



A fact sheet for aged care residents

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



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

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.



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/or 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 advice.

Our Hotline team can help you with concerns or complaints about your or a loved one's food, nutrition and dining experience in aged care.

When you contact the Food, Nutrition and Dining Hotline with questions, enquiries or concerns you have about your food and dining experience, we will:

- listen to you to understand your enquiry, question or concern
- give you information relevant to your particular issue/s
- support you to know your rights and responsibilities
- support you to raise a formal complaint with the Commission if you wish.

Contact the Food, Nutrition and Dining Hotline

Phone 1800 844 044 (9am to 5pm AEST, 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**



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

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