



Australian Government

Aged Care Quality and Safety Commission

Food, nutrition
and dining hotline
☎ 1800 844 044



Food, Nutrition and Dining Hotline Stakeholder Communications Kit

February 2024



Introduction

An enjoyable food and dining experience is vital to the health, wellbeing and quality of life of older Australians in aged care. People who enjoy their dining experience are more likely to eat and drink well, reducing the risks of malnutrition, dehydration and unplanned weight loss.



The Aged Care Quality and Safety Commission has established a Food, Nutrition and Dining Hotline.

Aged care providers and staff can call the Hotline to:

- speak with professionals about issues, ideas or concerns they may have about providing an enjoyable food, nutrition and dining experience.

People receiving aged care and their representatives can call the Hotline to:

- speak with professionals, ask questions, seek support and raise concerns or complaints about their food, nutrition and dining experience in aged care.

The Food, Nutrition and Dining Hotline is available on **1800 844 044**, 9.00 am to 5.00 pm AEDT, Monday to Friday.

All aged care staff have a role to play in creating and delivering an enjoyable dining experience and a positive environment for both residents and staff.

What you can do to help

As an important stakeholder in the aged care sector we're sharing this kit with you to help us spread the word. Through the establishment of the Hotline we want to see:

- older Australians, their families and carers feel empowered to ask questions, provide feedback and raise concerns about their food and dining experience
- providers seeking support to improve their food and dining service

In this kit you will find a range of promotional resources, including social media posts and tiles, video, fact sheets and a newsletter article, to help you promote the Food, Nutrition and Dining Hotline, and our wider suite of food, nutrition and dining resources.

Fact sheets

Consumer fact sheet

[Do you have questions, concerns or complaints about your food, nutrition and dining in aged care?](#)

Provider fact sheet

[About the Food, Nutrition and Dining Hotline](#)



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Food, nutrition
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1800 844 044

A fact sheet for aged care residents



The Food, Nutrition and Dining Hotline is now available to help you. Call 1800 844 044 between 9am and 5pm AEDT Monday to Friday.

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




Do you have questions, concerns or complaints about your food, nutrition and dining in aged care?

The Food, Nutrition and Dining Hotline is run by the Aged Care Quality and Safety Commission. The Hotline can give people receiving aged care, their families and carers direct access to a dedicated team to discuss any issues about your food, nutrition and dining in aged care.


We want you to feel comfortable to ask questions, provide feedback and raise concerns about your food, nutrition and/or dining experience in aged care.

You can call our new Food, Nutrition and Dining Hotline with enquiries, questions and complaints and we will help you.

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A fact sheet for providers



About the Food, Nutrition and Dining Hotline



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.

In the 2023–24 Budget, the Government invested \$12.9m to improve the food, nutrition and dining experience for older Australians in aged care. As part of this commitment, the Commission will establish a Food, Nutrition and Dining Hotline and Advisory Support Unit with the aim of supporting continuous improvement in the delivery of quality aged care.

The Food, Nutrition and Dining Hotline

The Commission's Food, Nutrition and Dining Hotline provides advice and information about food, nutrition and dining in aged care.

People receiving aged care, their family members and carers, approved providers, aged care staff, advocacy services, and health professionals can call the hotline with enquiries, questions, concerns and complaints about food, nutrition and dining issues relating to aged care.

Aged care providers and staff can call the hotline to:

- speak with professionals about issues, ideas or concerns they may have in relation to providing appetising, nutritious food and an enjoyable dining experience for older people.

People receiving aged care and their representatives can call the hotline to:

- ask questions, seek support and raise concerns or complaints about their food, nutrition and/or dining experiences in aged care.

The hotline is available on 1800 844 044 and will operate Monday to Friday, 9.00 am to 5.00 pm AEDT.

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Food, Nutrition and Dining Hotline Stakeholder Communications Kit

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Newsletter article

The experience of food and dining in aged care is vital to physical health, wellbeing and quality of life. It should be positive, enjoyable and tailored to needs and preferences.

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Aged care providers and staff can call the Hotline to speak with professionals about issues, ideas or concerns they may have in relation to providing appetising, nutritious food and an enjoyable dining experience for older people in their care.

People receiving aged care and their representatives can call the Hotline to speak with professionals to ask questions, seek support and raise concerns or complaints about their food, nutrition and/or dining experience in aged care.

Those calling about a complaint matter will continue to be assisted by the Commission's Complaints Team who will now be supported by the newly established Food, Nutrition and Dining Advisory Support Unit to assess clinical risk, quality of life and seek information on contemporary best practice guidelines.

For more information about the Hotline, access the Commission's provider and resident fact sheets:

- [About the Food, Nutrition and Dining Hotline](#) – a provider fact sheet
- [Do you have questions, concerns, or complaints about your food, nutrition and dining in aged care?](#) a consumer fact sheet

For more information on food, nutrition and dining, [people receiving care](#), [providers](#) and [staff](#) can access the Commission's suite of resources on dining, choice, swallowing and oral health.

**Food, Nutrition
and Dining Hotline**
1800 844 044



9am – 5pm (AEDT)
Monday to Friday



[Newsletter article image](#)

Social media posts, video and tiles

LinkedIn & Facebook

The Aged Care Quality and Safety Commission's Food, Nutrition and Dining Hotline is now live! You can access the Hotline on **1800 844 044**, 9.00am to 5.00pm AEDT, Monday to Friday.

People receiving aged care, their representatives, approved providers and aged care staff can call the Hotline with enquiries, questions, concerns and complaints relating to food, nutrition and dining.

The Hotline:

- **Gives providers the opportunity to speak with professionals** about issues, ideas or concerns they may have when providing an enjoyable food, nutrition and dining experience for people in their care.
- **Empowers older Australians, carers and families** to ask questions, seek support and raise concerns about their food, nutrition and dining experience in aged care.

For more information on the Hotline, access the Commission's provider and resident fact sheets:

- [About the Food, Nutrition and Dining Hotline](#) – a provider fact sheet
- [Do you have questions, concerns, or complaints about your food, nutrition and dining in aged care?](#) a consumer fact sheet

#ACQSC #AgedCare #Hotline #Food #Dining #Nutrition

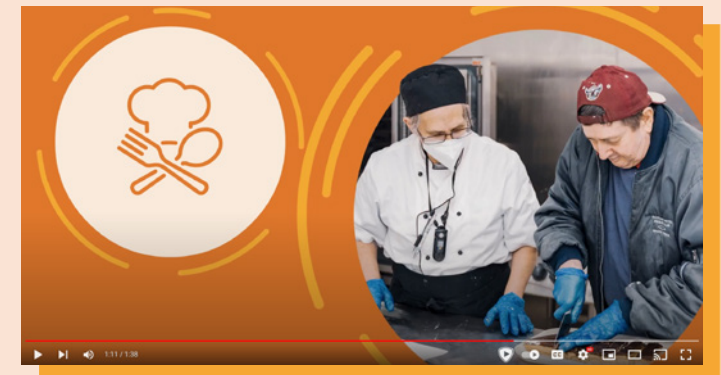
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9am – 5pm (AEDT)
Monday to Friday



[Social media tiles](#)



[Video](#)

Social media posts, video and tiles

Instagram

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#ACQSC #AgedCare #Hotline #Food #Dining #Nutrition

Twitter

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Access the Hotline on **1800 844 044**, 9.00am to 5.00pm AEDT, Monday to Friday. You can call with enquiries, questions and concerns relating to food, nutrition and dining in aged care.

Don't forget to
tag us in your
social media
posts:



Facebook:
@AgedCareQuality

LinkedIn:
@agedcarequality

Twitter:
@AgedCareQuality

Instagram:
@agedcarequality

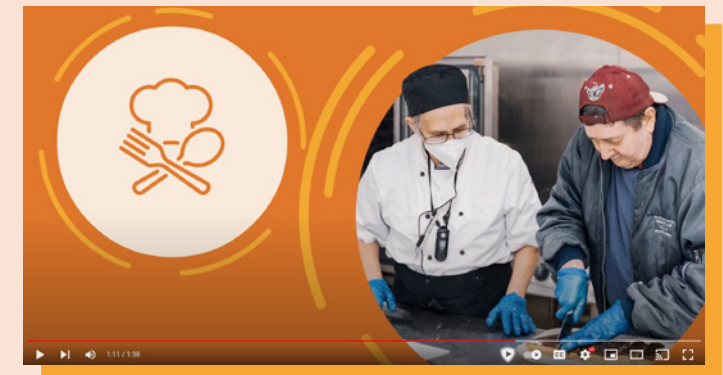
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9am – 5pm (AEDT)
Monday to Friday



[Social media tiles](#)



[Video](#)

Other food, nutrition and dining resources

The Commission has developed a suite of resources to support older Australians and providers in better understanding food, nutrition and dining in aged care.

The Commission's Food, Nutrition and Dining Expert Advisory Group was key to developing these resources, including testing draft versions with providers and consumers in a series of focus groups.

Our resources support good practice in four priority areas including dining, choice, swallowing and oral health.

People receiving care

[Resources \(posters, fact sheets and videos\)](#)

Provider

- [Resources \(posters, fact sheets, videos and webinars\)](#)
- [Research](#)
- [Food for Thought – positive stories and case studies](#)

Aged care staff

[Resources \(posters, fact sheets and videos\)](#)



A guide for aged care residents

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.



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.

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).



Phone 1800 951 822 Web agedcarequality.gov.au Write Aged Care Quality and Safety Commission, GPO Box 9819, in your capital city

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A fact sheet for providers



Getting the dining experience right in aged care

This fact sheet outlines how providers can create an enjoyable dining experience for residents in aged care to support their consumption of meals, reduce risks of malnutrition and dehydration, and to meet the Aged Care Quality Standards.

The dining experience is a combination of the food and drinks provided, the service and the atmosphere. This experience impacts on a resident's quality of life and wellbeing.

Why it matters

Residents who enjoy their dining experience are more likely to eat and drink well, reducing the risk of malnutrition, dehydration and unplanned weight loss.

An enjoyable dining experience is important for residents regardless of what, where, how and when they eat.

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The Aged Care Quality and Safety Commission acknowledges the Traditional Owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders both past and present.



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

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