



Newsletter of the Buckland
Residential Aged Care Facility

BULLETIN

**September
2020**

A LETTER FROM THE CEO – SEPTEMBER 2020

Normally when I would be writing to you in September, I would be giving lots of news and updates on the annual Buckland fete. As with so many things this year, the fete needed to be cancelled and we are instead spending so much time and energy dealing with the ongoing threat of COVID-19.

I'm aware that our Facility Manager, Johannes is keeping you all regularly updated with news on the COVID-19 intervention and planning and I know we are in good hands under his clinical leadership. I will leave it for Johannes to provide a further overview on all matters COVID-19 in his section of this Bulletin, but it goes without saying I continue to extend my heartfelt thanks and admiration to our staff for your ongoing efforts to keep COVID-19 away from our door. I also thank the residents and their loved ones for your understanding of the current restrictions we have in place – all of which are aimed at protecting and keeping us all safe.

I close off my short news this month with my sincere congratulations to Johannes on his appointment as the incoming CEO. Johannes has done a wonderful job in his role as Facility Manager and I have absolutely no doubt he will bring the same level of skill and expertise to the CEO position. Currently Johannes and I are spending some time ensuring that his replacement as Facility Manager maintains his same level of enthusiasm for the job, coupled with an overriding passion to provide each and every resident with the highest standard of care and service.

Until next month, look after yourselves.....Liz

A LETTER FROM THE FACILITY MANAGER

The cherry blossoms are blooming and the daffodils are out! Spring is upon us. It is hard to believe how quickly the last month has gone.

As you are no doubt aware, cases of COVID-19 in NSW are falling. However, health authorities continue to see cases emerge in a very wide range of areas across Sydney, so I must urge us all to remain careful and vigilant. We are incredibly fortunate to have low numbers in Australia compared to the rest of the world, but the number of deaths linked to aged care in Melbourne shows us how devastating this virus can be if it does infect a nursing home. 2020 has been such a challenging year so far, but amidst all of the pressure, the strength, support and spirit of our Buckland family has been incredibly heartening.

As I mentioned in last month's bulletin, as part of our commitment to upholding an exceptional standard of care, we engaged an external auditor. We have received the results of the audit and I am delighted to report that they were excellent. In addition to reviewing our internal processes and policies, Anchor Excellence also contacted a random selection of residents and family members and asked them for feedback on their experiences with Buckland Aged Care. I would like to share a small selection of the feedback we received:

"Mum and dad need different levels of care. They are encouraged to be independent. Great communication. Staff are good at solving problems and very helpful. No issues at all." – Tania

"Can't fault staff. Very empathetic and caring. High level of emotional support provided. No issues at all. The food is very good. I always refer friends to Bucklands. Very satisfied with the current lockdown, communication around medication changes and falls is excellent." – Kim

Continued on next page

“The management team has a proactive approach to resolving emerging issues. There is evidence that concerns have been raised have been appropriately addressed. The newsletter encourages feedback and outlines consumer rights. The local leadership team are engaged and are able to address any questions raised. They are cohesive and able to support each other. Relatives spoke very highly of the leadership team’s capability and compassionate approach. Buckland presents a picture of a happy home with caring staff who know their roles and responsibilities.”- Anchor Excellence

We are all incredibly proud of these results and they are as a result of the hard work and dedication of everyone at Buckland. We know how wonderful our team is, but it was fantastic to have their contribution recognised, not only by the relatives and residents surveyed, but also by the auditor.

In this vein, I would also like to commend our Staff Member of the Month for September. Durani Greener is one of our Endorsed Enrolled Nurses and has been with us for fifteen years (!!!). If you have been lucky enough to know Durani, she is funny, compassionate, level headed and always has time for other people. We are so proud to have her as part of our team. Congratulations Durani.

I am optimistic that Spring will bring us all some much-needed joy and sunshine, and hopefully a country-wide reduction in COVID-19 cases. Wishing all of the dads and grandads a wonderful fathers’ day!

Wishing you good health and happiness, Johannes.





CHURCH AT HOME

As churches around the world have gone to online services, the residents have had the opportunity to be able to attend in house church services that are recorded from churches in the Sydney region such as St Andrew's Cathedral and St Marys Cathedral. Have a look at the September Activities Calendar for upcoming dates and times.

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!

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".

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!



Welcome to Buckland

Buckland wishes Alfred Commons, Monica Kelly and Claire Clear 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 September the Kiosk will be opened every Thursday from 10:00 - 11:00am.

Activities in Matron Rothery Wing, Thomas Buckland Wing and Donald Coburn Wing



Pictured above from left to right Lenny C, Les E, Istvan T, Arthur B & Stephanie (DT). Thareniy (DTC), Andy R (Henry T).

Gentlemen's League Beer Pong Competition

This month we have introduced a Beer Pong Game (modified version) as part of our Gentlemen's League group. Beer Pong is a fun game where players throw ping pong balls across the table with the goal of landing the balls in the cups on the other end. It was a success as we had great participation and feedback from our residents.



Pictured above from left to right Les E, Jean-Pierre E, Stephanie (DT) & Russell K.



Pictured this page clockwise from Top Left: Russell K, Les E, Istvan T, Lenny C, Peter M, Peter W, (Ron L & Arthur B).



THOUGHTS FROM A DCW RESIDENT

This year 2020, will no doubt go down in history as a year that we'll never forget. Our world is currently being swamped with a deadly virus, we are all experiencing it together, and all at the same time, known as the Coronavirus Pandemic (COVID-19).

No country is being spared of its vengeance, affecting millions of innocent people, without discrimination or favour. It's extremely rampant creating havoc world wide, one way or another.

New laws, policies and procedures are now in place, our lives, or our world has not been the same since the pandemic began. The primary focus is to protect families, friends, colleagues and society as a whole.

We are being constantly encouraged by prominent professionals and those who govern, to globally be mindful of the change, also taking part and supporting to stem the spread of the virus and eradicating it's wrath.

It's now quite evident how people are utilising their time in different and practical ways, living a simpler and safer life, cooking meals in the home instead of dining out. Tasking on a project or two by making small changes or improvements around the home, as an example, re painting walls or cupboards with bright new colours, or becoming more sustainable, and active growing veggies or herbs to share with neighbours and friends. Undertaking a challenge as decluttering the wardrobes, sorting through things can do wonders for the soul and benefitting others at the same time.

Any simple changes we make helps us to cope during this pandemic, and keeps our minds active in this in the present and problematic world we are travelling through together. One of the many things I've been doing at Buckland since the outbreak of COVID-19 intruded and making its welcome presence felt, has to keep myself amused, using my mind doing puzzles, listening to music, as well as painting and colouring using an application (app) on my iPad, (I'm no Vincent Van Gogh or Pro Hart by the way).

This could be easily done by using a colouring book and pencils. Having a blank page with a pattern or a drawing and seeing that picture develop and take shape is very therapeutic and rewarding. It also as passes the time and takes my mind off the complex circumstances we're all facing. The picture in this story is just one of the many I've had fun doing recently and relaxing at the same time.

Why not have a go, invite another resident to join you, sharing the enjoyment together over a up of tea or coffee, and a biscuit (or two). Have fun!

Jean Alcock

Please check out the art projects in our activity booklets for you to enjoy and if you need any art supplies or are interested in more projects, please let a DT staff member know and we will happily organise this with you. DT Team.





Pictured above is Miriam M, Joy S, Alwyn G; Pictured below is Istvan T, Elaine R & June S



Italian Ferragosto Celebration
Have you ever been to Italy? Well, many of our DCW and BNH residents joined in our virtual trip to Italy for the Ferragosto Festival (Ferragosto means August in Italian) and we also celebrated birthdays of those who were born in August. We looked at beautiful scenery from Italian cities accompanied by authentic music in the BNH ML all while being spoiled with marvelous Italian snacks - the hot mini-pizzas and tiramisu were a real hit- and it was such a treat to have freshly made Italian cappuccinos and caldo Cioccolato (hot chocolate). For the finale, the DTs swirled their dresses to the Tarantella, and nothing in the world could



dancing and accordion playing so it went on. We hope you enjoyed your Italian drinks, snacks, friendly chats and entertainment. Thank you to everyone for coming and adding to the lively atmosphere.



Pictured above is Islwyn & Eirwyn J, John M, Julie H. Pictured below is Arthur B, Roger G, Ama & Russell K.



MUSIC IN THE COURTYARD



Nina, our very own talented musician, played the accordion for the enjoyment of our residents, some of which were singing or playing along with small instruments!



Jean W

DCW HALLWAY BIRTHDAY PARTY

We had so much fun celebrating August Birthdays in Donald Coburn with Hallway Happy Hour parties. Residents enjoyed singing, dancing and the laughter shared.



Fay W



Joy S, Dorothy J & Gloria M



Elaine R, Dorothy M, Stephanie (DT), Nina (DT), Jess (Admin), Helen T, Jan N & Arnold M.

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

DID YOU KNOW? MOVING ON AUDITS

Antimicrobial Stewardship

Buckland achieved a 90.4% result in this audit against a benchmark figure 81.4%. As part of the Aged Care Quality Standards, Antimicrobial Stewardship has been introduced and is aimed at improving the safe and appropriate use of antimicrobials. The expected outcome is to reduce harm and decrease the incidence of antimicrobial resistance. The audit outcome reflects the current development of good policies and practices to achieve compliance with the ACQS. This is achieved by looking at policy and service requirements, helping to streamline compliance against relative standards and identify potential gaps in service. The structure of the audit also examines the facilities level of confidence in meeting legislative requirements, interviews staff to gauge their understanding of the service's policies, procedures and underpinning legislation. As well as survey staff to measure the facilities ability to meet service requirements, as well as meeting workforce requirements.

Clinical Care Delivery

Buckland achieved a 98.5% result in this audit against a benchmark figure 90.6%. Areas reviewed in this audit included policy and procedures around care planning, to meet both the needs and goals of the individual, admission assessment, assessment tools utilised, consumer and family involvement in care planning, expected clinical outcomes, ongoing evaluation, access to best practice and sufficient workforce with right skills mix to meet consumers clinical care needs. This is achieved by looking at policy and service requirements, helping to streamline compliance against relative standards and identify potential gaps in service. The structure of the audit also examines the facilities level of confidence in meeting legislation.

Infection Prevention and Control

Buckland achieved a 98.1% result in this audit against a benchmark figure 91.4%. This audit looks at the facilities ability to respond to infectious outbreaks, vaccination programs for both consumers and staff, effective policies and procedures are in place in relation to infection prevention and control practices, education/staff training and risk assessment. This is achieved by looking at policy and service requirements, helping to streamline compliance against relative standards and identify potential gaps in service. The structure of the audit also examines the facilities level of confidence in meeting legislative requirements, interviews staff to gauge their understanding of the service's policies, procedures and underpinning legislation. As well as survey staff to measure the facilities ability to meet service requirements, as well as meeting workforce requirements.

Restrictive Practices

Buckland achieved a 100% result in this audit against a benchmark figure 92%. As part of the changes to the Aged Care Quality Standards Aged Care Facilities are now required to report quarterly to the department in relation to any restrictive practices utilised within the facility. To briefly explain: the term restrictive practices refers to activities, or interventions that are either physical or pharmacological, have the effect of restricting a person's free movement or ability to make decisions. Restrictive practices are commonly referred to in the context of residential aged care, as practices that control the behaviour of a consumer, which may occur with the intention of reducing risks to a consumer or others. The structure of the audit also examines the facilities level of confidence in meeting legislative requirements, interviews staff to gauge their understanding of the service's policies, procedures and underpinning legislation. As well as survey staff to measure the facilities ability to meet service requirements, as well as meeting workforce requirements.



VALE

Sadly, Amy Battishill and Irene Fairbairn passed away in August.

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**



In Donald Coburn Wing **Hallway Hymns** have continued. For some Residents, selected hymns are played in their rooms where there is opportunity to reminisce about favourites as well as their spiritual connections.

MRW BBQ LUNCH

Residents are invited to join us for a BBQ lunch on the 25th of September from 11.30am with lunch to be served in your Dining Rooms.



STAFF MEMBER OF THE MONTH IS

Durani Greener

CONGRATULATIONS

EDUCATION AWARD

Arlene Stewart

CONGRATULATIONS



Music with Nina & New Puzzles

The lounge has been alive with the sound of music as Nina (pictured left) opened up the baby grand to warm our hearts with everyone's favourites songs once again. The newly purchased puzzles have also been a great addition to our board game collection as the residents have enjoyed watching the beautiful pictures come in view piece by piece.

Pictured below is Marian G & Florence B enjoying the new puzzles.








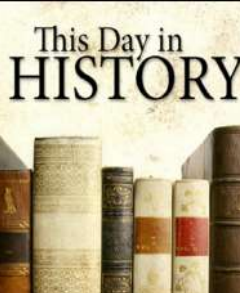










DONALD COBURN WING ACTIVITY








SUNDAY	MONDAY	TUESDAY	WEDNESDAY
WEEK 1		* Please note, social distancing and	
		1	2
FITNESS DCW CLASS  10.00am- 10.30am Monday- Thursday		11.00am St Andrew's Cathedral (Virtual Church Service) BNH ML  2.00pm Activity Calendar Delivery	10.30am Ladies Pamper Hour: DCW ML 
WEEK 2			
6	7	8	9
Father's Day 11.30am Songs of Praise ABCTV	2.00pm 	11.00am Decorating for Father's Day BNH ML 2.00pm Gentlemen's League (Father's Day Celebration) BNH ML 	10.30am School  2.00pm Movie Day DCW ML 
WEEK 3			
13	14	15	16
11.30am Songs of Praise ABCTV	2.00pm Mexican Word Game BNH ML 	11.00am Decorating for Mexican Day DCW ML 2.00pm Mexican Independence Day & Birthday Party DCW ML 	Mexican Independence Day 10.30am Ladies Pamper Hour: DCW ML 

CALENDAR

September 2020

SDAY	THURSDAY	FRIDAY	SATURDAY
d hygiene guidelines need to be adhered to at all activities to keep everyone			
	3	4	5
ies 	<p>10.00am-11.00am KIOSK DCW</p>  <p>10.30am - WHO AM I? DCW ML</p> 	<p>11.00am Art & Craft BNH ML</p>  <p>2.00pm Golden Memory Karaoke BNH ML</p> 	<p>11.00am Nature Music DCW ML</p> 
	10	11	12
l Days  	<p>10.00am-11.00am Kiosk DCW</p>  <p>10.30am- This Day In History DCW ML</p> 	<p>10.00am Garden Walk</p>  <p>2.00pm Captains Coura- geous BNH ML</p> 	<p>11.00am Piano Music (DVD) DCW ML</p> 
	17	18	19
ndence Day ies 	<p>10.00am-11.00am Kiosk DCW</p>  <p>10.30am Mexican Quiz DCW ML</p> 	<p>11.00am Card Craft BNH ML</p>  <p>2.00pm Ladies In Black BNH ML</p> 	<p>11.00 am Mexican Music (DVD) DCW ML</p> 

DONALD COBURN WING ACTIVITY

SUNDAY	MONDAY	TUESDAY	WEDNESDAY
WEEK 4		* Please note, social distancing and	
20	21	22	23
<p>11.30am Songs of Praise ABCTV</p>	<p>Brazilian Independence Day 2.00pm Brazilian Quiz & Trivia BNH ML</p> 	<p>10.30am Magic memories</p>  <p>2.00pm Andre Rieu Concert DCW ML</p> 	<p>10.30am Dog Bingo DCW ML</p> <p>2.00pm Movie Day DCW ML</p> 
WEEK 5			
27	28	29	30
<p>11.30am Songs of Praise ABCTV</p>	<p>2.30pm Word Game BNH ML</p> 	<p>1.30pm Music Performance By Vlad DCW ML</p> 	<p>10.30am L Pamper Hour: DCW ML</p> 



CALENDAR

September 2020

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

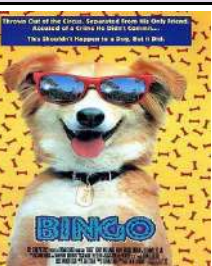
Hand hygiene guidelines need to be adhered to at all activities to keep everyone

23

24

25

26



10.00am-11.00am
Kiosk
DCW



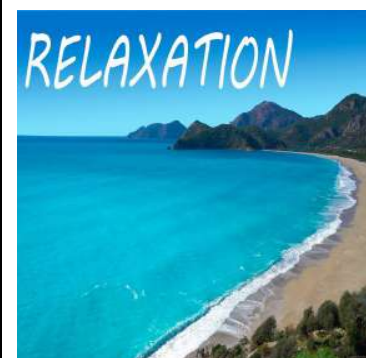
10.30am Crosswords
DCW ML

CROSSWORDS

10.00am Garden Walk



11.00am Relaxation
Music DCW ML



30

Ladies

**HAIRDRESSER
DAY**



Abbreviation;

BNH: Buckland Nursing Home

DCW: Donald Coburn Wing

ML: Main Lounge



SEPTEMBER BIRTHDAYS

7th Elaine Roberts

12th Annette Taylor

18th Neil Addis

19th Betty Piper

19th Brian Black

24th Marjorie
Campbell

26th Arthur









Butler

28th Andy

Ramaekers

BUCKLAND NURSING HOME ACTIVITIES






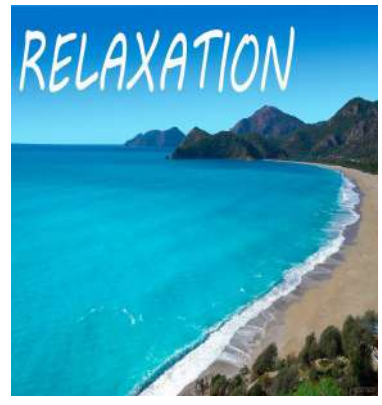



SUNDAY	MONDAY	TUESDAY	WEDNESDAY
WEEK 1		* Please note, social distancing and	
		1	2
<div>HAIRDRESSER DAY</div> <div></div>	<div>11.00am St Andrew's Cathedral (Virtual Church Service) BNH ML</div> <div></div> <div>2.00pm Activity Calendar Delivery</div>	<div>10.30am Ladies Pamper Hour BNH ML</div> <div></div> <div>11.00am- 11.30am Fitness Session D2</div>	
WEEK 2			
6	7	8	9
<div>Father's Day</div> <div>11.30am Songs of Praise ABCTV</div>	<div>11.00am- 12.00 pm Garden Walks</div> <div>OR </div> <div>11.00am- 11.30am Fitness Session D2 & D4</div> <div>2.00pm Quiz and Trivia BNH ML</div> <div></div>	<div>11.00am Decorating for Father's Day BNH ML</div> <div>2.00pm Gentlemen's League (Father's Day Celebration) BNH ML</div> <div></div>	<div>10.30am- 11.00am In History</div> <div>11.00am- 11.30am Fitness Session D2</div> <div>2.00pm In room Movie Time (Channel 9)</div> <div></div>
WEEK 3			
13	14	15	16
<div>11.30am Songs of Praise ABCTV</div>	<div>11.00am- 12.00 pm Garden Walks</div> <div>OR </div> <div>11.00am- 11.30am Fitness Session D2 & D4</div> <div>2.00pm Mexican Word Game BNH ML</div> <div></div>	<div>11.00am Magic Memories BNH ML</div> <div></div> <div>2.00pm Andre Rieu Concert (In room Channel 9)</div> <div></div>	<div>Mexican Independence</div> <div>10.30am In Room Activity</div> <div></div> <div>11.00am- 11.30am Fitness Session D2</div>

DAY	THURSDAY	FRIDAY	SATURDAY
d hygiene guidelines need to be adhered to at all activities to keep every-			
	3	4	5
<p>ies</p>  	<p>10.00am-11.00am KIOSK DCW</p>  <p>2.00pm Book Trolley MRW</p> 	<p>11.00am Art & Craft BNH ML</p>  <p>2.00pm Golden Memory Karaoke BNH ML</p> 	<p>11.00am Nature Music (Hallway)</p> 
	10	11	12
<p>n This Day</p>  	<p>10.00am-11.00am KIOSK DCW</p>  <p>2.00pm Jerrah & Tim BNH ML</p> 	<p>11.00am St Mary's Cathedral (Virtual Church Service) BNH ML</p> <p>2.00pm Captains Coura- geous BNH ML</p> 	<p>11.00am Relaxation Music (Hallway)</p> 
	17	18	19
<p>lence Day</p> <p>n vities</p>  	<p>10.00am-11.00am KIOSK DCW</p>  <p>11.00am Mexican Quiz BNH ML</p> 	<p>11.00am Card Craft BNH ML</p>  <p>2.00pm Ladies in Black BNH ML</p> 	<p>11.00 am Piano Music (Hallway)</p> 

BUCKLAND NURSING HOME ACTIVITIES

SUNDAY	MONDAY	TUESDAY	WEDNESDAY
WEEK 4		* Please note, social distancing and	
20	21	22	23
<p>11.30am Songs of Praise ABCTV</p>	<p>Brazilian Independence Day 11.00am- 12.00 pm Garden Walks OR 11.00am- 11.30am Fitness Session D2 & D4 2.00pm Brazilian Quiz & Trivia BNH ML</p> 	<p>11.00am Decorating for Mexican Day BNH ML 2.00pm Mexican Independence Day Birthday Party BNH</p> 	<p>11.00am- 11.30am Fitness Session D2 & D4 11.30am - 12.00pm WHO AM I? 2.00pm In room Movie Time (Channel 9)</p> 
WEEK 5			
27	28	29	30
<p>11.30am Songs of Praise ABCTV</p>	<p>11.00am- 12.00 pm Garden Walks OR 11.00am- 11.30am Fitness Session D2 & D4 2.30pm Word Game BNH ML</p> 	<p>11.00am Music Performance By Vlad BNH ML</p> 	<p>10.30am La Pamper Hour BNH ML</p>  <p>11.00am- 11.30am Fitness Session D2 & D4</p>



SDAY	THURSDAY	FRIDAY	SATURDAY
Hygiene guidelines need to be adhered to at all activities to keep everyone			
	24	25	26
 10.00am-11.00am KIOSK DCW 2.00pm Book Trolley TBW 	 	12.00pm BBQ MRW 	11.00am Relaxation Music (Hallway) 
  10.00am-11.00am D2 & D4	 <p>Fox Classics has a mid-day movie on Channel 6</p>		
	Abbreviation; BNH: Buckland Nursing Home DCW: Donald Coburn Wing ML: Main Lounge MRW: Matron Rothery Wing TBW: Thomas Buckland Wing		



SEPTEMBER BIRTHDAYS

5th Iris Bourke
 15th Istvan Tofei
 17th Marion Grosse
 23rd Jack Ainslie
 24th Dianne Howes
 30th Margaret Challenger



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.