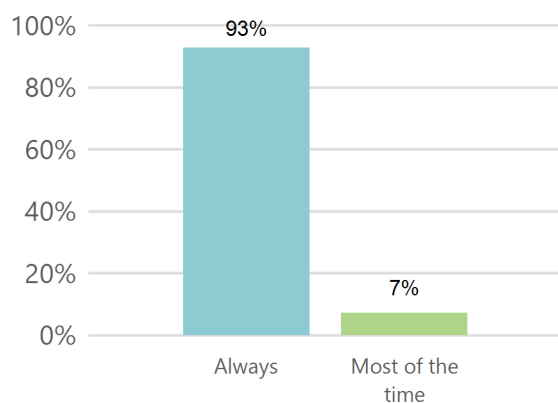
Q9. Do staff follow up when you raise things with them?



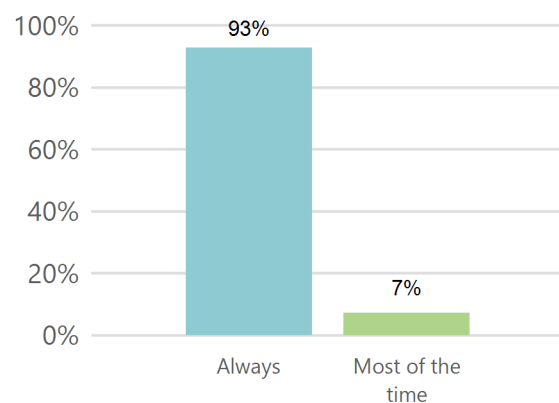
Q10. Are staff kind and caring?



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

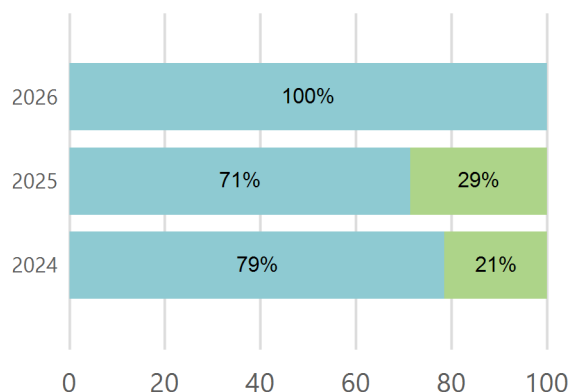


Q12. How likely are you to recommend this residential aged care home to someone?

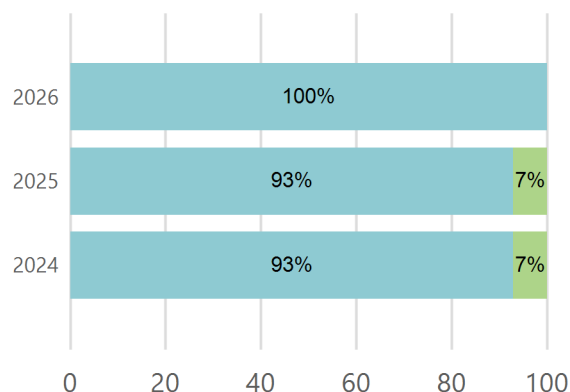


Residents' Experience Survey Results – Historical comparative data

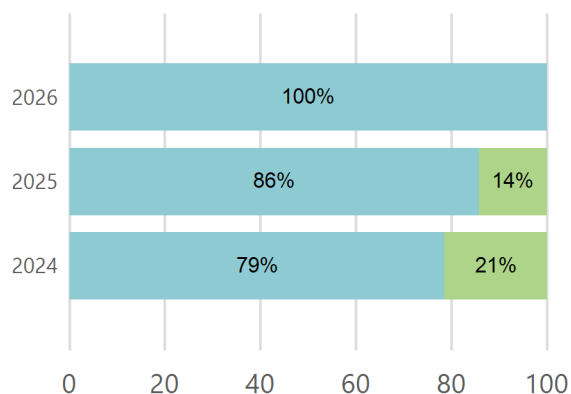
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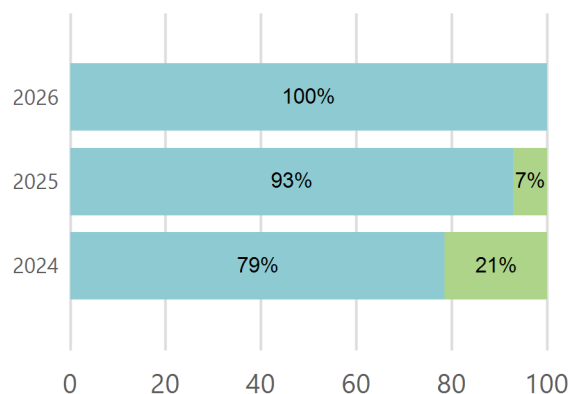
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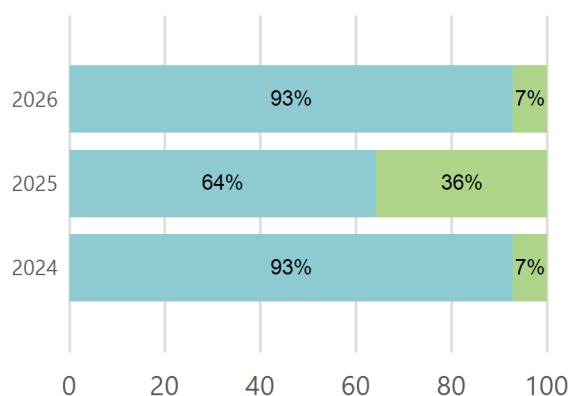
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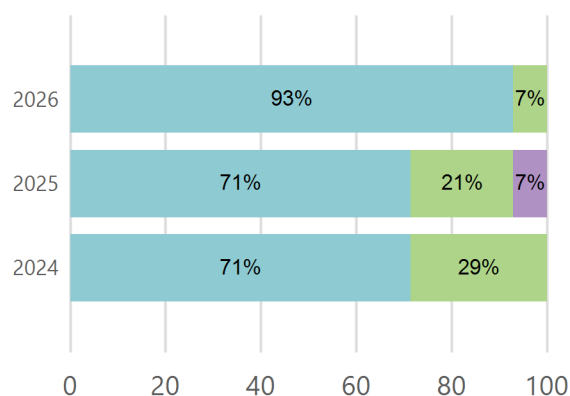
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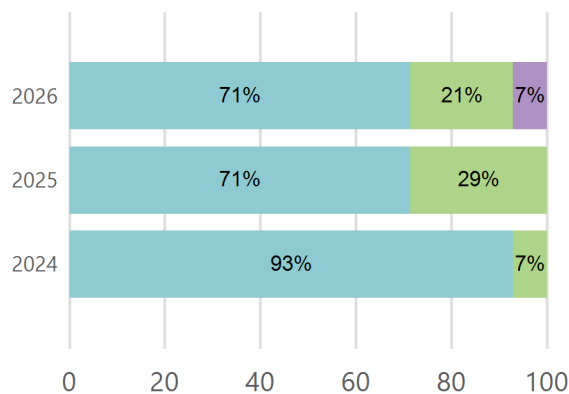


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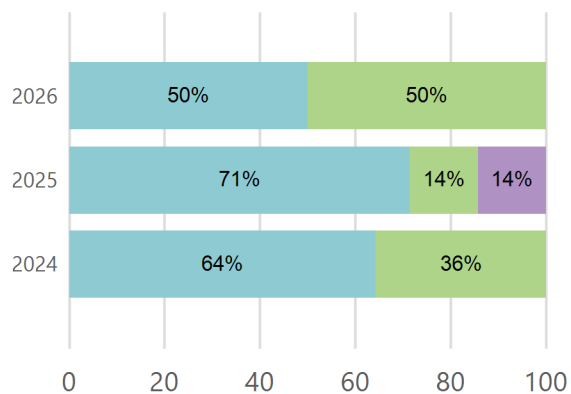


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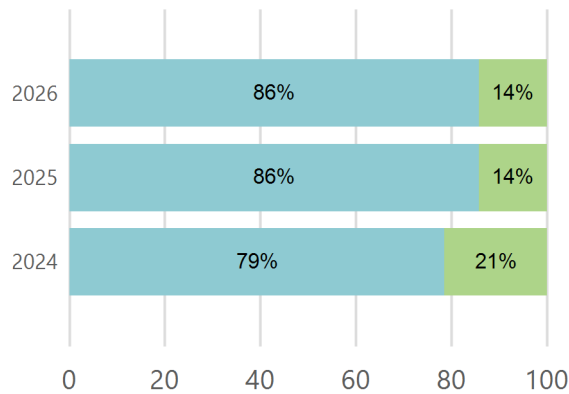
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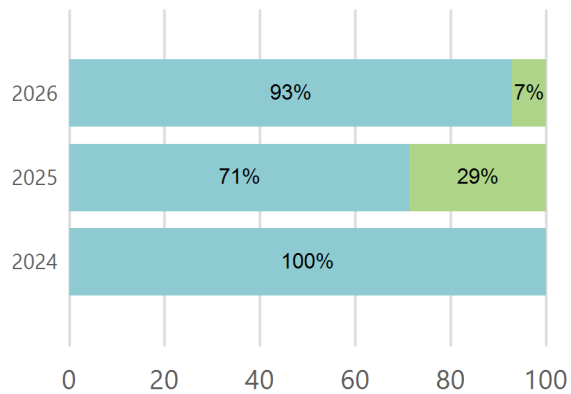
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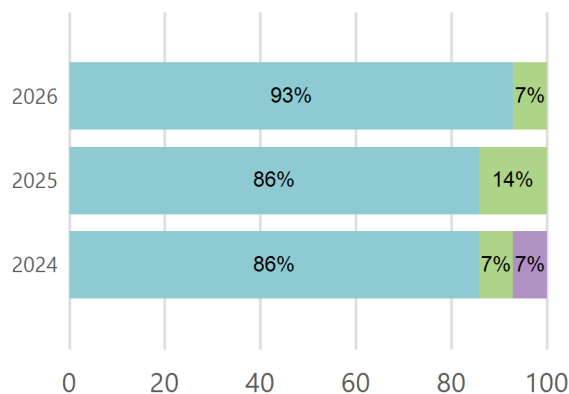
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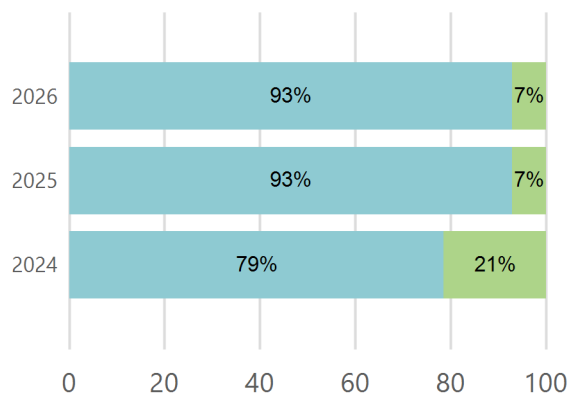
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