

18 January 2019

[insert title, client first name, last name]

[insert street address]

[suburb] [state] [postcode]

Dear [firstname] [surname],

You may be aware that the Federal Government has established a Royal Commission into Aged Care Quality and Safety and has appointed two Royal Commissioners, the Honourable Justice Richard Tracey AM RFD QC and Ms Lynelle Briggs AO, to lead the inquiry.

This letter is to update you on Calvary's preparation and approach towards the Royal Commission.

As a significant provider of aged care services in residential, community and in home settings across Australia, Calvary's aged and community care services will be included in the work of the Royal Commission.

As a valued recipient of Calvary Aged Care services, I would like to thank you personally for entrusting your care to us.

At Calvary we pride ourselves on the provision of high-quality care delivered by dedicated Calvary staff across Australia. We are proud of our aged and community care services and we acknowledge the privilege it is to care for you and many others like you, in our hospitals, retirement communities and community care services.

Calvary's approach to the Royal Commission will be transparent and open. We will be as prepared as we can be and we will engage with the Royal Commission proactively and positively. We will also put in place systems which allow us to respond quickly and accurately with any requests for information from the Royal Commission, and any requests from you.

To prepare for the Royal Commission I have put in place a Royal Commission Aged Care Response Unit to ensure that Calvary is ready to engage and that any requests from the Royal Commission are handled and responded to promptly, accurately and efficiently. This Unit is also tasked with ensuring Calvary residents, clients, and their family members are made aware of important developments in a timely manner and respond to any questions or concerns you may have.

This Unit is led by Katy Gallagher who works closely with the National Director Aged and Community Care, Bryan McLoughlin and his team.

Calvary looks forward to working with the Royal Commission and as National CEO I see this as an opportunity to improve on the services we provide to you. We continually review our services and your ongoing feedback is an important part of that process.

We value your feedback. If you have any questions or concerns about the Royal Commission or issues you would like to raise, please contact Calvary Royal Commission Response Unit on 1800 549 679 or email royalcommissionenquiries@calvarycare.org.au and for further information visit www.calvaryagedcare.org.au

I will continue to keep residents, clients and families informed as the Royal Commission progresses.



Martin Bowles
National CEO