



Dear Provider

It gives me great pleasure to write to you as the inaugural Commissioner of the new Aged Care Quality and Safety Commission.

From **1 January 2019**, the new Commission will assume the functions of the Aged Care Complaints Commissioner and the Australian Aged Care Quality Agency. The regulatory functions of the Department of Health will join the Commission in January 2020.

The role of the new Commission is to protect and enhance the safety, health, well-being and quality of life of people in aged care. We are committed to promoting high quality care and services to safeguard everyone who is receiving Australian Government funded aged care. We will be the single point of contact for quality and regulation in aged care which will strengthen the focus on consumers, streamline regulation, support better engagement with both consumers and providers, and promote transparency.

We are committed to working with providers to improve aged care in Australia and I am looking forward to engaging with as many of you as possible in the coming months.

I have included some material in this resource pack for you to display at your service, highlighting our new **1800 951 822** number and website address. This material replaces the current resources you have for the Aged Care Complaints Commissioner and the Australian Aged Care Quality Agency. I ask that you replace any previous material as soon as possible in the New Year. I also encourage you to visit [agedcarequality.gov.au](http://agedcarequality.gov.au) to access additional resources about the new Commission.

From 1 January 2019, the Aged Care Quality and Safety Commission may be contacted on **1800 951 822** or in writing to: **Aged Care Quality and Safety Commission, GPO Box 9819, In Your Capital City.**

I look forward to working with you in the future.

Yours sincerely

Janet Anderson PSM  
**Commissioner — Designate**  
Aged Care Quality and Safety Commission

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