

Dear residents and representatives

We are pleased to advise that we remain COVID free at the moment and without entry restrictions.

We have been advised by the Commonwealth Department of Health and Aged Care that their appointed consultants will be visiting Boneham on Tuesday 4th of March to conduct their annual Resident Experience Survey.

This survey forms part of the Star Rating system for aged care providers across Australia.

The survey team will select a sample of residents and/or family members from the list of all residents we provide them before their visit. Between 12 and 16 residents are selected for each aged care home. They will then ask them to rate us against a standardised group of statements about the quality of the services they receive. The total average of all responses from the sample group will form our star rating for Resident Experience for the next 12 months. In 2024 Boneham rated 5 stars for Resident Experience for which we are enormously proud of our team.

Please be aware that any resident (or family member where residents need support) may be selected by the surveyors however participation remains voluntary if selected.

For more information about the Resident Experience Survey we encourage you to visit the Commonwealths web page via the following link.

<https://www.health.gov.au/our-work/residents-experience-survey>

We also note the forecast for extreme heat over the coming weekend. We do not take residents on outings in our bus on extreme weather days but otherwise all of our services remain in place and families can still take residents out if they choose to do so. If you have elderly residents living at home however, we encourage you to give them a call over the weekend or call in and make sure they are coping with the heat.

Kind regards

Michael Filsell

Chief Executive Officer



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