

PAV Client Satisfaction Survey 2026

Collection statement

Background and purpose

The PAV service is funded by the Victorian Government Department of Health¹ and provided free of charge to eligible recipients via Mount Eliza Personal Assistance Call Service (MePACS). The Victorian Government has a contractual requirement with Bayside Health to conduct a survey that measures the Client and Contact satisfaction with the PAV service. The purpose of this survey is to assess the extent of this satisfaction by capturing respondent's ratings about their interactions with the MePACS service.

The specific objectives of this research are as follows:

- measure **clients and carers** service experience and satisfaction with the PAV service in the period 1 April 2025 to 31 March 2026,
- identify the reasons for satisfaction / dissatisfaction, and
- provide a report on the overall findings for Bayside Health to submit to Victorian Government Department of Health.

We will only use the information you provide for this specific purpose.

This survey/ research should take around 14 minutes to complete.

Participation in this research is voluntary. You can choose not to answer any question. You can decide to stop at any time.

Who is conducting the research?

The Social Research Centre has been engaged by Mount Eliza Personal Assistance Call Service (MePACS) to conduct the research.

Your contact details were provided to us by Mount Eliza Personal Assistance Call Service (MePACS).

Information held and collected

As part of this research, we will collect some of your personal information prior to contacting you. This includes your name, contact details (such as telephone number), address or location details (for example suburb, state and postcode), and information about your relationship to the MePACS service (for example whether you are a client or a nominated contact person, and whether the service has been used in the past 12 months). This information was provided to us by MePACS.

During the survey, we will collect information directly from you about your experiences with the MePACS personal alarm service. This includes information about your use of the service, experiences with emergency calls and, where applicable, PAV response home visits, perceptions of personal safety, independence and wellbeing, and the impact of the service on your daily life or caring responsibilities. Where relevant, we may also collect information about the language you speak to support participation in the research.

All information is collected and used solely for research purposes. All sensitive or personally identifiable information such as sample and data would be transferred using our Secure File Exchange.

¹ [Personal Alert Victoria](#)

Disclosure and use

The Social Research Centre is accredited under the ISO 20252:2019 scheme (certification number MSR 20015, first issued by SAI Global, on 11 December 2007 and recertified on 24 November 2022 by ISO Experts for a further 3 years to 2025). All aspects of this research will be undertaken in accordance with the Research Society Code of Professional Behaviour, ISO 20252:2019 standards, the Australian Privacy Principles, and the Privacy (Market and Social Research) Code 2021. Our data security protocols are articulated in a Secure Information Policy. The Social Research Centre has been accredited to ISO 27001:2022 certification and hosts web applications at Amazon Web Services in Sydney (AWS), a cloud service provider that is certified by the ASD on the Certified Cloud Services List (CCSL).

All senior staff are full members of the Research Society. The Social Research Centre is also a member of the Australian Data and Insights Association (ADIA) (previously Association of Market and Social Research Organisations, AMSRO) and bound by the Research Society (formerly the Australian Market & Social Research Society, AMSRS) Code of Professional Behaviour.

Other matters

The Social Research Centre fully complies with the Australian Privacy Principles and all applicable privacy legislation. Our [privacy policy](#) contains general information on how the Social Research Centre protects your privacy rights. It also contains information about how we secure your data, how you can make a privacy-related complaint, access and correction of your information, and the general circumstances under which your information may be disclosed to overseas recipients.