Australian Government

Aged Care Quality and Safety Commission

Abel Tasman Village
0356

Quality assessors from the Aged Care Quality and Safety Commission (Commission) will be visiting to check the quality of care and services at Abel Tasman Village.

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 (or someone who represents you) can also provide information *prior* to the audit. You can do this by calling the Commission on **1800 951 822 (press option 2)** or completing 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.** To open the survey, use the code **0356**.

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.