



A fact sheet for aged care providers and workers

About the Food, Nutrition and Dining Hotline



The Food, Nutrition and Dining Hotline is available to help you.

**Call 1800 844 044
between 9 am and 5 pm,
Monday to Friday.**

The experience of food and dining is vital in aged care. It has a direct effect on people's health, wellbeing and quality of life. An enjoyable experience can lower risks of malnutrition, dehydration and unplanned weight loss.

The Australian Government has invested \$12.9 million to improve the food, nutrition and dining experience for older people in aged care. As part of this commitment, the Commission has set up a dedicated Food, Nutrition and Dining Hotline and Advisory Support Unit staffed by dietitians and speech pathologists. The aim is to support continuous improvement by providers in the delivery of quality aged care.

The Food, Nutrition and Dining Hotline

You can call the Food, Nutrition and Dining Hotline with enquiries, questions, concerns and complaints about food, nutrition and dining in aged care if you are:

- receiving care
- a family member or carer
- an approved provider
- an aged care worker
- an advocate
- a health professional.

When you call the hotline, you can expect to receive general advice and relevant information to support your food, nutrition and dining matter.

Aged care providers and staff – call the hotline to speak with professionals about:

- ideas or concerns about providing appetising, nutritious food and an enjoyable dining experience
- systems and processes related to food, nutrition and dining
- nutritional screening.



People receiving care and their representatives – call the hotline to speak with professionals about:

- enquiries or questions
- a concern or complaint about food, nutrition and dining experiences in aged care.

What happens when you call the hotline?

Hotline staff, supported by experts from the Food, Nutrition and Dining Advisory Support Unit will discuss and understand your issue or enquiry. They will provide you with relevant advice and information.

Issues you might raise include:

- asking about how older people and aged care staff can work together to improve the overall dining experience
- asking about how older people can speak up to receive meals and drinks in line with their nutritional needs and requirements
- asking for help understanding provider responsibilities for food, nutrition and dining matters
- asking for help understanding best practices in food, nutrition and dining.

You may also want to share a good idea you have seen, experienced or put in place.

If you call with a complaint, our Complaints team will also help you.

Food, nutrition and dining resources

A range of [food and dining resources](#) is available for providers, workers, older people, their families and carers. You can find these on our website.

They cover topics such as:

- the dining experience
- choice
- swallowing
- eating and drinking with acknowledged risk
- oral health
- dementia.



Provider resources

www.agedcarequality.gov.au/food



Worker resources

www.agedcarequality.gov.au/workers/food-nutrition-dining-information-workers



Older people resources

www.agedcarequality.gov.au/older-australians/health-wellbeing/food-and-nutrition



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

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