

Helping Improve the Service

People using aged care services have valuable insights into how services work and what could be improved.

Engaging with your provider

All providers should be informing and consulting with their consumers. This process is called 'consumer engagement'.

If you would like to have input into continued improvements, you can ask your provider what opportunities they have for you to get involved. Examples of activities might include:

- sharing your experiences and perspective at a staff meeting or training workshop
- providing feedback on how publications like the Home Care Agreement or the monthly statement could be more user-friendly
- reviewing feedback from consumers and brainstorming with staff strategies to address the issues
- providing a testimonial of your experience for the provider's website or newsletter
- sharing your experience in a video for potential customers.

Having a say on aged care policy

State and national organisations including [Council on the Ageing](#), [Alzheimer's Australia](#), [Carers Australia](#), the [Federation of Ethnic Communities Councils of Australia](#) and the National Aged Care Advocacy Service advocate to government for better services for older people. You can contact them to find out if they have opportunities for you to be involved.

From time to time, the government also consults people who use aged care services about aged care policy and reform. Sign up for the [Commonwealth Government Aged Care Reform](#) newsletter to be informed of upcoming consultations.

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