



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 AEST.



What happens when I call the hotline?

- Hotline staff, supported by experts in the newly-established Food, Nutrition and Dining Advisory Support Unit, can help talk through issues and provide you with advice and information
 - Examples of issues that might be raised include: the nutritional needs of older people, developing a set of menus with aged care residents, food selection, how to make food more appealing for people with little appetite, how to increase the nutritional content of meals, how to support people with swallowing difficulties, how to make texture modified diets appealing and nutritious, how to accommodate religious and cultural needs, how older people and aged care staff can work together to improve the overall dining experience. Callers may also want to share a good idea they have seen, experienced or implemented.
- Those calling about a complaints matter will continue to be assisted by our Complaints team who will now also be assisted by the Food, Nutrition and Dining Support Unit.

Food, nutrition and dining resources

An extensive suite of [food and dining resources](#) is available for aged care providers, workers, residents, their families and carers. These resources can be found on our website at [agedcarequality.gov.au](#).

They cover topics such as the dining experience, choice, swallowing, eating and drinking with acknowledged risk and oral health.



Phone

1800 951 822



Web

[agedcarequality.gov.au](#)



Write

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