



**Home Service Name:** Liberty Community Connect

**Commission ID:** 700444

03 March 2022

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 home service 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 home 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 or request to speak with a quality assessor from the Commission.
- 2) Contact your home service provider and request a meeting (by telephone) with a quality assessor from the Commission.
- 3) Complete the Commission's consumer experience online survey.  
You access the survey via the Internet at: [lonergan.team/homeservice](https://lonergan.team/homeservice). You will need the Commission ID at the top of this page to access the survey. Lonergan, an independent research company, is conducting the survey on our behalf.
- 4) 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.

The Commission will also contact a number of consumers directly, and you may receive a phone call or email from a Commission quality assessor to schedule an interview with you. Your participation in this interview is also entirely optional. However, it will help us to



understand your experience, the quality of care and services you are receiving and your home service provider's performance.

If you do provide feedback, the Commission will respect the privacy of your information and will not share details with your home service provider unless you specifically agree to this, or where we are concerned about your safety, health or well-being. If that is the case, we will do our best to let you know this first.

To assist with the assessment, the Commission may collect and use your personal information, including sensitive information that is directly related to, or reasonably necessary for reviewing the aged care services provided to you. The Notice of Collection fact sheet enclosed with this letter provides you with further information on how the Commission may collect, use and disclose personal information, for the purpose of its legislative functions.

For information on the Commission's privacy policy, Notice of Collection and practices, please refer to the Commission's website [agedcarequality.gov.au](http://agedcarequality.gov.au) or contact the Commission via telephone on **1800 951 822** and press option **2**.

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

Yours sincerely

Stacey Ind  
A/g Operations Manager – HS  
Melbourne Office  
Aged Care Quality and Safety Commission  
Ph: 1800 951 822  
Web: [agedcarequality.gov.au](http://agedcarequality.gov.au)



# Notice of collection

## What are our functions and activities?

Our functions and activities include, among other things:

- protecting and enhancing the safety, health, well-being and quality of life of aged care consumers
- regulating aged care services and ensuring provider compliance with aged care responsibilities
- promoting the provision of quality care and services aged care services
- receiving and assessing notices about reportable incidents under the Serious Incident Response Scheme
- dealing with complaints about aged care service providers and service providers of a Commonwealth funded aged care service.

## Why are you receiving this notice of collection?

In the course of our work we collect and use personal information, including sensitive information that is directly related to, or reasonably necessary for, one or more of our functions or activities under the *Aged Care Quality and Safety Commission Act 2018* (the Quality and Safety Commission Act) and the *Aged Care Act 1997* (the Aged Care Act).

We are authorised to collect, use, and disclose certain personal information in accordance with the Quality and Safety Commission Act, the Aged Care Act, and the *Privacy Act 1988*. You have received this notice as we are collecting, or have collected, your personal information for one or more of these purposes.

## How do we collect personal information?

We will collect personal information through a range of different channels including when we communicate with you or your representative by letter, email and through our website. We also collect personal information when you or your representative meet with us face-to-face or deal with us by telephone. We may also collect your personal information from third parties such as other government agencies or a relevant aged care service provider and its staff.

## When could your personal information be disclosed?

We may disclose your personal information to third parties for the purposes of carrying out one or more of our statutory functions or activities. For example, your personal information may be included in a referral to another organisation that monitors health and aged care quality and professional standards, such as the Australian Health Practitioner Regulation Agency, the Department of Health and state coroners; or to the police if it relates to an incident.

We will only use or disclose your personal information for other purposes in accordance with Part 7 of the Quality and Safety Commission Act, Part 6.2 of the Aged Care Act, or where otherwise required or authorised by law.

We will ensure that any request you make for confidentiality is complied with unless doing so will, or is likely to, place the safety, health or well-being of any person at risk.



All reasonable steps will be taken to notify relevant individuals before deciding to not comply with a request for confidentiality.

We do not usually disclose personal information to overseas recipients, but will take reasonable steps to notify you if we intend to do so.

### **More information**

For more information about our privacy practices, including how to access or correct your personal information or make a privacy complaint, see the privacy policy available on our website or contact us by phone.

All information in this publication is correct as of April 2021.



#### **Phone**

1800 951 822



#### **Web**

[agedcarequality.gov.au](http://agedcarequality.gov.au)



#### **Write**

Aged Care Quality and Safety Commission  
GPO Box 9819, In Your Capital City