

Your meals and dining experience should be enjoyable



During mealtimes expect to:

- eat, drink and, if you want to, socialise
- enjoy your dining experience without it being interrupted by care and clinical tasks, or medication, if possible
- have staff engage with you during meal times and chat with you if you want
- take as long as you want to eat
- enjoy meals that look, taste and smell great and are at the right temperature.

If you need assistance:

- Talk to your provider
- Phone the Older Person's Advocacy Network (OPAN) Support Line on **1800 700 600**
8am – 8pm Monday to Friday
10am – 4pm Saturdays
- Phone the Aged Care Quality and Safety Commission's Food, Nutrition and Dining Hotline on **1800 844 044** (free call),
9am – 5pm AEDT, Monday to Friday
if you wish to speak with professionals about issues, ideas or concerns in relation to an enjoyable food, nutrition and dining experience in an aged care service. Alternatively, you can contact the Commission's general enquiries line on **1800 951 822** (free call).

You can take part in planning meals and dining by:

- starting or joining a resident food committee
- making suggestions about how the dining room is set up
- participating in the setup of the dining room
- recommending recipes, reviewing menus and tasting food
- talking to the chefs and cooks about your food.

The dining team should:

- ask you where and when you would like to eat; what you would like to eat and how much; and who you would like to sit with
- support you during mealtimes
- provide flexible options such as buffet, self-service, menu ordering and extended mealtimes.

