

**Ardrossan Community Hostel  
6111**

An assessment team from the Australian Aged Care Quality Agency (Quality Agency) will visit us to conduct a re-accreditation audit on 07 August 2018 to 08 August 2018 commencing at 9:00 AM.

The team will assess the quality of care we provide to you and other care recipients.

If you wish, you or someone who represents you may meet with a member of the team about the care you receive.

The team will also talk to management, staff and visitors. They will examine our records and observe the physical surroundings and what happens during a normal day. All of this, along with any information you give is considered by the team in assessing our quality of care and services.

If you wish to talk to a surveyor, let a member of staff know so an appointment can be made, or tell one of the surveyors on the day. Surveyors must keep confidential any conversation they have with you.

The Quality Agency will not be able to provide personal feedback to you but your comments will be taken into account in the way the re-accreditation audit is carried out and in the preparation of the report.

After the visit, the assessment team will prepare a report and the Quality Agency will make a decision about our accreditation, including the period of accreditation and future visits.

We will consider information provided in the audit report to plan for improvements in the home. A copy of the report will be published on the Quality Agency's website ([www.aacqa.gov.au](http://www.aacqa.gov.au)).