



Newsletter of the Buckland
Residential Aged Care Facility

BULLETIN

**November
2020**

A LETTER FROM THE CEO – NOVEMBER 2020

Welcome to November to you all, its lovely to have had some rain with the gardens looking fantastic after more than a few days of heavy downpours. Currently there are predictions of more rain and lets' hope this means we don't need to be overly worried about bushfires this year and early in 2021.

This will be my last Buckland Bulletin, as I retire on 13 November after 33 years at Buckland. I have to say it has been a real honour and privilege to have worked for such a wonderful organisation. Many of you will be aware that I worked as an external assessor to the Aged Care Quality and Safety Commission from 1999 to 2019. Over this period, I visited and assessed 100s of residential aged care facilities against the 44 outcomes. In these 20 years I found few aged care facilities that offered the high standard of care and service Buckland does. As I reflect on this, I'm aware that the reason for this firstly, is a board of directors who place the residents at the forefront of all their decision making. At no time in my 33 years of working for Buckland has any request to improve resident care and service be denied, which is a rare thing indeed. Secondly, we owe an enormous debt to our dedicated and devoted staff who work so hard in ensuring the very best of care and service possible is offered each and every day.

Buckland is a very special place to both work and live and having now spent just over half of my life at Buckland, I consider myself extremely fortunate.

As I hand over the reins to the very capable Johannes Brockhaus and his committed and experienced team, I know that the future is bright for Buckland and all that live and work here.

Look after yourselves.....Liz

A LETTER FROM THE FACILITY MANAGER

I want to start off by wishing everyone a happy November. Only two months until the end of the year and what a year it's been. Last month brought with it plenty of good news and I'm excited to see what the rest of the year will bring.

On the 1st of October we began to allow families to attend booked face to face visits with residents in our two designated meeting rooms. Now, for the first time in five (5) months, there have been zero cases of community transmission of COVID-19 in Australia. Thanks to everyone's efforts, we just announced that we are once again allowing in-room visitations. What a great start to the month! There are a few rules that must be followed, so please be aware of them when your loved ones do come and visit. As we have a duty of care to all 144 residents and approximately 200 staff. I must ask that we all continue to socially distance in public and to continue to do our collective best to minimise the risk of contracting the virus.

In addition to this good news, the new facility manager, Mohan Nooney was announced last week. Mohan brings with him a wealth of experience and is set to start with us at the end of the month. We are so delighted to welcome Mohan to Buckland!

I would also like to make a special mention of our employee of the month for November, Sarah Page. Sarah is one of our AIN staff and has been with us for a few years. As one of our very own staff members put it, "Sarah comes in and makes the room feel home. She has attention to detail and nothing is ever too much. She is an absolute keeper." Congratulations Sarah!

In November, we are holding Melbourne Cup day. As is our tradition, we will be giving out prizes for the best dressed male and female so be sure to pull out your best fancy hat!

Thank you all once again for your support and kindness during these challenging times. Fortunately, things are starting to look up once again.

Wishing you all good health and happiness, Johannes



Welcome to Buckland

Buckland wishes Robert Butler, Neville Baker, Patricia Szalay, Richard Semeniuk, Gladys Coppins and Arthur Short a hearty welcome and comfort in their new home. Please check the activities on the back page of the bulletin and everyone is welcome to join in.



The Buckland Chaplain is generally available for Residents and their families each Monday and Tuesday. Requests to see her can be made through Reception or the Diversional Therapy Team.

SHOPPING INFORMATION

As we are unable to run the DCW shopping bus at this time until further notice, we welcome you to use the Shopping Order forms. Please see reception or a DT staff member if you require one of these. Please have completed shopping order forms returned to the DT Team.

If you would like to try this service for the first time please speak to a DT Team member who will explain the billing process.



The DCW Kiosk is located next to the Hairdresser & has a wide variety of items for available for purchase. In November the Kiosk will be opened every Thursday from 10:00 - 11:00am.

Melbourne Cup Party

3RD NOVEMBER 2020 2PM

IN THE BNH MAIN LOUNGE

FASHIONS OF THE FIELD—

FOR BEST DRESSED & FACINATOR



**Residents of Donald Coburn Wing &
Buckland Nursing Home**

are invited to the

***Remembrance Day
Commemoration***

10.45 am

Wednesday 11 November 2020

In the

**Buckland Nursing Home
Main Lounge**





Clockwise from left to right: Florence B, Diane T, Jill P, Pauline B, Stephanie (DT) & Mary Magann rehearsing My Country.



Clockwise from left to right: Lorna H, Maria S, Pat W, Bill L & Gwen H making the decorations.



Peter' Ms flower arrangement



Alwyn G & Wyn J, Nina (DT), & Marian rehearsing



Joy S with Domi (GSO)



Peter M, Stephanie (DT), Elaine R,
Andy R & Beryl M.



BUCKLAND'S GOT TALENT SHOWCASE!

The first ever "Buckland's Got Talent" show took place at the BNH main lounge on the 6th of October. This show gave a fantastic opportunity to discover how many creative and talented spirits we have at Buckland and we had great participation from both residents and staff.

First of all, we must say a big thank you to all who stepped forward to perform a funny skit, recite poetry, comedy, dance or music. Thank you also to everyone who supported the show and Peter ([pictured above right]), who looked very dappa as our master of ceremonies! The lead up to the event was a great time as the excitement built as the event drew near. The rehearsals themselves were a lot of fun in themselves as we learnt more about one another and enjoyed a bit of friendly banter. Everybody was truly enchanted while watching Jean A's "The Masked Singer" performances with her original story "What is it?" and an original comedy piece "Molly the Lost Sheep" (pictured below with Nina (DT) which had everyone in stitches. Writing short stories is one of Jean's multiple hobbies, and she has been entering and even winning a number of writing competitions.





Andy R, Jill P & Nina (DT)

Jill P, who has entertained us for many years, being a part of the much loved Joymakers group, cheerfully welcomed an opportunity to enter the stage again with her favourites: "Wouldn't it be Lovely" from My Fair Lady and "Shall we dance?" from The King and I. The audience joined in with clapping the familiar rhythm pattern for the last piece. Stephanie (DT) responded by dancing a dream waltz to Audrey Hepburn's "Moon River". Stephanie's dancing partner was none other than Fred Astair (sorry, only his image) and her beautiful blue gown brought back memories of our dancing days. This was followed by a comedy routine by Bill G and Mary M with Thareniy and Lilia (pictured below left). Mary also participated in a lovely soulful Poetry recital featuring "My Country" by Dorothea Mackellar, being joined by Dawn C, Pauline B, Florence B, Florence S and Jill P. Anyone who has some fondness for poetry thoroughly enjoyed this recital, and of course hearing once again the much loved Joyce Kilmer's poem "Trees" performed by Florence S as a solo piece.



Florence B & Marian H & Mary M with Jess (DTA)



Joy S, Pauline B & Peter M



Above: Evelyn C & Kim (AIN) performing.



Evelyn C and Kim reminded us of the up coming Christmas season and provoked some smiles, as they sang "Rudolph" and everyone joined in "Tie me Down Kangaroo Sport". We also had a singing trio (Marian H and Joan G with Nina accompanying on the piano) who did a couple of fun songs such as "I belong to Glasgow", "All the nice girls love a sailor" and "When the Red Red Robin". What fun it was to join in the Macarena led by Marjorie Campbell and her backing dancers Domi, (GSO) Stephanie (DT) & Jess (DTA) pictured left).



Above: Bill H & Marjorie C



Russian Cultural dance "Barynya" (Nobel Lady) with Nina (DT), Stephanie (DT & Jessica (DTA)



We also had a cultural experience learning some of the steps and movements for "Russian fashion with lashes of passion" by the DT team. Sandra O (pictured above) followed this with a Gypsy dance, which included the essential props for this act; a scarf and a tambourine.



As the audience had been sitting for a while at this point, we then did some exercise in the form of the Hokey-pokey led by the DT Team.



The grand finale of the 2 hour showcase was The Village People's "Y.M.C.A." which was brilliantly performed by the Admin team of Lilia, Ina, Tallara, Talisa, Yvette (pictured opposite page below left with Neil A) & Lauren who were barely recognizable behind their colourful costumes.

The show proved to be so inspiring that after this amazing performance we had a very impressive surprise impromptu act with Claire C (pictured right) who performed poetry to end the show.

It was very exciting to learn how many "hidden" and "not so hidden" talents we have amongst us, we saw so many creative and energetic performances.



Many of our loved ones also tuned in to watch the show on Zoom at home. Thank you to everyone who made positive comments about the show and thank you Peter M (pictured left with Thareniy (DTC) & Stephanie (DT) for making such beautiful arrangements. Thanks again to everybody who took part on stage and behind the scenes and we can all start putting our creative talents together as we prepare for the next show! Nina (DT).



Pictured above is: Pat H, Jean A & Jessica (DTA)



Pictured above is: Bill H, Olive H, Clair C, Mary S.



Pictured above is: Monica K & Pat W

Did you know? Moving on Audits

Choice, Independence and Autonomy

Buckland result was 99.1% against the Benchmark figure of 93.3%. The audit reflects how the organisation ensures their workforce does not limit consumer choice, independence and autonomy. When examining this area: a resident has the right to have control over and make decisions about their care, personal and social life, including choices involving personal risk. It covers decision making also in the areas of financial affairs and possessions. The organisation is to provide the workforce with information, training and support to ensure they understand their responsibilities in relation to consumer choice and decision making, while monitoring workforce practice and seeking feedback from consumers and their representatives.

Assessment and Planning: Documentation, Communication & Review

Buckland result 100% against Benchmark 91.2%. The audit reviews the organisations Assessment, Planning and Review Systems, Policies and Procedures. The organisation is required to have processes in place, ensuring the care plan is comparable to the complexity of each resident's care and service requirements, while aligning with residents desired outcome of care and services.

Personal Care Delivery

Buckland result was 100% against the Benchmark figure of 95.6%. The purpose of this audit is to assess the organisations ability to deliver safe and effective personal and clinical care, communicate and share information with residents, carers and families, that the care is provided with best practice principles, while tailored to the needs of the individual. The workforce is also assessed in the delivery of respectful care with competency and appropriately qualified.

Cleaning and Maintenance

Buckland result was 100% against Benchmark 93.5%. The audit focuses on a well-maintained environment including the furniture, fittings and equipment. It also assesses that the cleaning and maintenance schedules which includes both the internal and external environments. The audit also looks at the workforces understanding of their responsibilities and that the organisation provides education and training.



Pictured above is Lorna H with Bill L. Pictured above right is Sandra O, Doug K, Betty L, Dawn C & Lorna H enjoying a look at Mayfield Gardens in Oberon. Pictured right is Doug K, Maria S & Diane T. Pictured below is Evelyn C, Florence B & Gloria M.





Pictured above is Marjorie C, Pamela P & Joy S with Nina (DT).



Pictured above is Jean W & Dawn C watering the plants



Pictured below is Gloria M, Stephanie (DT) and Pauline B.



GARDENING DAY

Our residents enjoyed an afternoon of gardening with supplies generously donated by Bunnings at Valley Heights while watching a documentary on Mayfield Gardens in Oberon. We were very lucky to have lots of help from some of our green thumbbed residents, Lorna and Peter and others who were happy to share their knowledge with the rest of us. We planted up lots of lovely flower seeds including poppies, mums and cosmos into terracotta pots which are being looked after with residents watering them out in the sunshine. Now all we have to do is wait for the flowers to come up. Jess (DT).

BUCKLAND

Praise / Complaint Action Form

Location: (Tick) ☐ Residential Aged Care Facility
 ☒ Buckland Retirement Village

Date: ____/____/____

Name:	Telephone No:
Address:	
Name of Resident / Staff Member (if applicable):	
Relationship to Resident / Staff Member (if applicable):	

Nature of feedback: _____

[illegible]

Signature Resident / Representative / Staff Member:

Please forward to Facility Manager

Signature Care Manager

Date: / /

BUCKLAND

Suggestions/Opportunities for Improvements

Please complete the following, even the smallest issue is important to record.

Date ____/____/____ **Location:** Buckland Residential Aged Care Facility
(please tick one) Buckland Self Care Village

What is the suggestion, issue or concern? Include dates, times, persons involved as relevant.

What action could be taken to improve? _____

(Please circle)
Issue raised & suggestion made by _____ **resident / visitor / staff / contractor**
Please leave completed form in the box.

Issue Reviewed ____/____/____ **By:** _____

Aged Care Standards Reference:

Management Systems, Staffing & Organisational Development Health & Personal Care

Resident Lifestyle Physical Environment & Safe Systems Other

Risk Rating

Serious High Moderate Low

Action taken to meet suggestion or resolve the issue/concern & prevent recurrence

Outcome / Result _____

Evaluation of effectiveness (6 months post action taken) _____

Signature _____ **Name** _____ **Date** _____

Please forward to the Facility Manager



VALE

Sadly, Gwen Jones,
Janine Whiteway,
Dick Roorda, Peter Ward and
Alf Commons passed away in
October.

We offer our sincere
condolences to family and
friends.

Special thoughts and
memories remain in our hearts
and minds here at
Buckland.

Visiting Window

Please come and visit your
loved ones at the
visiting window!

Please book in a suitable
time with the DT Team by
sending an email to
**dt-bh@buckland-
rv.com.au**

HAIR DRESSER APPOINTMENTS

BNH appointments can be
made at the Thomas Buckland
Wing or Matron Rothery Wing
Nurses Station. DCW
appointments can be made in
the book located outside the
DCW Salon. Please see the
RN in each wing for more
information. Thank you.

MONTHLY ACTIVITY BOOKLETS

Keep your eye out for the
Monthly activity booklets. These
are available every month for
residents and everyone is invited
to complete at their own leisure.
See how many activities you can
complete!



**STAFF MEMBER OF THE
MONTH IS**

Sarah Page

CONGRATULATIONS

The Buckland "BULLETIN"
is available **online** in full
COLOUR! Just visit our
website
www.buckland-rv.com.au
and click on the link:
"LATEST NEWS".



During October 2020
Church at DCW
resumed
in the Donald Coburn
Main Lounge
and will continue
at 11.00 am on the 9th and
23rd.
All are welcome

BNH Church Service Times in the BNH Main Lounge

6th St Marys
Cathedral at 10:30am

13th St Andrew's
Cathedral at
10:30am

24th of November at
11:00am is a Church
Service led by our
Chaplain Kaye.

TBW BBQ LUNCH

Residents are
invited to join us for a
BBQ lunch on the 27th
of November from
11.30am with
lunch to be served in
your Dining Rooms.



DO YOU HAVE ANY SUGGESTIONS FOR OUR ACTIVITIES PROGRAM?

Please see a member of the Diversional Therapy Team or leave a message in the suggestion box in the foyer. We will endeavour to incorporate these suggestions into the activity program.

Thankyou!



Lenny C, Beverley F, Claire C & Helen T cutting the cake



OKTOBERFEST BIRTHDAY PARTY

The Oktoberfest is the world's largest Volksfest (beer festival and traveling funfair), held annually in Munich. As it is October, we chose Oktoberfest as our birthday parties theme on the 20th in BNH & 27th in DCW. The lounges were decorated with displays of Oktoberfest memorabilia which included a hat and authentic glassware.



A festive atmosphere was created by watching video clips featuring music typical of an Oktoberfest party. With everyone enjoying the happy hour food and drinks and the birthday cake, we participated in a quiz and having our photo taken with the Oktoberfest photo props. As you can see from the photos everyone had a great time!

Clare C pictured above with Nina (DT).



Pictured above is:
Olive H, Faye W &
Helen T. Pictured L
is Dorothy M. John
C & Elaine R. Pic-
tured below is Neil
A with Nina (DT).





BNH Birthday Party

















Pictured Top row: Jill P, Lucy B & Johannes. 2nd row: Dawn C. 3rd Row Evelyn C & Joan L at the Birthday Party.



Pictured Top row: Pauline B, Bill . 2nd row: Marian H & Pat R. 3rd row Johannes & Jean Pierre E.

DONALD COBURN WING ACTIVITY

SUNDAY	MONDAY	TUESDAY	WEDNESDAY
WEEK 1		* Please note, social distancing and	
1	2	3	4
<p>11.30am</p>  <p>ABCTV</p>	<p>11.00am Melbourne Cup Decorating. BNH ML</p>  <p>2.30pm Sweeps Draws BNH ML</p> 	<p>2.45pm Melbourne Cup Screening (DCW ML)</p> 	<p>10.30am Ladies Pamper Hour DCW ML</p> 
WEEK 2			
8	9	10	11
<p>11.30am</p>  <p>ABCTV</p>	<p>11.00am Church Service DCW ML</p> 	<p>11.00am BNH ML Matching Game</p> <p>MENS CLUB</p> <p>2.30pm Decorating for Remembrance Day BNH ML</p> 	 <p>Day Commemoration BNH ML Be seated 10.30am</p>
WEEK 3			
15	16	17	18
<p>11.30am</p>  <p>ABCTV</p>	<p>11.00am Christmas Decoration in DCW ML</p> 	<p>11.00am Decorating for Birthday Party BNH ML</p> <p>2.00pm Birthday Party (Scottish theme) BNH ML</p> 	<p>11.00am Christmas Craft DCW ML</p> <p>2.30pm Blue Mountain History DCW ML</p>  

CALENDAR		November 2020	
WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Hand hygiene guidelines need to be adhered to at all activities to keep every-			
	5	6	7
	10.00am-11.00am KIOSK DCW  2.30pm Golden Memory Sing-a-long DCW ML	10.30am St Mary's Cathedral (Virtual Church Service) BNH ML 2.30pm Poetry & Reminiscing BNH ML 	11.00am Piano Music DCW ML  2.00pm Birthday Card Making BNH ML 
	12	13	14
 Relaxation ML led by m	10.00am-11.00am KIOSK DCW  2.30pm Word Games DCW ML 	11.00am Garden Walk  11.00am Christmas Decoration Sorting DCW ML 	11.00am Relaxation Music DCW ML 2.00pm Fun Riddle BNH ML  
	19	20	21
 e 	10.00am-11.00am KIOSK DCW  2.30pm Christmas Decorating in the Foyer DCW 	11.00am Christmas Piano Music DCW ML 2.30pm Andre Rieu Concert DCW ML 	11.00am Christmas Music DCW ML  2.00pm Christmas Card Making BNH ML 

DONALD COBURN WING ACTIVITY C

SUNDAY	MONDAY	TUESDAY	WEDNES
WEEK 4		* Please note, social distancing and	
22	23	24	25
<p>11.30am</p>  <p>ABCTV</p>	<p>11.00am Church Service DCW ML</p> 	<p>11.00am Christmas Decorating in DCW Library</p> 	<p>11.00am Christmas Decorating DCW M</p> 
WEEK			
29	30		
<p>11.30am</p>  <p>ABCTV</p>	<p>11.00am- 12.00 pm Garden Walks</p>  <p>2.00pm Activity Calendar Delivery</p>		

NOVEMBER BIRTHD

10th Betty Levy

11th Kath Hammond

18th Jill H

WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Hygiene guidelines need to be adhered to at all activities to keep everyone			
	26	27	28
 <p>10.00am-11.00am KIOSK DCW</p> <p>2.30pm Decorating Christmas Tree DCW</p>	 	 <p>11.00am Decorating Christmas Tree DCW</p>	 <p>11.00am Christmas Music DCW ML</p> <p>2.00pm BNH ML</p> <p><i>Crafts for Christmas</i></p>



HAIRDRESSER DAY
Wednesday- Friday

FITNESS DCW
ML

CLASS



10.00am- 10.30am
Monday- Thursday

AYS

Sandebo



BUCKLAND NURSING HOME ACTIVITY C

SUNDAY	MONDAY	TUESDAY	WEDNES
WEEK 1		* Please note, social distancing and hygi	
1	2	3	4
<p>11.30am</p>  <p>ABCTV</p>	<p>11.00am Melbourne Cup Decorating BNH ML</p>  <p>2.00pm Sweeps Draws BNH ML</p> 	<p>2.00pm Melbourne Cup Party (BNH ML)</p> 	<p>10.30am Lady Pamper Hour BNH ML</p>  <p>11.00am- 11.30am Fitness Session D2</p>
WEEK 2			
8	9	10	11
<p>11.30am</p>  <p>ABCTV</p>	<p>11.00am- 12.00 pm Garden Walks</p> <p>OR</p> <p>11.00am- 11.30am Fitness Session D2 & D4</p>  <p>2.00pm Book Trolley MRW</p> 	<p>11.00am BNH ML Matching Game</p> <p>MENS CLUB</p> <p>2.00pm Decorating for Remembrance Day BNH ML</p> 	 <p>Remembrance Day Commemoration BNH ML Be seated 10.30 a</p>
WEEK 3			
15	16	17	18
<p>11.30am</p>  <p>ABCTV</p>	<p>11.00am- 11.30am Fitness Session D2 & D4</p> <p>OR</p> <p>11.00am Christmas Decoration Sorting BNH ML</p> 	<p>11.00am Decorating for Birthday Party</p> <p>2.00pm Birthday Party (Scottish theme) BNH ML</p> 	 <p>11.00am Christmas Decorating in Main Lounge</p> <p>11.00am- 11.30am Fitness Session D2</p>

DAY	THURSDAY	FRIDAY	SATURDAY
Please adhere to the following guidelines need to be adhered to at all activities to keep everyone safe.			
	5	6	7
 	<p>10.00am-11.00am KIOSK DCW</p>  <p>2.00pm Golden Memory Sing-a-long (In House Channel 9)</p>	<p>10.30am St Mary's Cathedral (Virtual Church Service) BNH ML</p> <p>2.00pm Poetry & Reminiscing BNH MI</p> 	<p>11.00am Piano Music (Hallway)</p>  <p>2.00pm Birthday Card Making BNH ML</p> 
	12	13	14
	<p>10.00am-11.00am KIOSK DCW</p>  <p>2.00pm Christmas Craft BNH ML</p> 	<p>10.30am St Andrew's Cathedral (Virtual Church Service) BNHML</p>  <p>2.00pm Word Game BNH ML</p> 	<p>11.00am Rainforest Music (Hallway)</p>  <p>2.00pm Fun Riddle BNH ML</p> 
	19	20	21
 	<p>10.00am-11.00am KIOSK DCW</p>  <p>2.00pm Christmas Decorating in the Foyer BNH</p> 	 <p>11.00am Christmas Decorating In MRW</p> 	<p>11.00am Christmas Music BNH ML</p>  <p>2.00pm Christmas Card Making BNH ML</p> 

BUCKLAND NURSING HOME ACTIVITY CALENDAR

SUNDAY	MONDAY	TUESDAY	WEDNESDAY
WEEK 4		* Please note, social distancing and hygiene	
22	23	24	25
<p>11.30am</p>  <p>ABCTV</p>	<p>11.00am- 11.30am Fitness Session D2 & D4</p>  <p>2.00pm Christmas Decorating in TBW</p>	<p>11.00am Church Service BNH ML</p>  <p>2.00pm Christmas Decorating in the Foyer BNE</p> 	<p>11.00am Christmas Decorating in</p>  <p>1.00am- 11.30am Fitness Session</p>
WEEK 5			
29	30		
<p>11.30am</p>  <p>ABCTV</p>	<p>11.00am- 11.30am Fitness Session D2 & D4 OR 11.00am- 12.00 pm Garden Walks 2.00pm Activity Calendar Delivery</p> 		







NOVEMBER BIRTHDAYS

8th Dorothy Culhane

12th Marjorie Reece

26th Margaret

30th Diana

LENDAR		November 2020		SPRING			
SDAY		THURSDAY		FRIDAY		SATURDAY	
ene guidelines need to be adhered to at all activities to keep everyone safe.							
		26		27		28	
<p>stmas Sunroom</p>  <p>am D2 & D4</p>		<p>10.00am- 11.00am KIOSK DCW</p>  <p>2.00pm Decorating Dining Rooms BNH</p> 		<p>12.00pm BBQ (TBW)</p>  <p>It's BBQ Time!</p>		<p>11.00am Christmas Music BNH ML</p>  <p>2.00pm BNH ML</p> <p>Crafts for Christmas</p> 	



HAIRDRESSER DAY
Wednesday- Friday





Charter of Aged Care Rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

I have the right to:

1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.