

HOW CAN THE AGED CARE QUALITY AND SAFETY COMMISSION HELP YOU?

If you're worried about how you or an older person are being cared for, and you want some information and support, you can contact the Aged Care Quality and Safety Commission.

They'll listen to what you have to say, and will try to find the best way to help you.

The Aged Care Quality and Safety Commission can also help you to sort out the problem with the people giving the care (the service provider).

You can talk about the problems with the care in:

- Residential care or residential respite care
- Home Care Packages
- Commonwealth Home Support Program
- Flexible care, including Transition Care, and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program.

Getting information and support from the Aged Care Quality and Safety Commission is free, private and you don't have to tell them your name.

If you don't feel comfortable talking about a problem, they can try to find people to speak for you.



The Aged Care Quality akerr Safety Commission will athaw arnerant-arey angkeyel akerr will arkernelheyel arnerant-arey find the best angkwarr arnerant-arey alpemeleyel arra.

Arra nthakenh akert problems angkwarr the aged care services arra (or anyent ampwa alhernter) are getting kwen anyent aged care apmer, or itwek apmer.

Getting ingwer information akerr support from the Aged Care Quality akerr Safety Commission is free, private akerr arra erl-alh arrangkw akert arnerant-arey ameramileyel alekak arrekakerrenk ikwa.

CONTACTING THE AGED CARE QUALITY AND SAFETY COMMISSION

Anyone can talk to the Aged Care Quality and Safety Commission about a problem with the care they (or an older person) are getting.

You can contact them by calling 1800 951 822.

You can also find them on the internet at: agedcarequality.gov.au

Or you can write to them at:

Aged Care Quality and Safety Commission
GPO Box 9819
(Your capital city and state/territory)



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Arra nthakenh akerr find alekak on the internet itwek: agedcarequality.gov.au

A LITTLE YARN GOES A LONG WAY

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Freecall: 1800 951 822
AGEDCAREQUALITY.GOV.AU



Australian Government

Aged Care Quality and Safety Commission

The Aged Care Quality and Safety Commission is a free service that looks after concerns about the quality of care and services someone is receiving in their home or an aged care home from Australian Government funded aged care providers.

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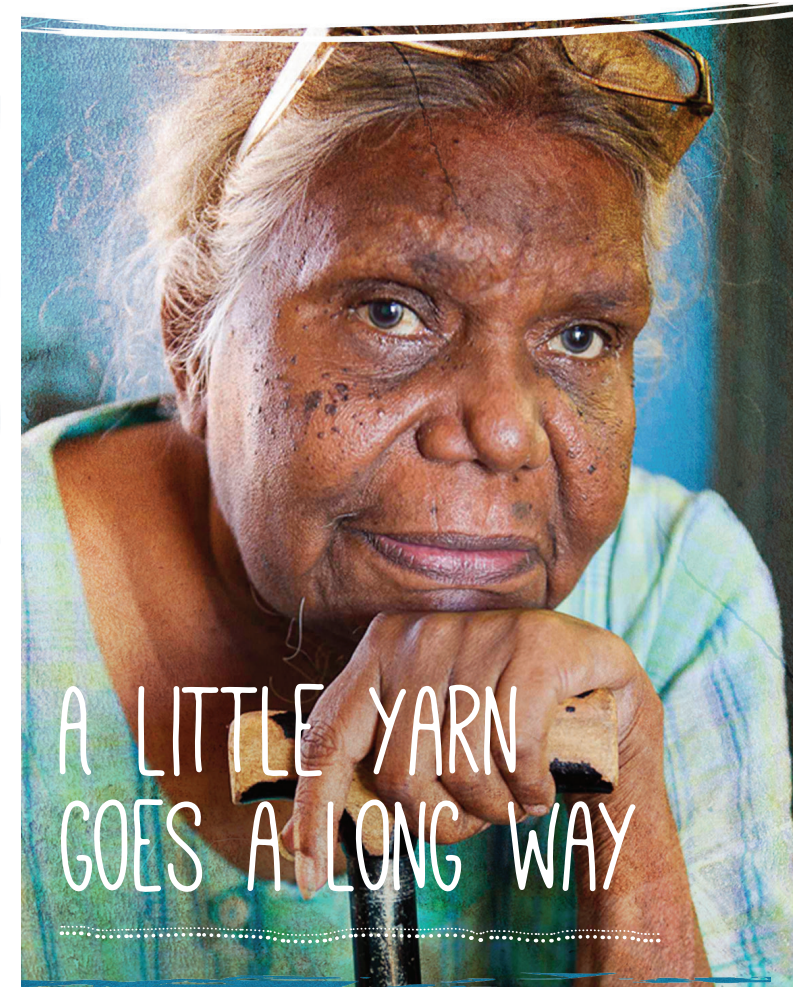
Alyawarra Translation



Australian Government

Aged Care Quality and Safety Commission

Engage
Empower
Safeguard



A LITTLE YARN
GOES A LONG WAY

Aboriginal and Torres Strait Islander people are warned that this publication may contain images of deceased people.



OUR OLDER PEOPLE SHOULD BE CARED FOR WELL BY AGED CARE SERVICES

If you're worried about the way you, or an older person, are being looked after, it's important you talk about it.

It's OK to talk about things you're worried about. This is a good way of improving how older people are looked after, and the best way to fix any problems.

Some things you might want to talk about include:

- > Making sure you (or an older person) are treated well by the people looking after you (or them)
- > Making sure you (or an older person) feel safe
- > Making sure your (or their) health is looked after
- > Fixing problems with things not being clean
- > Improving the food you (or they) are getting



Apek arra are arew akert the angkwarr arra, or anyent ampwa alhernter, are being akareyel ikwer-penh itwek aged care services, arra emer akert akert ikwer.

Arra nthakenh akert akert athek arra (or anyent ampwa alhernter) are being treated itwek the alhernter areyel ikwer-penh arra, akerr akert amperneyel, safety, athek aparr ampwal are, or the amern arra are being ahay-iweyel.

WHAT IF YOU'RE WORRIED ABOUT TALKING ABOUT A PROBLEM?

It may sometimes seem hard to talk about how you (or an older person) is being cared for.

But talking about the things you're worried about is the best way to improve the care older people receive.

Talking about a problem shouldn't cause more problems.

If you talk about a problem, the service provider (the people looking after you or an older person) can try to make things better.

Talking about problems may also help other people who may have the same kind of problem with their care.

The **Aged Care Quality and Safety Commission** provides information and support to help you sort out your problem.

They can also help if you're finding it hard to talk to the service provider, or if you don't think they're helping you to fix the problem.



Akterter akert anyent problem emer arrangkw alamperkk-elhel arnterr problems.

Apek arra akert akert the problem, the akngerr caring warl arra (or anyent ampwa alhernter), nthakenh arkernelheyel arnerant-arey ankwereweyel ampwal alhengerrirreyel.

The Aged Care Quality akerr Safety Commission nthakenh alpemeleyel apek arra are finding ikwer arnerant-arey akert arnerant-arey the akngerr caring warl arra (or anyent ampwa alhernter).

WHO CAN YOU TALK TO IF YOU HAVE A PROBLEM?

The first thing you can do is try to sort out any problems you have with the service provider (the people looking after you or the older person).

This is a good way of helping to make things better.

You can also contact the **Aged Care Quality and Safety Commission**. They can help you to improve the way you (or an older person) are looked after.

The **Aged Care Quality and Safety Commission** can help with aged care services paid for by the Australian Government.

Anyone can contact the **Aged Care Quality and Safety Commission** and you can talk to them about a problem on the phone, by writing a letter, or on the internet.

Talking to them is free, private, and you don't have to tell them your name.



Angkelheleyel itwek akert arnerant-arey the akngerr angwenh areyel iker-penh arra or the ampwa alhernter.

The Aged Care Quality akerr Safety Commission nthakenh alpemeleyel itwek giving information akerr support.

Akert arnerant-arey alekak is free, private akerr arra erl-alh arrangkw akert arnerant-arey ameramileyel alekak arekakerrenh ikwa.