Transcript

Aged Care Quality and Safety Commission

The Dining Experience for Aged Care Residents  
and their Families

**Presented by:**

Speaker

[*Opening visual of slide with text saying ‘The dining experience’, ‘For aged care residents and their families’, ‘Food, nutrition and dining’*]

[*The visuals during this video are of aged care residents during their dining experience*]

§(Music Playing)§

**Speaker:**

An enjoyable dining experience can have a positive impact on social and emotional wellbeing by providing an opportunity for you or your loved one to connect, interact and engage. An enjoyable dining experience is important regardless of what, where, how and when you eat.

Residents who enjoy their dining experience are more likely to eat and drink well and have a better overall quality of life. However an unenjoyable dining experience can lead to weight loss, frailty and poor health.

[*Visual of slide with text saying ‘Everyone has a role to play’*]

Everyone has a role to play in getting the dining experience right for each resident.

[*Visual of slide with text saying ‘Have your say’, with image of older couple smiling at camera*]

You can help by speaking up. Let staff know your likes, dislikes, preferences and needs.

[*Visual of slide with text saying ‘Have your say’, ‘Help plan meals’, with image of two people in kitchen preparing meals*]

Help plan meals by making suggestions about your dining experience including the menu and table settings.

[*Visual of slide with text saying ‘Have your say’, ‘Help plan meals’, ‘Give feedback’, with image of elderly lady seated in a chair with neck pillow*]

And give feedback about the food and your experience. All of this will help your service improve.

If you have feedback or a concern it is safe to raise it with your residential care provider. Your aged care service must have a process in place to make it easy for you to speak up and raise your feedback. If you’re not comfortable speaking to your aged care service or you’re not satisfied with their response you can contact the Aged Care Quality and Safety Commission.

[*Visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘agedcarequality.gov.au’, ‘1800 844 044’*]

To support you the Commission has also launched several food, nutrition and dining resources.

[*Visual of slide with text saying ‘Food, Nutrition and Dining Hotline’, ‘1800 844 044’*]

These resources will help you to understand your rights, what you can expect and the choices you can make. To access these resources go to the Commission’s website.

Let’s all make food, nutrition and dining a priority.

§(Music Playing)§

[End of Transcript]