

On behalf of St George Community Transport Association

Dear Customer,

An assessment team from the Australian Aged Care Quality Agency will be visiting our contracted Community Transport Service Provider at St George Community Transport Association on 28 June 2017.

The purpose of their visit is to assess the quality of care and services we provide to you and all of our clients.

As part of the review, the team will talk to management and staff and will look at our systems and processes.

They are also interested in speaking to clients about the care and services they receive. You are welcome to meet with a member of the team to speak with them in confidence about the services you receive from us. Just let a member of staff know so a time can be arranged with the assessment team.

Or you can contact the Quality Agency directly on 02 9633 2099 or by email nsw_act@aacqa.gov.au.

You can always ask someone else to speak with the assessment team on your behalf if you wish – like a relative or a friend.

Following the visit to our provider, the Quality Agency will prepare a report about our performance against the Home Care Standards. We are happy to talk to you about how we meet the Standards.

Your personal comments will be taken into account by the Quality Agency when conducting their review, and also when they prepare their report about our services. However, it is important to note that the Quality Agency is unable to provide feedback to you personally, or include specific details of your comments in their report.

If you would like to know more about the Home Care Standards and what they cover, visit the Quality Agency website www.aacqa.gov.au or phone the Quality Agency on 02 9633 2099.