

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.



Aged Care Quality and Safety Commission- nge- ntyele itne ngenhe mwantyele aweme, iwenhe akerteke apeke unte angkeme, kele itne areme nhakehe apeke itne ngenhe alpme iletynheke.

Unte ante akngerre-pate unthene angketyeke aged care services arenhe mapeke, problems nhenhe areye arratyte ilettyeke apmerenge ante aged care apmerenge.

Aged Care Quality and Safety Commission-nge ntyele, itne ngenhe support-eme- ileme ware unte arrpe, arrinte anthe-tyale.

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

Or you can write to them at:

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



Unte kene ringme ilerle Aged Care and Safety numper nhenenge 1800 951 822.

Unte kene itneke arerle internet-nge nhenge: agedcarequality.gov.au-nge

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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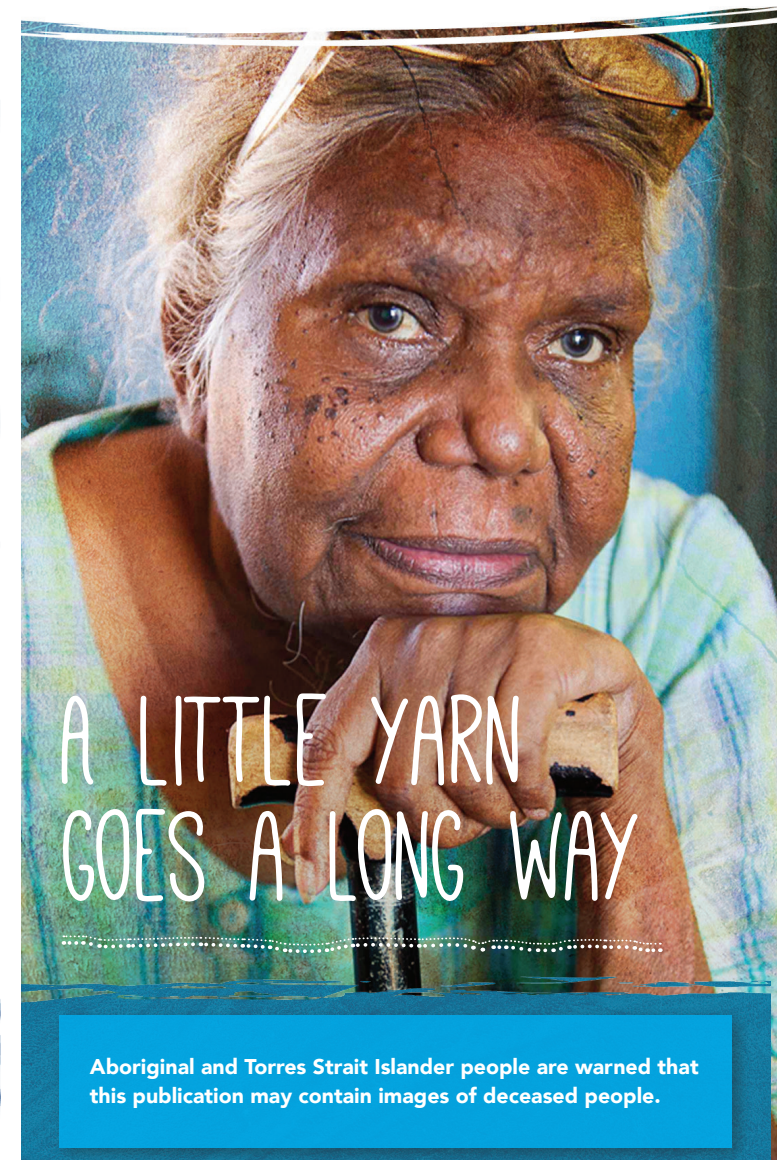
Arrernte Translation



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



Unte apeke arle ilkelhe-tyakenhe aneme, akurne-antye apeke arle akngerre-pate nhene arle arntaremenge, itneke angketyeke alhaye Aged Care Services-ke urrkapme mapeke.

Unte ilethetyeke, nhakene-akenhe arle itne akngerre-pate nhehe akerte arle tyerrtye nhenhe areyele arntareme nhenge Healthe and Safety akerte arleke, arne ingkerreke ame urlkerneke arle, ane merne arleke itne mpwelenhe wantemele antheme.

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.



Problem nhenhe areyeke arle arratye-ilette angkerreke iperre, kwnhe problem kwenye arle aneme.

Nhenge unte apeke arle angkeke, tyerretye arntarne arentye akngerre nhenhe areyeke akngerre-pate nhenhe akerte, kele itne mwerre ilemele anteme problem nhenhe areye arratye-ilemele mpwareme.

Ngenhe itne, Aged Care and Safety Commission-nge ntyele alpeme ileme, nhenge unte apeke arle uyarne apateme nhakene angketyeke akngerre-pate nhenhe akerteke arleke, mpwelenhe arle arntare areme mapeke.

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.



Ngenhe ante akngerre-pate arle arntareme mapeke urrke angkaye.

Aged Care Quality and Safety Commission-nge ntyele ngenhe ilemele ante alpemele supporteme-ileme.

Unte kene ware urrke angkerle itneke, unte arrpe ware, arrinte illehe-tyale ineke.