



A little yarn goes a long way

Aboriginal and Torres Strait Islander people should be aware that this publication may contain images of deceased persons.

Artwork by Chern'ee Sutton

Good aged care means you are safe and cared for in the right way

It means respecting your rights and your connection to family, community and Country.

Speak up if you're worried about aged care

Our older people should be well looked after by aged care services.

If you're worried about the way you or your family is being looked after, it's OK to talk to someone about it.

This is the best way to get things fixed.

It can also help other people who have the same problem.

What you can talk about

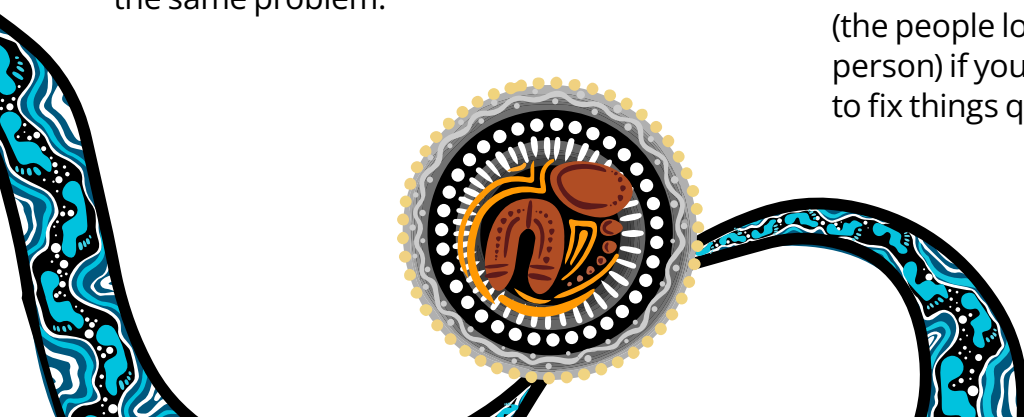
You can talk about anything that is worrying you about an aged care service. It might be things like:

- how you are treated by the people looking after you
- the food
- taking care of your health
- how you want to be looked after
- being safe
- fees
- things that have gone wrong.

Who you can talk to

1. Your aged care provider

You should talk to the service provider (the people looking after you or the older person) if you can. This can be a good way to fix things quickly.



2. The Older Persons Advocacy Network

If you find it hard to talk to the service provider, there are people who can help you do this.

You can call the Older Persons Advocacy Network (OPAN) on **1800 700 600** for free help. A national team is available to talk to you from Monday to Friday (8am – 8pm) and on Saturday (10am – 4pm).

More information is available at www.opan.org.au

3. The Elder Care Support Program

The Elder Care Support program is designed to support older Aboriginal and Torres Strait Islander people and their families to understand, navigate and access the aged care services they are entitled to.

This program is delivered by the National Aboriginal Community Controlled Health Organisation (NACCHO).

You can call **02 6246 9300** for more information.

More information is available at www.naccho.org.au/elder-care-support-program

4. The Aged Care Quality and Safety Commission

If you are having trouble getting the problem fixed, you can also talk to us at the Aged Care Quality and Safety Commission.

Our job is to improve how older people are looked after.

We will look at the problem in a way that's fair to you (or the older person) and the service provider.



Contacting the Aged Care Quality and Safety Commission is easy and it's free:

- You can call 1800 951 822 between 9am – 5pm Monday to Friday.
- You can write to us at:
Aged Care Quality and Safety Commission
GPO Box 9819 In your capital city
- More information is available at www.agedcarequality.gov.au

It is OK to speak up

Aged care services looking after older people are not allowed to treat you badly for speaking up.

Talking to us is safe. We make sure that

- it is free and simple to speak to us
- you don't have to give us your name if you don't want to
- we can keep your name (or the name of the older person) private if you want us to

If you are having trouble getting started, we are here to help you.

The Aged Care Quality and Safety Commission acknowledges the Traditional Owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders both past and present.



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city