



What to expect when we visit

1800 951 822
agedcarequality.gov.au



The Aged Care Quality and Safety Commission visits aged care services to check that providers are doing the right thing. It's part of our role as the national regulator.

Visits are an opportunity for us to work together to make sure older people are getting the best care possible.

What happens when we visit?

We're not there to catch you out! We're there to work with you to address any issues and look at ways to improve your service.

When we visit we will:

- look around the premises
- talk to people
- make phone calls
- view documents
- take notes on our laptop.

What can you expect from us?

We will:

- explain why we are visiting
- always seek consent to enter
- keep you informed about what we're doing
- raise concerns immediately
- treat you with respect.

What can you do to ensure a successful visit?

- Provide a safe, private, appropriate workspace for Commission staff to use laptops and make confidential calls (including access to power points, a desk and desk chair)
- Respond promptly to requests for information
- Treat us with respect

We ask that you consider your obligations for work health and safety during our visit.

Being prepared will make sure every visit is a positive experience.

For more information, visit our website: agedcarequality.gov.au