[date]

**Letter about Kyeema’s upcoming service audit**

Dear participant or participant’s nominee,

Kyeema is having our annual audit of services conducted soon. The audit checks that Kyeema complies with the NDIS Practice Standards.

An auditor may ask to speak with you for 10 to 20 minutes about your experience with Kyeema’s services. This may be in person or by phone, whichever you prefer. Children under 18 would not be interviewed but a parent may be asked.

We encourage you to take part in this as most people enjoy the opportunity. The auditors randomly choose a percentage of people they hope to speak to.

If you do not wish to be part of this, please let us know by [date] and we will inform the auditors.

The audit commences on [date] at [time] at Kyeema and concludes on [date] afternoon with an exit meeting.

The auditors’ names are:

[names]. They are from [name of auditor body].

Participants and nominees are invited to attend the entry and exit meetings as this is a great opportunity for all to become more familiar with the way Kyeema responds to the needs of participants.

Yours sincerely

Julie Amor

Chief Executive Officer