Older Person Notice of Audit

Information sheet

Who we are

We are the Aged Care Quality and Safety Commission. We oversee aged care in Australia. Our role is to make sure registered aged care providers deliver safe and quality care.

What we do

We check that your care meets the Aged Care Quality Standards (Quality Standards). These Quality Standards make sure:

- you're treated with respect
- you have a say in your care
- you're supported in who you are and what you like.

Notice of audit

This information sheet is to let you know we're auditing your aged care provider. That means we're checking that they meet the Quality Standards and are suitable to provide services. We encourage you and your supporters to tell us about your experience.

Have your say

Your feedback helps us understand the quality of your care. To speak to us:

- call us on 1800 951 822 between 9am–5pm Monday to Friday (free call)
- let care staff know you'd like to speak to us if we visit the place where you receive care
- write to us at Aged Care Quality and Safety Commission, GPO Box 9819 in your capital city.

Need an interpreter?

Call **Translating and Interpreter Service** (TIS) on 131 450. Ask them to call us on your behalf.

Your personal information

Your privacy is important. To find out how we collect, use and share your personal information, see our **Notice of collection**. It's on our website at **www.agedcarequality.gov.au/notice-collection**.