



Respectful care and services

**It's your right to be treated with dignity and respect.
The care and services you receive should value your identity,
culture and differences.**

When your provider understands who you are, they can better help you to make decisions that are right for you. This can help you live the life that you choose.

You can help your provider improve their care and services by telling them what respectful care and services look like to you and to the other people in your service.



Discussion questions

Respectful care and services

How do you get a say in how care and services are provided to you?

What can workers do to respect you and your dignity when they come into your room?

How can workers treat people better?

How can workers give you more choice and flexibility in the way they provide care and services?



Discussion questions

Respectful care and services

How do workers show you that they respect you?

Are there rules that seem unnecessary? What can the service do about these?

What can your service do to offer you activities that are respectful of your identity, culture and needs?

How do workers communicate with you to make you feel respected?



Seeing family, friends and carers

Socialising and connecting with others can elevate your mood and promote good health.

Visits with family, friends and carers can help you have a good quality of life and improve your wellbeing. When your provider gives you a say in how visits happen, they can provide care that better meets what you want and need.

To help decide how visits happen, tell your provider what is important to you and the others in your service.



Discussion questions

What could your provider do to better manage visits?



Discussion questions

Seeing family, friends and carers

What would you change about who visits, for how long, when and where?

What do you enjoy about having visitors?

Have you noticed any problems when people visit your service?

How does your provider support you if you don't want to have visitors?



Discussion questions

Seeing family, friends and carers

How could visits be more enjoyable?

What supports are available to help you get ready for visits and be comfortable and prepared for visitors?

How often does your provider ask you about what you prefer when having visits and visitors?

How could your provider help you stay connected with visitors if you can't meet them in person?



Feedback and complaints

Your feedback or complaints help your provider improve the care and services they provide. Your feedback or complaints can also help protect you and others from harm.

Making a complaint isn't being 'difficult'. It's a normal part of receiving services. If you're worried about the quality of care or services that you or someone else is getting, it's important to talk about it. The best way to do this is to make a complaint directly to your provider. When your provider understands your complaints or feedback and knows the issues, they can work with you to find a solution.



Discussion questions

How does your provider tell you how you can make a complaint?



Discussion questions

Feedback and complaints

What can your provider do so that everyone knows how to make a complaint or give feedback, and what to expect when they make a complaint?

Are complaints and feedback encouraged at your service?

Would you feel uncomfortable making a complaint? What could your provider do to make you feel more comfortable?

How does your provider help people who struggle to communicate (for example, people with cognitive impairment or English as a second language) to make complaints?



Discussion questions

Feedback and complaints

How could your provider better handle complaints?

How often does your provider ask you, your family, friends and carers for feedback?

What would you like to see happen when you complain?

What other ideas could your provider introduce to better manage complaints and feedback?



Partnering with your provider to plan your care

Co-designing care is when you, workers, services, your family and supporters work with your provider to design and deliver care that is right for you.

Partnering with your provider to co-design your care encourages you to share your thoughts, experiences and ideas. This helps you get the care and services you need.

Co-design means being an equal partner with your provider. You can make decisions about your own life and about the service.

Co-design should happen with:

- you
- the service
- the facility or building where you receive care
- the organisation.

This gives you the chance to have choice over all areas of your care.

Key principles of co-design include respect, taking part, focusing on solutions and being inclusive, accountable and transparent.

When your provider works with you to co-design care, everyone at the service can benefit.



Discussion questions

Partnering with your provider to plan your care

What more can your provider do to make you an equal partner in planning your care?

When and how are you, your family and supporters involved in planning your care and services?

How does your provider follow the key principles of co-design?

What more could your provider do to follow the key principles of co-design?



Discussion questions

Partnering with your provider to plan your care

How do people who struggle to communicate (for example, people with cognitive impairment or English as a second language) take part in co-design at your service?

How does your provider support you to co-design policy for your service and the wider aged care sector?

What part of care and services can improve through co-design?



Reablement: restoring your strength and function

The way you receive care and services is important for your quality of life.

Care should be safe, effective and well-coordinated. When your provider delivers care and services that put your independence and reablement first, your wellbeing improves.

Reablement means getting back your function or adapting to a function you have lost. For example, if you loved gardening but are finding it difficult to kneel, your service may connect you with a physical therapist to regain your strength back in your knees so you can return to the garden.

Reablement rebuilds your skills, strength or function so that you're more independent and can do daily activities, such as bathing, dressing or eating. You are directly involved in setting your reablement goals. When you talk about how reablement works at your service, you can help support everyone receiving care at your service to be independent.



Discussion questions

Reablement: restoring your strength and function

If you have had an injury or lost function, how did your provider help you to recover and get your strength and ability back?

What supports and services does your provider offer to help you get back function so you can do daily activities?

How does your service help you do activities after you have lost strength or function?

How do you and your provider talk about your goals for getting back function or strength?



Discussion questions

Reablement: restoring your strength and function

How does your provider encourage you to be more independent?

How could your provider better support you to do activities of daily living?

How does your provider give you a choice about the reablement care you receive?

How often does your provider check in with you about your goals for reablement, including any changes to your needs or preferences?



Environment and equipment at your service

It's important to talk about what you think of your service environment. It will help your provider create a safe, clean, welcoming and accessible space for you and others.

Your service environment is the physical space where you receive your care and services. Your provider needs to make sure that your service environment is:

- clean
- safe and comfortable
- allows you to move around freely
- accessible, including for older people with a disability
- set up to encourage you to move and connect with other people and to be inclusive.

Any equipment workers use to provide your care or services must be suitable and meet your needs. It must also be well-looked after.



Discussion questions

Environment and equipment at your service

What works well in your service environment?

How could your service environment be cleaner?

What does your provider do to make you feel safe in your service environment?

What more could your provider do to help you move around your service environment freely?



Discussion questions

Environment and equipment at your service

How can your provider make the environment more welcoming and comfortable?

How does your provider make your service environment easy to move around for people with a disability?

How does your provider help you move freely indoors and outdoors?



Managing your medicines, vaccines and allergies

The clinical care you receive should be safe and effective.

Clinical care includes the prevention, treatment and management of illness or injury, as well as the maintenance of social, mental and physical wellbeing. This involves managing medication and nursing care.

Your provider must make sure that:

- your clinical care is focused on you and delivered by qualified health professionals and competent workers
- they identify your known allergies and the vaccines you've had when you enter care
- they update your records when there are any changes
- they record information about your medicines, including any changes or side effects
- they record and consider any side effects to vaccines or other substances
- they talk to you about any changes to your clinical care
- they involve you in any decisions about your clinical care.

Sharing your experiences about clinical care you can help improve the care you and others receive.



Discussion questions

Managing your medicines, vaccines and allergies

What works well when you receive medicines at your service?

**How are you told about changes to your medicines?
How does your provider support you to understand these changes?**

**If there is a problem with how you receive medicines at your service,
how does your provider deal with this?**

How does your provider consider your known allergies when you receive care?



Discussion questions

Managing your medicines, vaccines and allergies

How were your known allergies, side effects to medicines, vaccines and any other substances discussed with you when you started care at your service?

What could your provider do to make it easier for you to know when you need vaccines and to help you access these quickly and easily?

When you develop a new allergy or side effect to a medicine, vaccine or other substance, how does your provider talk about this with you and manage it?



Your food and dining choices

Food, drink and your dining experience play a key role in your quality of life.

Eating is not only essential to your survival, it's important for your emotional and social needs. The importance of food doesn't disappear with age. Choosing who you eat with, what you eat and when can improve your wellbeing and give you a sense of normality.

Your provider can find it challenging to create a home-like environment while also meeting each person's dietary needs and preferences. Giving them feedback about your tastes, preferences and attitudes about food you can help to make a dining experience that suits your needs.



Discussion questions

Your food and dining choices

What works well about the food choices at your service?

**Have you noticed any problems with food at your service? What are they?
How has the provider managed them?**

**How does your provider offer food choices that represent people's different
cultures and backgrounds?**

How does your provider give you choice about what you eat at mealtimes?



Discussion questions

Your food and dining choices

How does your provider give you a choice about when your mealtimes are?

When the provider serves you something you don't like, how have they dealt with this?

How could mealtimes be more enjoyable?

How does your provider help you to give your input into menus and food service?



Lifestyle activities

When your provider helps you take part in lifestyle activities and keep connections inside and outside your residential care home, your quality of life improves. Lifestyle activities can include a range of experiences such as gardening, pet therapy, arts and crafts, celebrating special events or dancing.

Taking part in activities that mean something to you can:

- be mentally stimulating
- give you a sense of purpose
- reduce loneliness and boredom.

It's important for your overall wellbeing to have choice over what you do and who you spend time with.

Tell your provider what activities you want to do, when you want to do them, who you want to spend time with and how. This can help them to provide care and services that best meets your needs.



Discussion questions

Lifestyle activities

How does your provider make sure you can do the activities you want to do, including lifestyle activities?

What works well with how activities are run at your service?

How does your provider support you to do activities that are not currently offered?

How does your provider support you to join in activities outside your residential care home?



Discussion questions

Lifestyle activities

How could activities be more enjoyable at your service?

How does your provider support you to spend time with people outside of your residential home?

What would make you more likely to take part in activities at your service?