

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
- Contact the Aged Care Quality and Safety Commission on **1800 951 822** or **agedcarequality.gov.au**

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.

