



A fact sheet for older people

About the food, nutrition and dining hotline – for older people receiving care



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

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

If you are an older person receiving aged care services and you have questions, concerns or a complaint about your food, nutrition or dining experience, you can call the Food, Nutrition and Dining Hotline.

The Food, Nutrition and Dining Hotline is run by the Aged Care Quality and Safety Commission. It gives people receiving care, their families and carers direct access to a dedicated team of professionals to discuss issues or ask questions about your food, nutrition and dining experience in aged care.

We want you to feel comfortable asking questions, providing feedback and raising concerns about your food, nutrition and dining experience.





What to expect when you call the Food, Nutrition and Dining Hotline

You can call the hotline if you have questions or enquiries about the food, nutrition and dining experience that you or a loved one is receiving from an aged care provider. You can ask to speak with a dietitian or speech pathologist for general advice.

When you contact the Food, Nutrition and Dining Hotline with questions, enquiries or concerns, we will:

- listen to you to understand your enquiry, question or concern
- provide general information relevant to your particular issue or issues
- support you to know your rights and responsibilities
- support you to raise a formal complaint with us if you wish.

Contact the Food, Nutrition and Dining Hotline

Phone 1800 844 044 (9 am to 5 pm, Monday to Friday)

Online agedcarequality.gov.au

Email info@agedcarequality.gov.au

Mail Aged Care Quality and Safety Commission, GPO box 9819, <your capital city>

If you need an interpreter, you can ask us to arrange one when you call. Alternatively, you can contact one of the services below and ask them to help contact us on 1800 951 822:

- [Translating and Interpreting Service \(TIS\)](#) – **131 450**
- [Aboriginal Interpreter Service \(AIS\)](#) – **1800 334 944**
- [Aboriginal Interpreting Western Australia](#) – **08 9192 3981**



Scan the QR code to access more information and resources on the **Commission's food, nutrition, and dining resources page for older Australians.**

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