Name: Chorus Australia Limited
Commission ID: 500322

1 April 2025

Dear Consumer and/or Consumer Representative

You have received this letter because the Aged Care Quality and Safety Commission (Commission) is planning to visit the provider who is responsible for delivering aged care services to you. The purpose of the visit is to assess whether the quality of care and services being provided to you and other consumers meets the Aged Care Quality Standards.

The Commission is a separate entity from My Aged Care. The Commission ***does not determine your level of care, funding or government benefits***, and none of these will be affected by any action you choose to take in response to this letter.

The Commission is interested in hearing from you (or your representative) should you wish to provide any feedback on the quality of care and services provided to you by your aged care service provider.

This process is completely optional, and you can choose to do any of the following:

1) Call the Commission on 1800 951 822 and press option 2 to provide feedback over the phone.

2) Contact your aged care service provider and request a discussion (either in person, at the provider's location, or by telephone) with a quality assessor from the Commission when they visit your provider. If an in-person discussion cannot be accommodated, the assessment team will endeavour to contact you via phone instead. The date of that visit is on **7 May 2025.**

3) Complete the Commission's consumer experience online survey. You will need to enter the Commission ID **500322** to access the survey.

   You can access the survey via the link for Home Services at the Internet page: **https://www.agedcarequality.gov.au/consumer-feedback**

   or you can use the QR code.

4) Write to us at Aged Care Quality and Safety Commission, GPO Box 9819 In your Capital City.

5) Do nothing and choose not to provide feedback on the quality of care provided to you, on this occasion. (Please feel free to choose this option if you wish).

If you decide to provide feedback, the Commission will respect the privacy of your information and will not share details with your aged care provider unless you specifically agree to this, or where we are concerned about your safety, health or wellbeing.

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

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

Yours sincerely

Aged Care Quality and Safety Commission