

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 manu Safety commissionrli kapungkulu purdanyanyi kajinpa jana wangkami, manu kapungkulu help-pi mani.

Wangkaya jana problem kurlu aged care services,ki manu muturnaku yangka kuja ka ngurra kurralku yukami.

Information manu support maninjaku Aged Care Quality manu Safety Commission ngirliji free manu private manu yirdi kula jana yungka.

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)



Ring-ngi manta jana Aged Care Quality manu Safety Commission kiji ngulaju 1800 951 822 rla.

Or you can gor lor the Internet:
Manulu jana palka manta internet,rla ngulaju;
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.

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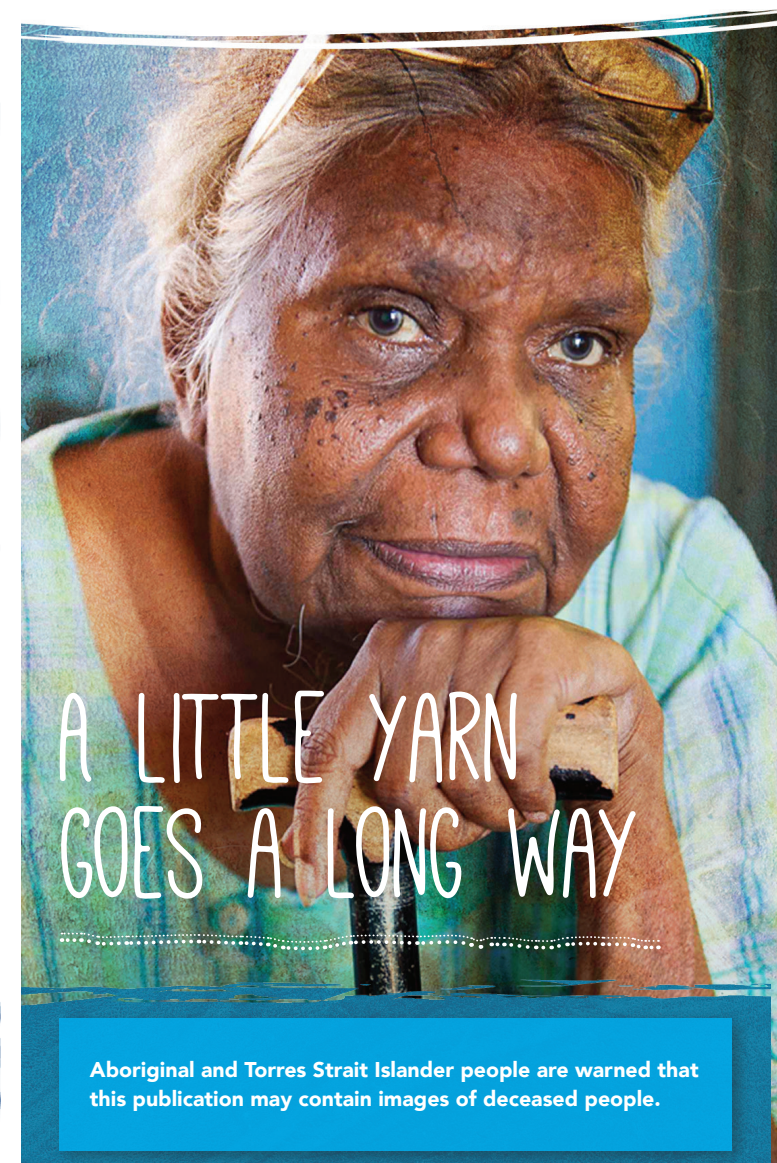
Warlpiri Translation



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



Kajinpa wajampa jarri nyuntu kurlu manu muturna kurlu nyarrparlu kuja kalu nyarra mardani, ngulaju wangkaya jana age care wardingkiki.

Kaji kanpa jana wangkami nyarrparlu kuja kalu nyarra mardani yapanku yangka health, ki manu safety, ki manu kirlka nyinanjaku manu mangariki.

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.



Kajinpa wangka problem kurlu ngulaju kapu problemju lawa jarrimilkii.

Kajinpa problem kurlu wangkami ngulaju kaji kankulu ngurrju mani marda kujaju.

Aged Care Quality manu Safety Commissionrli kapulu nyarra help-pi mani kajinpa jata nyanyi.

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.



Wangkayarla yapa yinyaku kuja kangku mampu mani.

Aged Care Quality manu Safety Commissionrli kapungkulu help-pi mani information kirlirli manu support kurlurlu.

Kajinpa jana wangkami, ngulaju free manu private manu kula jana yirdi yungka nyuntu nyangu.