



Partnerships in care

Caring together

An information package for people visiting and
volunteering in residential aged care



Australian Government
Aged Care Quality and Safety Commission

Engage
Empower
Safeguard



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Keeping you and the older person you visit safe

The Aged Care Quality and Safety Commission has developed resources to help family and close friends maintain social engagement and important relationships of care with people living in aged care, even during outbreaks. This information package will build your skills in preventing the spread of germs.

What information is included in this package?

This package has information about:

- keeping you and the person you care for safe
- hand hygiene
- wearing a mask
- reducing the spread of germs during an outbreak
- visiting an aged care home during an outbreak.

The Commission has also developed online learning modules that cover the key information in this workbook. You can access the modules on the [Commission's website](#).

Why does infection prevention and control matter?

Older people are some of the most vulnerable people in our community, particularly when it comes to the impact of infections and infectious diseases. If you are visiting someone in aged care, you have a responsibility to follow good infection prevention and control practices.

When you visit aged care, there are some actions you should take all the time.

Sometimes, you may feel well and still be infectious without knowing. So every action you take makes a big difference and helps to stop infectious diseases, like gastro, the flu and COVID from spreading, so that you can help keep everyone including yourself safe.

Remember:

- Everyone has a role to play in infection prevention and control.
- It's important to follow all guidelines and requirements provided by the aged care home. Talk to the aged care home for more information about their requirements.
- The actions you take in an outbreak will be different as there are extra precautions which must be taken. If the aged care home is responding to an outbreak, refer to the [outbreak checklist](#) for more information.
- Every resident has the right to maintain social relationships including at least one visitor in an outbreak. The Commission's fact sheet [Ensuring safe visitor access to residential aged care](#) contains more information about the different types of visitors to an aged care home and the obligations of residential aged care providers to ensure safe visitor access.



Actions to keep safe...

Before you visit an aged care home

- Stay at home if you are unwell.
- Be aware of any public health alerts which may impact your visit
- Be aware of the aged care home's visiting arrangements
- Stay informed of vaccination requirements for visiting (for example COVID and the flu) and keep your vaccination record up-to-date.

During your visit



Clean your hands

Why? Germs can be spread by contact. This is when an infectious person touches a person or an object, and another person touches the same area. You may not know if you have picked up germs on your hands.



Cough or sneeze into your elbow or a tissue

Why? Viruses can spread when an infectious person coughs or sneezes and droplets or aerosols spread through the air. If we cough into our hands these viruses are easy to transfer to the next things we touch. Remember to always clean your hands after using a tissue.



During your visit



Follow instructions

Why? Reading written notices and following the directions of staff will provide you with information which is specific to the site you are visiting.



Wear a mask

Why? Wearing masks, and other personal protective equipment (PPE), helps reduce the risk of you or someone else breathing in or spreading infected particles when talking, coughing or sneezing.



Keep your distance (1.5m) when you can, especially when people are sick

Why? People in close contact are at high risk of breathing in infected droplets or aerosols from an infected person. You should keep 1.5m distance in shared spaces, but for the person you provide care and companionship for, there is no need to maintain social distancing.



Open a window

Why? Opening a window, when possible, can act as a natural ventilation for any infectious particles in the air. Check with staff before you open a window.

After your visit



Call the aged care home manager if you:

- become unwell as you may have been infectious during your visit
 - have any questions or concerns.
-



Hand hygiene

Hand hygiene is about cleaning your hands. It is an important part of how you stay safe and help protect yourself and others from getting sick. We need to clean our hands when we go into an aged care home to prevent any germs from spreading.

There are 2 ways to clean your hands:

- sanitiser
- handwashing.

When do I clean my hands with sanitiser?

You need to clean your hands with sanitiser:

- when you enter or exit an aged care home
- before you enter a resident's room
- after you touch the front door buzzer, door handles or rails on stairs and any other commonly touched surfaces and items
- after you leave a resident's room.



To view the video about how to clean your hands with sanitiser, scan the QR Code on the left or type the following link into your browser:

<https://www.agedcarequality.gov.au/resources/hand-hygiene-washing-hands-sanitiser-video-partners-care>

When should I wash my hands?

You need to wash your hands with soap and water:

- if you have touched something that looks unclean
- if your hands are visibly dirty
- after you go to the toilet.



To view the video about how to wash your hands with soap and water, scan the QR Code on the left or type the following link into your browser:

<https://www.agedcarequality.gov.au/resources/hand-hygiene-washing-hands-soap-video-partners-care>



How do I clean my hands using sanitiser?



1. Apply sanitiser

- Pump sanitiser 1 or 2 times onto your hands.
- Make sure there is enough sanitiser to cover your hands.



2. Rub your hands together

- Bring the palms of your hands together.
- Rub in the sanitiser palm to palm.



3. Rub the back of your hands

- Put the palm of one hand on top of the back of your other hand.
- Lace your fingers together and rub up and down.
- Do this on the other side.



4. Interlace your fingers

- Put your hands palm to palm.
- Lace your fingers together and rub up and down.



5. Rub the back of your fingers

- Curl up your fingers of one hand and rub into your other palm using a circular motion.
- Do this on the other side.



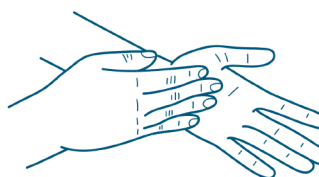
6. Rub each thumb

- Rub your thumb with the palm of your other hand up and down.
- Do this on the other side.



7. Rub your palms with your fingertips

- Rub your fingertips of one hand into the palm of your other hand in a circular motion.
- Do this on the other side.



8. Rub sanitiser into your wrists on each hand



9. Wait for the sanitiser to air dry.

- Do not use a towel to dry your hands.



How do I clean my hands using soap and water?



1. Wet your hands

- Turn on the tap and wet your hands.
- Keep the tap running while you complete all of the steps but do not rinse your hands until the end.



2. Apply Soap

- Rub your palms together.
- Make sure you use enough soap.
- You should get a lather when you rub your hands together.



3. Rub the back of your hands

- Put the palm of one hand on top of the back of your other hand.
- Lace your fingers together and rub up and down.
- Do this on the other side.



4. Interlace your fingers

- Put your hands palm to palm.
- Lace your fingers together and rub up and down.



5. Rub the back of your fingers

- Curl up your fingers of one hand and rub into your other palm in a circular motion.
- Do this on the other side.



6. Rub each thumb

- Rub your thumb with the palm of your other hand up and down.
- Do this on the other side.



7. Rub your palms with your fingertips

- Rub your fingertips of one hand into the palm of your other hand in a circular motion.
- Do this on the other side.



8. Rinse your hands

- Put your hands under the water and get all the soap off.
- Use your elbow to turn the tap off, whenever possible. DO NOT USE YOUR HANDS.



9. Dry your hands

- Use a clean paper towel to dry your hands.
- Do not use cloth towels.

When you are finished cleaning your hands, do not touch the sink, tap or bin otherwise you will need to clean your hands again.



Wearing a mask

Why do I need to wear a mask?

Wearing a mask is an important part of how you protect yourself from getting sick. It also helps to keep the person you are visiting or care for safe. In the community, you might have been wearing a cloth mask or surgical mask. Some other masks are known as respirators.

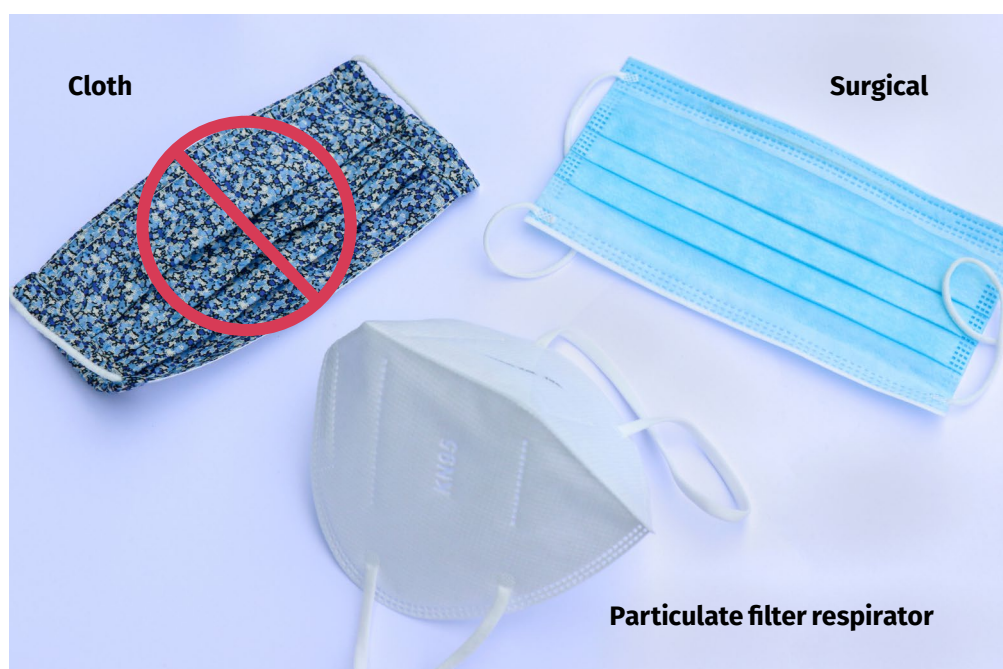
You need to wear an appropriate mask in aged care homes to prevent the spread of germs including viruses that cause colds, flu and COVID. People can spread germs even if they do not have symptoms.

Which mask should I wear?

To protect yourself and others, you should wear a surgical mask or particulate filter respirator (also known as a PFR, P2 or N95 mask). Cloth masks are not as effective and not suitable for use in an aged care home.

Your mask should be fitted and cover both your nose and mouth.

It is recommended that you are clean shaven (or close shaven) as evidence shows beards can make it difficult to achieve an adequate seal over your nose and mouth from a mask. An inadequate seal may put people at an increased risk of the spread of germs.





How often should I change my mask?

Surgical, P2 and N95 masks are NOT reusable. You must wear a new mask each time you visit the aged care home. Your mask will then last up to 4 hours unless it becomes wet or damaged. If your mask gets wet or is damaged you must change it immediately.

If you remove a mask, it must be thrown away into a bin, and you need to then use a new mask. In an outbreak, used masks should be discarded into a special waste bin. The staff will support you with this.

Remember to sanitise your hands as soon as you dispose of your mask.

How do I put my surgical mask on?



Step 1. Clean your hands with sanitiser.



Step 2. Hold the mask by its tapes or loops, then tie the mask around your head or put the loops around your ears.



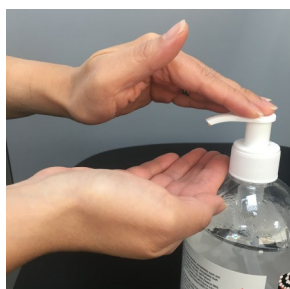
Step 3. Make sure the mask covers your mouth and nose, and that there are no gaps between your face and the mask, and press the nose piece around your nose.



Step 4. Do not touch the front of the mask while wearing it.



How do I put my P2 or N95 mask on?



Step 1. Clean your hands with sanitiser.



Step 2. Open the mask up reverse side up. Open the panels and loosen straps. There is a metallic strip at the top of the mask. This is the nose piece. Bend it slightly into a beak shape.



Step 3. Hold the mask with your hands on the outside in a cup-shape with the straps around your fingers.



Step 4. Position the mask against your face under your chin and with the nose piece across the bridge of your nose.



Step 5. With one hand on the outside of your mask pull the bottom strap over your head. Position the strap around the back of your neck and below your ears.



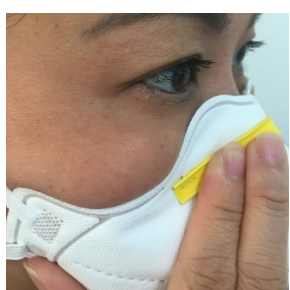
Step 6. Pull the top strap over your head and rest it high on the top of your head.



Step 7. Adjust the straps. Straps must not be twisted.



Step 8. Adjust the mask at the cheek and the chin.



Step 9. Always use two hands to "fit" and mould the nose clip to the shape of your nose bridge by pushing the metal clip inwards toward your face.



Step 10. Move your fingers down the metal on both sides of the nose.



Step 11. Make sure facial hair, hair and earrings are not in the mask.



Step 12. Press down on face, cheeks and nose.



To view the video about how put on a P2 or N95 mask and fit check, scan the QR Code on the left or type the following link into your browser: <https://www.agedcarequality.gov.au/resources/wearing-mask-video-partners-care>

How do I check my P2 or N95 mask fits me?



Step 1. Gently place your hands around the edge of the mask.



Step 2. Take a deep breath and hold for a few seconds to make sure the mask collapses inward.



Step 3. Breathe out, make sure the mask bulges outwards and feel to see if there is any air escaping.

It is important that your mask fits you properly, so that it can prevent viruses from entering as you breathe in. To check your mask fits:

- gently place your hands around the outside edge of the mask as you take the next two steps to feel if there is any air leaking out the sides or top of your mask
 - **STEP 1:** take a deep breath, you should see the mask collapses inward
 - **STEP 2:** breathe out, now you should see the mask bulge outwards
- if the air leaks out of the mask sides. Reposition the mask, tighten the nose strap and reposition the elastic
- if the air leaks around the nose. Reposition the nose strap until there is a tight seal.

If you are not able to adjust your mask, ask someone at the aged care home to help you. This may include checking the straps and checking if there is anything (for example, earrings or hair) caught in the edges of the mask.

If you need to adjust your mask as you check the fit, you should check the fit again once the mask has been adjusted. If you are still unable to get a good fit try another type of mask. Our faces are all different in shape and some masks fit better than others.



Tips for wearing PPE

- Masks can be tight and uncomfortable. Ask the staff to check that your mask is fitted correctly. Straps should not be wrinkled or folded. Mask edges should not be wrinkled, rolled or folded on your skin.
- Moisturise facial skin prior to and after visiting with a mask.
- Tie or pin hair back prior to putting on PPE. Do not reach up under face shield with gloved hands to move hair out of eyes.
- To achieve a good seal with masks you should be clean or close-shaven.
- Think about what items you may need before putting on PPE. Do not reach under PPE into pockets, bags or remove clothing layers while wearing PPE, as this leads to contamination.





Reducing the spread of infection during an outbreak

There are risks of infection any time you visit an aged care home, but there may be added risks if you visit during an outbreak or when the person you care for has an infection. When visiting an aged care home during an outbreak of an infectious disease like gastro or COVID, there are extra actions you need to take to help stop infections from spreading, to manage the risks and to keep everyone safe.

If you want to continue visiting during an outbreak, you should first consider all the risks, which includes your own health conditions and immunity.

It is important to remember that visitor and infection control policies in aged care homes may change quickly depending on the risks at any point in time. Be aware of possible changes, so you're prepared if there is an outbreak.



Visiting requirements

Visits to an aged care home during an outbreak should be coordinated with the aged care home to make sure they are prepared for your visit.

This will include making sure there is available PPE and support for you. Every effort will be made to ensure you can continue to visit the person you care for.

Before you visit, make sure you meet all requirements of the aged care home.

At various times these can include:

- public health directions and alerts
- vaccination requirements (for example COVID and the flu)
- rapid antigen test (RAT) or other testing requirements, as directed.
- completion of all 'partnerships in care' and site specific training.

On your first visit during an outbreak, there may also be an orientation where the staff show you what areas you can and cannot enter and ensure you are using PPE correctly and safely.

Remember: If you feel unwell, stay at home and do not come to the aged care service.



Remember hand hygiene

You must keep your hands clean. Consider:

- are you using the right technique?
- do you know when to wash and when to sanitise your hands?
- are you cleaning your hands when required? For example, before entering and after leaving the room of the person you are visiting.



Be aware of those around you

Are you thinking about those around you? Remember to:

- allow 1.5m distance between others when possible
- be aware of restrictions about the number of people who can be inside a particular area.

The aged care home will be divided up into different zones according to risk. Be aware of where you can and can't go in the home and obey the rules.



Wear required PPE

Personal protective equipment or PPE includes masks, gowns, gloves and eye protection.

The aged care home may ask you to wear PPE to reduce the risk of becoming infected and passing on germs.

In an outbreak, masks with a higher level of protection must be worn; these are called P2 or N95 masks. When removing your mask you need to dispose of it appropriately and sanitise your hands.

You may be asked to wear additional PPE on your visit when:

- the person you are visiting is unwell and awaiting a test result
- the person you visit is a high-risk contact and it is possible they may have an infection
- there is an outbreak at the aged care home.

In an outbreak, this may include wearing:

- P2 or N95 masks which have a higher level of protection. When removing your mask, you need to dispose of it appropriately and sanitise your hands.
- eyewear protection such as safety glasses, goggles or face shields (remember: prescription eyewear will not provide adequate protection)
- gowns
- gloves.



Follow all directions

It's important you follow all directions from the aged care home, including access to and movement within the building.

In an outbreak, your movement will be limited to specific areas, known as zones, within the aged care home, which means:

- your access may be restricted to certain zones
- the need to change PPE if you do cross a zone to use facilities like the bathroom.

During an outbreak visiting times and any arrangements you have in place may change. To keep you and the person you care for safe, staff will let you know if your visit is limited to the person's room, based on the level of risk.



Other changes

You may notice other changes in an outbreak which include:

Increased cleaning

Common surfaces, such as bedrails, light switches and handrails, and bedrooms may be cleaned more regularly.

Changes to food

Food may be prepared in a different place and the person you care for may need to eat in their room. There may also be a change from the usual crockery to disposable items.

Increased monitoring

There may be increased monitoring of the health and wellbeing of all residents. This may include regularly checking their temperature, breathing and looking for other changes in their condition and how they feel.

Staff

Different or new staff may temporarily assist with care and support services. This may be because the usual staff are isolating at home.

Please understand that the changes are designed to protect residents and staff. They will be temporary.



Keep yourself and others safe

Think about how you can continue to visit the person you care for while also keeping yourself safe.

Consider the actions you can take to help stop infections spreading to others. The following checklist for visiting an aged care home in an outbreak provides guidance about the steps you can take to manage the risks for yourself and others.

Support available:

Contact the aged care home manager if you have any questions.

If you need further guidance information call:

My Aged Care **1800 200 422** or
www.myagedcare.gov.au

National Corona Virus Hotline
on **1800 020 080**



Checklist: Visiting an aged care home during an outbreak

This checklist describes the practical steps you can take to manage the risks for you and others when visiting an aged care home during an outbreak.

Before your visit

What?	Why?
Hand hygiene – be confident and practice cleaning your hands with sanitiser or soap and water.	Performing hand hygiene properly is very important to protect you from germs and from spreading germs to others.
Discuss with the aged care home the timing for your first visit.	Staff will be on hand to provide you with an orientation to the aged care home, explaining what areas you can access. They will also explain what PPE you need to use, help you take it on and off and answer any questions.
Understand that your visit will be limited to a specific area of the aged care home, such as the room of the person you care for.	This will reduce the risk of infection spreading through the aged care home.
Check with staff what PPE you will need to use. If you have not worn PPE before it can take time to get used to it so you might want to schedule a shorter visit.	PPE will help reduce the risk of becoming infected and passing on germs.
Make sure your COVID and influenza vaccinations are up to date and you can show your vaccination certificates if you are asked to.	Vaccination is an important way to protect yourself from becoming infected and unwell and passing infection on to others.



On the day of the visit: Before you leave your house

What?	Why?
Cancel your visit if you are feeling unwell or have symptoms such as coughing or sneezing.	Visiting the aged care home when you are unwell risks introducing further infections into the home.
Dress for comfort. Do not wear clothing that will be too hot or cold under the PPE. Avoid clothing that will dislodge or peel off when removing gowns (e.g. earrings).	Wearing PPE (such as gowns) can get hot and uncomfortable. PPE can also get caught on loose clothing or jewellery.
Prescription glasses can be prone to fogging when using PPE.	You can buy anti-fog wipes from a pharmacist or optometrist to reduce fogging. This will help improve your vision when wearing PPE.
Plan to only bring essential items into the aged care home so that you don't bring items that have picked up germs back into your own home. If you usually wear jewellery such as earrings or watches, consider leaving them at home. You will not be able to use personal drink bottles while in the resident's room.	Items brought into each zone of an aged care home during an outbreak cannot leave the zone unless they have been cleaned and disinfected. If you usually carry a handbag, check with staff whether you will be allowed to bring it into the resident's area. This may not be possible due to infection risk. Some items such as food or books that you bring in for the resident will be left with them. If you plan to bring devices like tablets or laptops into the resident's room and want to take them with you at the end of the visit, check with the staff first that this is allowed and that they can help you with cleaning and disinfection at the start and end of the visit.
Plan to have something to eat and drink before you leave home.	You cannot eat or drink safely without removing masks once you are in the resident's room.
Plan to bring food or snacks that the person you are caring for can have safely.	While you should not share this food with them, they can eat it comfortably and safely during your visit.
Take a toilet break prior to the start of the visit.	You may not be able to use the resident's bathroom during the visit. You may be able to use another bathroom in the aged care home, but you will need to remove all your PPE and put new PPE on if you do so.



On the day of the visit: Visiting the person you care for

What?	Why?
<p>Follow direction and answer any questions on symptoms.</p> <p>Show your vaccination documents as required. Staff will also advise if you need to complete a rapid antigen test (RAT).</p>	<p>This is part of the aged care home's procedures to minimise new infection being brought into the home.</p>
<p>Staff at the aged care home will support you and provide advice on infection control and PPE. It takes a lot of practice and experience to put on and remove PPE safely.</p>	<p>Infection control and using PPE may be new to you. To be safe, staff can help you and show you what to do, including how to use PPE, before you enter the service or the resident's room.</p>
<p>Think about what items you may need before putting on PPE. Do not reach under PPE into pockets, bags or remove clothing layers while wearing PPE.</p>	<p>Once you put on your PPE, the outer layers could become contaminated. You must not reach under your gown or mask for any reason, including to retrieve a phone or item from a pocket, as you risk infecting yourself.</p> <p>If you do, you will have to remove the PPE you are wearing, discard safely in correct bins and clean your hands with sanitiser, before putting on new PPE.</p>
<p>Types of activities that you can share with the resident are likely to be changed with an outbreak.</p> <p>Tips on a safe visit:</p> <ul style="list-style-type: none">• you can sit next to your resident (you do not have to maintain 1.5m distance)• you can still help with activities like brushing their hair and teeth, feeding, moisturising and other things that makes the person comfortable• you should not kiss the resident (you should not remove your mask)• if using a laptop or device, only you should be touching the device (it should not be shared with both people touching it).• Consciously avoid touching anything as you move through the building to your resident's room	<p>Check with staff what activities are allowed safely. There may be suitable outdoor areas for activity or a change of scene.</p>



On the day of the visit: At the end of your visit

What?	Why?
When removing PPE it is important to do it correctly and to put the PPE in the correct bins for infectious waste. Staff can help you. Remember to wash your hands with soap and water after removing your PPE.	Removing PPE is the most complex part. It is important to do it correctly otherwise there is a risk that you will pass infection from your contaminated PPE to yourself.
If you have brought any items into the resident's room and want to take them back out again, these items will need to be carefully cleaned and disinfected.	Staff will need to help you learn how to do this. The aged care home will provide detergent wipes and alcohol wipes for you to clean and disinfect personal items. Care should be taken as some chemical products can damage electronic device screen surfaces. It may be necessary to check manufacturer instructions.

On the day of the visit: When you get home

What?	Why?
If you visit an aged care home during an outbreak, you should return directly home at the end of your visit and change out of the clothes you have been wearing.	To minimise risk of contaminating your home environment, you should wash your clothes. You can wash your clothes with your other laundry, using normal detergent and hot water cycle.
On return home, wash your hands with soap and water.	If you have performed hand hygiene with sanitiser multiple times on your visit, your hands may be sticky from the layers of sanitiser.
If there is any skin irritation from wearing mask, apply moisturiser and monitor.	Applying facial moisturiser before and after using PPE can help minimise skin irritation.
If you become unwell after your visit, let the aged care home manager know. Look after your own health! You are a valuable part of somebody's care and support.	There is a chance that you may have been in the aged care home during your infectious period. It is important that the home is aware of this and takes appropriate measures to protect residents and staff.

[Checklist developed with input from infection prevention experts at Victorian Department of Health](#)



What is a Partnerships in care program?

A Partnerships in care program promotes existing relationships of care between a resident and their family members or close friends.

The quality of life and welfare of our vulnerable older people is essential. Through the pandemic we learnt the importance of continuity of care, including the significant, negative impact that disruption to daily routine and social interactions can have on a person's overall wellbeing.

Becoming a partner in care (also called a partner) ensures that close friends and family can maintain a close supportive relationship and be there for their aged care resident when they are needed most. This includes the ability to establish arrangements for additional visitation to provide care, support and companionship, even in times of restricted access, like outbreaks.

The type of support you provide as a partner in care will depend on your relationship and the needs of the person you care for. It may include activities such as:

- helping with dressing, mouth and tooth care, getting ready and other care you normally provide
- sharing stories, food or other pastimes
- helping to practise exercise routines
- helping to visit places of special interest.

Importantly, participation in a Partnerships in care program can only happen with agreement from the aged care resident or their representative.

What are the benefits of becoming a partner?

Participating in a Partnerships in care program ensures that:

1. there is greater support for the resident in their daily routines including aged care, mental health, physical movement, social companionship and cultural needs
2. you have an agreement in place with the aged care provider and you can provide additional support to your resident, when they need it most and with activities which are important to them
3. you can reduce the negative impacts on health and overall wellbeing from social isolation
4. the aged care home knows about the activities which you do with the person you care for. This is particularly important during times where you may not be able to visit the service, so that the service can continue to provide support to your resident for key activities like dressing, eating, and companionship
5. you are supported to learn or improve your infection prevention and control skills so that you can visit the person you care for as safely as possible and keep yourself and other residents safe.



What do I need to do to become a partner?

Partners are identified by the aged care resident, or their representative, and are people who have a close personal relationship with the resident. To become a partner, it is recommended you:

- watch the video resources
- read all the information in this package
- complete linked materials like the online learning modules available through the website
- complete an induction with the aged care service

When you have reviewed all the information and watched the video resources, complete the declaration on the last page and talk to the aged care home about any requirements that are specific to their partnerships in care program.

Partnerships in care agreement

The partnership in care agreement can formalise the partner arrangements with the resident and aged care service. Most importantly, the agreement helps to ensure that there is continuity of care if the partner is unable to visit, as the service understands what activities the partner is undertaking. This will support the service with considering how they will support any critical activities in these circumstances.

A partnership in care agreement may include:

- details about the activities the partner supports, including how often they visit to do these things
- training requirements, including IPC training and site-specific inductions
- when the agreement will be reviewed.

[See our sample partner agreement.](#)

The type of support a partner can offer may change if the aged care home is in an outbreak or subject to public health orders. If there is a COVID exposure or outbreak, the aged care home will implement their outbreak management plan. During this time, access should be facilitated as quickly as possible to ensure the person you care for, and all residents, have ongoing access to visitation.

Declaration

Please complete and sign to confirm
that you have read all training materials.

Keeping you and the older person you visit safe	Yes	No
Hand hygiene	Yes	No
Wearing a mask	Yes	No
Reducing the spread of infection during an outbreak	Yes	No
Visiting an aged care home during an outbreak	Yes	No

Signed: _____ Date: _____



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.

Last updated 11 May 2023. Updated versions with new content may become available – check back on our website regularly to ensure you are accessing the current versions. If you would like to provide any feedback in relation to this resource, please email education@agedcarequality.gov.au.



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