

## HOW CAN THE AGED CARE QUALITY AND SAFETY COMMISSION HELP YOU?

If you're worried about how you or an older person are being cared for, and you want some information and support, you can contact the Aged Care Quality and Safety Commission.

They'll listen to what you have to say, and will try to find the best way to help you.

The **Aged Care Quality and Safety Commission** can also help you to sort out the problem with the people giving the care (the service provider).

You can talk about the problems with the care in:

- Residential care or residential respite care
- Home Care Packages
- Commonwealth Home Support Program
- Flexible care, including Transition Care, and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program.

Getting information and support from the **Aged Care Quality and Safety Commission** is free, private and you don't have to tell them your name.

If you don't feel comfortable talking about a problem, they can try to find people to speak for you.



The **Aged Care Quality and Safety Commission** will listen to what you have to say, and will try to find the best way to help you. You can talk about problems with the aged care services you (or an older person) are getting in an aged care home, or at home.

Getting some information and support from the **Aged Care Quality and Safety Commission** is free, private and you do not have to tell them your name.

## CONTACTING THE AGED CARE QUALITY AND SAFETY COMMISSION

Anyone can talk to the **Aged Care Quality and Safety Commission** about a problem with the care they (or an older person) are getting.

You can contact them by calling 1800 951 822.

You can also find them on the internet at: [agedcarequality.gov.au](http://agedcarequality.gov.au)

Or you can write to them at:

**Aged Care Quality and Safety Commission**  
GPO Box 9819  
(Your capital city and state/territory)



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## A LITTLE YARN GOES A LONG WAY

CONTACT THE AGED CARE QUALITY AND SAFETY COMMISSION

**Freecall: 1800 951 822**  
**AGEDCAREQUALITY.GOV.AU**



Australian Government  
Aged Care Quality and Safety Commission

The **Aged Care Quality and Safety Commission** is a free service that looks after concerns about the quality of care and services someone is receiving in their home or an aged care home from Australian Government funded aged care providers.

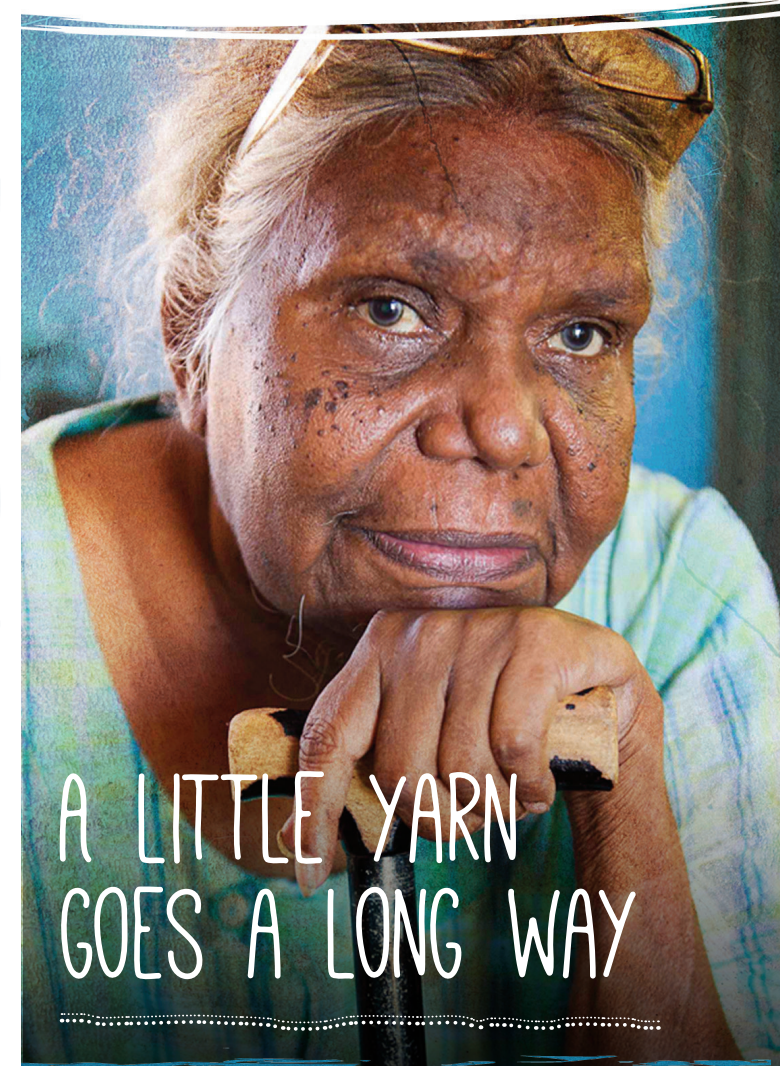
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Australian Government

Aged Care Quality and  
Safety Commission

Engage  
Empower  
Safeguard



A LITTLE YARN  
GOES A LONG WAY

Aboriginal and Torres Strait Islander people are warned that this publication may contain images of deceased people.





## OUR OLDER PEOPLE SHOULD BE CARED FOR WELL BY AGED CARE SERVICES

**If you're worried about the way you, or an older person, are being looked after, it's important you talk about it.**

It's OK to talk about things you're worried about. This is a good way of improving how older people are looked after, and the best way to fix any problems.

Some things you might want to talk about include:

- > Making sure you (or an older person) are treated well by the people looking after you (or them)
- > Making sure you (or an older person) feel safe
- > Making sure your (or their) health is looked after
- > Fixing problems with things not being clean
- > Improving the food you (or they) are getting



If you are worried about the way you, or an older person, are being looked after by aged care services, you should talk about it.

You can talk about how you (or an older person) are being treated by the people looking after you, as well as about health, safety, how clean things are, or the food you are being given.

## WHAT IF YOU'RE WORRIED ABOUT TALKING ABOUT A PROBLEM?

**It may sometimes seem hard to talk about how you (or an older person) is being cared for.**

But talking about the things you're worried about is the best way to improve the care older people receive.

Talking about a problem shouldn't cause more problems. If you talk about a problem, the service provider (the people looking after you or an older person) can try to make things better.

Talking about problems may also help other people who may have the same kind of problem with their care.

The Aged Care Quality and Safety Commission provides information and support to help you sort out your problem.

They can also help if you're finding it hard to talk to the service provider, or if you don't think they're helping you to fix the problem.



Talking about a problem should not cause more problems.

If you talk about the problem, the people caring for you (or an older person), can try to make things better.

The **Aged Care Quality and Safety Commission** can help if you are finding it hard to talk to the people caring for you (or an older person).

## WHO CAN YOU TALK TO IF YOU HAVE A PROBLEM?

**The first thing you can do is try to sort out any problems you have with the service provider (the people looking after you or the older person).**

This is a good way of helping to make things better.

You can also contact the Aged Care Quality and Safety Commission. They can help you to improve the way you (or an older person) are looked after.

The Aged Care Quality and Safety Commission can help with aged care services paid for by the Australian Government.

Anyone can contact the Aged Care Quality and Safety Commission and you can talk to them about a problem on the phone, by writing a letter, or on the internet.

Talking to them is free, private, and you don't have to tell them your name.



Start by talking to the people who are looking after you or the older person.

The **Aged Care Quality and Safety Commission** can help by giving you information and support.

Talking to them is free, private, and you do not have to tell them your name.