

## 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 e gor listen por wannem you have to say and try por find e the best way por help you.

You can talk bout wannem e nor make you happy were the aged care service you or the elder e gedem in an aged care home or there where house.

Information and support from the Aged Care Quality and Safety Commission e free, private and remember you nor upto give thempla name blor you.

## 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)



You can contact the Aged Care Quality and Commission lor this number 1800 951 822.

Or you can gor lor the Internet: [agedcarequality.gov.au](http://agedcarequality.gov.au)

## 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.

ACC001

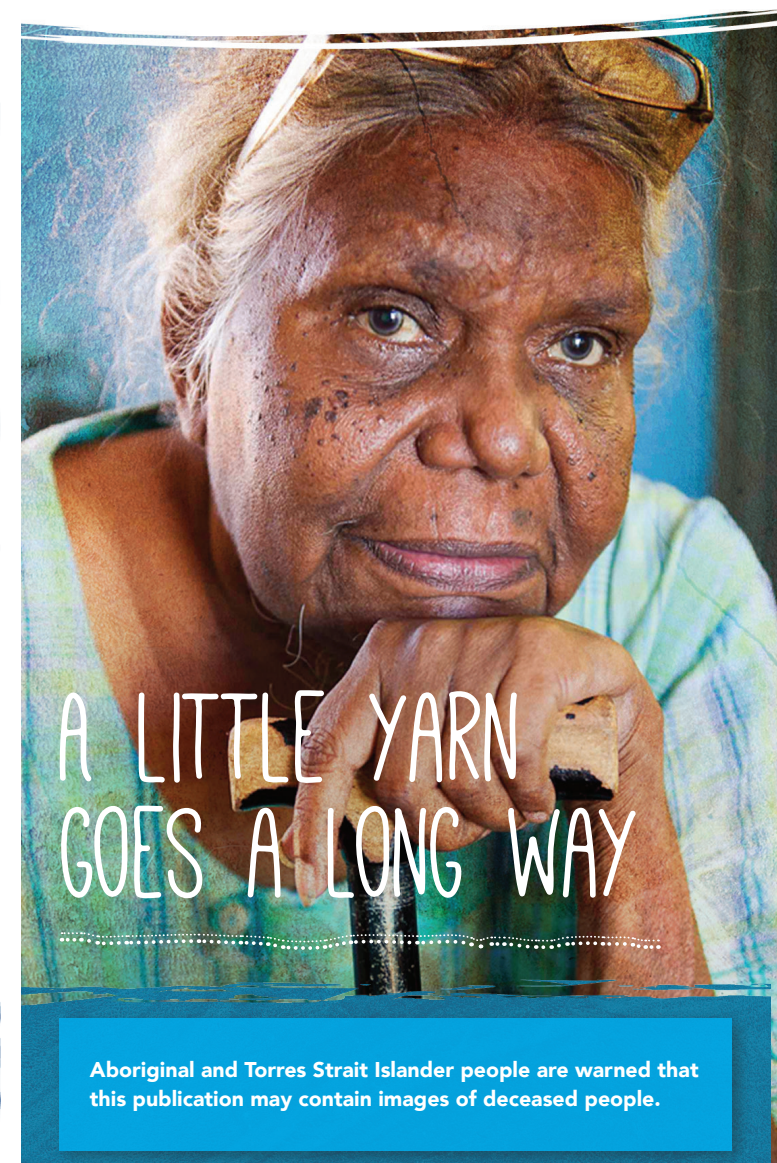
## TSI Creole Translation



Australian Government

Aged Care Quality and  
Safety Commission

Engage  
Empower  
Safeguard



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



Nyuntu tjinuru tjituru-tjituru ngaranyi panya nyuntumpa-ku munu Anangu kurantja ku panya kanyilpa aged care services nguru, nyuntu kunyu wangkama tjananya.

Nyuntu palya wangkanyi Anangu panya kanyilpa ku yartji yartji paluru wiru kanyinnyi nyuntu-nya munu Anangu kurantja ku kulu kulu panya. Pika munu ultunymara anya wali cleanya kanyinnyi munu mai wiru ungkuntjaku.

## 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.



Ip you talk about wannem e rong ip you nor happy where the care u gedem e nor gor mekem worse. E good por speak wannem e rong so thempla ca mekem right por you.

Talk por thempla pass, whodat e care por you (or an elder) ip ol can mekem better for you.

The Aged Care Quality and Safety Commission e can help ip you pindem hard por talk por thempla whodat e care por you or an elder.

## 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.



Talk por thempla whodat e look out you or an elder.

Aged Care Quality and Safety Commission e for listen por wannem you upto say and ol gor try por find e the best way por help you.

You nor upto worry por talk por thempla, e free call and you no upto speak thempla name blor you.