

Participant Information Sheet

Survey about the Commonwealth Home Support (CHSP) Programme

This Information Sheet tells you about the research project and explains what it means if you choose to participate in the research.

Who is doing this research?

The Social Research Centre is conducting this research on behalf of the Auditor-General for Australia and the Australian National Audit Office.

The Social Research Centre is an independent Australian social research organisation owned by the Australian National University. You can find out more about us here: www.srcentre.com.au.

The Auditor-General is an independent officer of the Parliament with responsibility under the *Auditor-General Act 1997* for auditing Commonwealth entities and providing independent reporting to the Australian Parliament. The Auditor-General is supported by the Australian National Audit Office (ANAO). The ANAO assists the Auditor-General in supporting accountability and transparency in the Australian Government sector through independent reporting to Parliament. The ANAO focuses on assessing the effective, efficient, economical and ethical implementation of government programs, including the achievement of their intended benefits. More information about the ANAO can be found on its website at: [The Auditor-General | Australian National Audit Office \(ANAO\)](#).

What is the research about?

The Commonwealth Home Support Programme is an Australian Government funded program that provides aged care services in people's homes, such as cleaning, personal care, transport, meals, social activities, and home modifications. The services are subsidised by the Australian Government but provided by local companies and organisations (local providers) in your area, such as Meals on Wheels, Salvos Home Care, Uniting, and many others depending on your community.

[The Auditor-General is undertaking a performance audit of the Department of Health, Disability and Aged Care to assess the effectiveness of the Commonwealth Home Support Programme.](#)

In undertaking this audit, the ANAO has applied the following criteria:

- Does the Commonwealth Home Support Programme meet community need?
- Are Commonwealth Home Support Programme services delivered effectively?
- Is the Commonwealth Home Support Programme meeting its objectives?

More information about the performance audit can be found on the ANAO's website at: [Effectiveness of the Commonwealth Home Support Programme | Australian National Audit Office \(ANAO\)](#).

The purpose of this important survey is to provide an understanding of how well the Commonwealth Home Support Programme is meeting the needs of its participants, to help inform potential improvements to the Programme.

This survey will ask about your experiences and interactions with the services that you receive through the Programme.

What is involved?

The survey opens on 17 November 2025 and closes on 7 December 2025. You can complete the survey online by following the link provided in your invitation.

This survey should take around 15 minutes to complete. It may be longer depending on your answers.

The unique survey link provided to you enables answers to partly completed surveys to be saved and completed at a later point, and to stop reminders being sent once a survey is completed.

If you would like someone you trust with you while you answer the survey such as your Registered Supporter or a family member, you can close the survey and return to complete the survey with them at another time.

The results of the survey will be used by the Australian National Audit Office (ANAO) in the audit report, which will be tabled in the Australian Parliament in 2026 and published on the ANAO's website. Only combined and deidentified information will appear in the audit report.

About taking part in the survey

Participation is voluntary, this means that you:

- Do not have to complete the survey
- Can stop the survey at any time for any reason
- Can choose not to answer any question – just select 'Next' followed by 'Prefer not to say'.

Your decision to participate is **anonymous**.

- Neither the Auditor General, the Australian National Audit Office nor the Department of Health, Disability and Ageing will know who participated in the survey.
- Your personal details will be removed as soon as practicable after the completion of the survey.
- Participating will not in any way affect the support or services you receive.

The **survey is confidential**. The survey has been designed in a way that maintains your privacy. Your responses to the survey are confidential and will be kept anonymous in line with the Social Research Centre Privacy Policy.

The ANAO will treat all information in accordance with strict confidentiality obligations under the *Auditor-General Act 1997*. The deidentified and aggregate (combined) survey results will be used for the purpose of the audit report only.

Why am I being asked to participate in this project?

You are invited to take part in this research as a person who receives aged care support services in your home or community through the Programme. Your participation in the survey will be very important, but it is your choice if you take part in the survey or not.

If you don't want to take part:

- You don't have to do anything – just ignore any reminders we send you.
- If you don't want us to send you reminders, you can contact us at chspsurvey@srcentre.com.au or call 1800 023 040 and your name will be added to a 'do not contact' list.

What about my privacy?

Your personal information is protected in line with the Australian Privacy Principles and the Auditor-General Act 1997.

All information you provide is **confidential** and only used for this research project.

- Your name and personal details will not be shared outside the research team.
- If you choose to opt out of the survey, you will be added to the 'do not contact' list for any reminders.

Information used in reporting will be **deidentified**.

- This means your name and any information specific to you will not be used.
- All survey answers are combined and analysed as a group.
- The survey data will be checked to make sure the responses have no identifying information.

The Social Research Centre will:

- Store your information on password-protected and restricted access files.
- Destroy all personal data associated with the project as soon as practical after the completion of the survey.

The Social Research Centre fully complies with the Australian Privacy Principles and all applicable privacy legislation and the ANAO will treat all information in accordance with strict confidentiality obligations under the Auditor-General Act 1997. The deidentified and aggregate (combined) survey results will be used for the purpose of the audit report only.

The Social Research Centre's Privacy Policy is at srcentre.com.au/privacy and explains;

- How we secure your data
- How you can make a privacy-related complaint
- How you access and correct your information

Are there any risks?

Your safety is very important to us. The risks involved in this research are very low and mainly relate to the time it takes to take do the survey.

If, during the survey, the researcher learns about an immediate risk to you or someone else, they must report it to someone who can help. They do not need your permission to do this but will let you know if they need to contact any support services on your behalf.

Queries and concerns

If you have any queries or concerns about the research, or if you have any complaints about any aspect of the project or the way it is being conducted, please contact chspsurvey@srcentre.com.au or call 1800 023 040. All complaints will be treated confidentially. Your details will be kept private.