



Tuesday 1 April 2025

Dear Family Members and Resident Representatives

RE: Reaccreditation Audit Outcome and Consumer Advisory Committee

1. Aged Care Quality and Safety Commission Reaccreditation Audit

As advised in my last letter of 28 February, in February the Aged Care Quality and Safety Commission (ACQSC) undertook the major 3 year audit of our home. The audit team has a mandate to review any and every aspect of the home's operation and gains direct access to our computer system for health and business information. They also undertook interviews with residents, representatives, staff and board members.

The audit is essentially to review evidence of compliance or otherwise with the forty-four Requirements of the eight Aged Care Quality Standards. You can find these Standards and Requirement on the ACQSC website and on posters around Illawarra Diggers.

As you can imagine it was a pretty intense week.

The initial outcome the audit is an Audit Report issued in the following week with recommended findings to which Illawarra Diggers has the ability to respond, which we did.

The final report from the Commission was issued last Friday 28 March.

The Commission found that Illawarra Diggers had met 43 of the 44 Requirements. The one Not Met given was in Standard 3 and relates to some specific clinical documentation. Processes and training is already in place to correct this deficiency.

The Commission has fully reaccredited Illawarra Diggers for the maximum 3 year period and there were no conditions or follow up requirements linked to this reaccreditation outcome.

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Thank you to any residents or family representatives who were contacted by the Audit Team.

2. Consumer Advisory Committee

You may recall in a previous letter I asked for interested residents and representatives to form a Consumer Advisory Committee. Last Wednesday 26 March the new committee met for the first time.

The committee comprises one Board member, the CEO, Lifestyle Manager and, currently, 3 resident representatives. The number of residents and/or resident representatives requires a minimum of two but there is no maximum.

If you are interested in joining the Consumer Advisory Committee or knowing more about it please let me know as you would be most welcome.

3. Lifestyle and Program Information and Forums

- a. Monthly Resident and Representative Meeting
 - A resident and Representative meeting is held on the last Tuesday of every month except December.
 - The meeting is at 10.30am in the Recreation Room and is open to all residents and their representatives.
 - The meeting is also attended by the CEO, Lifestyle Manager and one board member.
- b. Monthly Newsletter and Lifestyle Program
 - The monthly newsletter and the monthly lifestyle/activities program is published in the first week of each month
 - Copies of the newsletter are available around the home
 - The Monthly Program is also available throughout the home and is pinned up in all wings and common areas.
 - Both the newsletter and the program are also available on the Illawarra Diggers website illawarradiggers.com.au
 - The program link is at the bottom of the Home Page “Events and Activities”
 - The newsletters are under About Us/Newsletters.
 - There is also a tab at the bottom of the Home Page to subscribe to the newsletter if you wish to do so.

If you have any questions about any of the issues raised in this letter please contact us at admin@illawarradiggers.com.au

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'Peter Whittall', written over a horizontal line.

Peter Whittall
CEO