



TSI Creole Translation

# A LITTLE YARN GOES A LONG WAY

## Our older people should be cared for well by aged care services

If you're worried about the way you, or an older person is being looked after, it's important you talk about it. It's OK to talk about things you're worried about. It's a good way of improving the way people are looked after.

## What are some things you might want to talk about?

You might want to talk about how you (or an older person you know) are being treated by the people looking after them, or making sure your (or their) health is looked after. You could also talk about safety, how clean things are and the food you (or they) are getting. Talking about these things is the best way to fix any problems and may also help other people who have the same problem.

You can talk about 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.

## Who can you talk to?

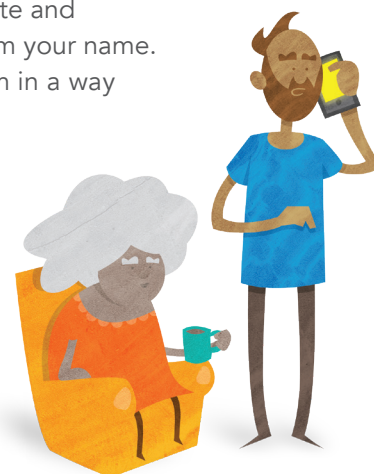
The first thing you can do is try to sort out any problems you have with the service provider (the people who are looking after you or the older person).

You can also contact the **Aged Care Quality and Safety Commission**. This is a group of people who can help you to improve the way an older person is looked after if there is a problem with their care.

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

Talking to them is free, private and you do not have to give them your name. They will look at the problem in a way that's fair to you (or the older person) and the service provider.

If you don't feel comfortable talking about a problem, the **Aged Care Quality and Safety Commission** can try to find people to speak for you.







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# A LITTLE YARN GOES A LONG WAY

- > If you are worried about the way you or an older person are being looked after, it is important you talk about it.
- > You should try to sort out any problems you have with the people who are looking after you, or the older person you know.
- > If you need support, you can contact the Aged Care Quality and Safety Commission. This is a free and private service, and you do not have to give them your name.
- > You can talk about problems with the care you, or an older person you know, are getting in an aged care home, or at home.



Ip you nor happy wiskine you or wan elder e being looked apta e mina important you speak por somebody wannem e wrong. You muss try por sort out wannem e wrong where the care you gedem from thempla whodat e look out you or an elder you sabe.

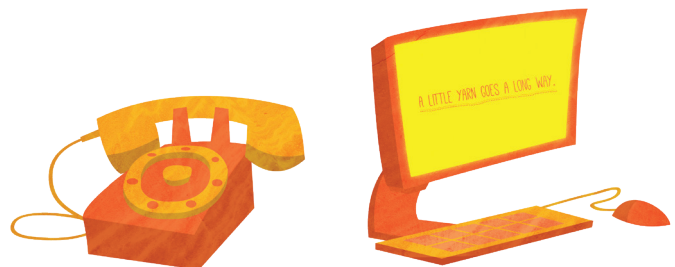
Ip you need help, you can talk por thempla lor Aged Care Quality and Safety Commission.

This wan e free and confidential service so you nor need por speak thempla name blor you.

You upto talk bout wannem you nor happy where the care you or an elder you sabe e gedem inside lor Aged Care home or there lor house too.

CONTACT THE AGED CARE QUALITY AND SAFETY COMMISSION

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



Australian Government  
Aged Care Quality and Safety Commission