

**<Insert Home Name>
<Insert Home Racsid >**

Quality assessors from the Aged Care Quality and Safety Commission (Commission) will be visiting to check the quality of care and services at <Insert Home Name>.

This assessment is called a site audit. The audit will be carried out any time before <Insert Accreditation Expiry Date>.

When the 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 (or someone who represents you) can also provide information prior to the audit by calling the Commission on **1800 951 822**.

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**.

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