

## **Some information from the Australian Aged Care Quality Agency**

Home care service providers must undergo a 'quality review' at least once every three years. Our role is to review each provider's performance against a set of Home Care Standards.

These quality reviews are to ensure all care recipients receive high quality care and services.

Whenever we visit a provider, we look at procedures, practices, records and documents. We also like to talk with clients to get feedback about the care and services they receive from Latrobe Community Health Service.

If you would like to provide feedback about the care and services you receive, let Latrobe Community Health Service know and they will make arrangements for you to speak with the review team.

Or you can contact us directly on 03 9897 4322 or by email [vic\\_tas@aacqa.gov.au](mailto:vic_tas@aacqa.gov.au).

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

Any conversation you have with our quality reviewers will be kept confidential.

We are very keen to hear from you about your satisfaction and any feedback about the care and services you receive. Your views are very important and help us assess the performance of the provider in meeting your needs.

Following our review, we will compile a report about the performance of Latrobe Community Health Service against the Home Care Standards and provide it to the provider and the Department of Social Services.

While we take into account all the feedback we receive, we are unable to provide information to you personally about the provider's overall performance. However, if you would like to know more, you should contact Latrobe Community Health Service and ask them to tell you whether they meet the Home Care Standards.

If you would like to know more about the Home Care Standards and what they cover, visit our website [www.aacqa.gov.au](http://www.aacqa.gov.au) or phone 03 9897 4322.

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**Australian Government**  
**Australian Aged Care Quality Agency**

[www.aacqa.gov.au](http://www.aacqa.gov.au)