



## Illawarra Diggers 0049

Quality assessors from the Aged Care Quality and Safety Commission (Commission) will be visiting to check the quality of care and services at Illawarra Diggers

This assessment is called a site audit. The audit will be unannounced, so the service will not be aware of which day or week the audit will be conducted.

When quality assessors visit the home, you, or someone who represents you, will be given the opportunity to talk to an assessor about the quality of your care and services. You can also provide information *prior* to the audit or you can call the Commission on **1800 951 822 (press option 2)** or complete an online survey with the Commission.

The survey asks about your experience of quality and safety at your aged care service. You can access this survey at the following address.

<https://www.agedcarequality.gov.au/consumer-feedback> or use this QR code.



**To open the survey, use the code 0049**

You may also write to us at Aged Care Quality and Safety Commission, GPO Box 9819 In your Capital City.

The Commission respects the privacy of your information and will not provide us with the details that you have discussed with them, unless you agree to this, or where they are very concerned about your care.

Your personal information and comments will be used by quality assessors when conducting the site audit, and also when they prepare their report about the quality of care and services provided here.

For information on the Commission's privacy policy and practices, please refer to the Commission's website **agedcarequality.gov.au** or contact the Commission on **1800 951 822**.

For interpreter assistance, please call Translating and Interpreting Service (TIS) on **131 450** and ask for Aged Care Quality and Safety Commission.

Yours sincerely

Aged Care Quality and Safety Commission