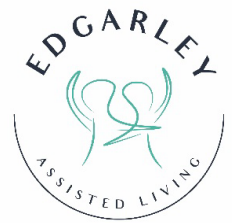


Edgarley Assisted Living

MEMO

No: 172026

Date: 09/06/2026



Subject: Residents Experience Survey

To: Residents, NOK, POA

Dear Resident / NOK, POA & Families

We would like to inform you that representatives from the department will be visiting our service on Tuesday the 16 June 2026, to conduct Residents Experience Survey with selected residents.

This survey gives residents the opportunity to share their experiences of living in residential aged care. The survey helps the department understand what is working well and identify areas where services can improve.

Participation in the survey is voluntary. Residents who are selected may choose whether they wish to take part and can decline to answer any questions they do not feel comfortable discussing.

The survey will be conducted privately and respectfully by the Department representatives. Information collected will be treated confidentially and used to support quality improvement across aged care services.

The facility will also be continuing with attending to in house resident surveys as a requirement of the New Aged Care Act. These will be attended to quarterly.

Thank you for your ongoing support and for helping us continue to improve the care and services we provide. If you have any questions, please feel free to contact me either by phone or in person.

Kind regards,
Trish McKenzie CI/IPC Lead