Submission to the Royal Commission into Aged Care Quality and Safety

**You can email your submission to:** [**ACRCenquiries@royalcommission.gov.au**](mailto:ACRCenquiries@royalcommission.gov.au)

**Or post to: Royal Commission at GPO Box 1151 ADELAIDE SA 5001.**

**Telephone 1800 960 711** (between 8.00am-8.00pm AEDT Monday-Friday except on public holidays. Interpreter service available).

1. **What is the current date? ..……../………./………………..**
2. **What is your name? (optional) ……………………………………………………………………….**
3. **What phone number can you be contacted on during business hours?**

**(optional)** ………………………………………………....

1. **What is your email address? (optional)** ……………………………………………………………..
2. **What state do you live in? …………………………………………………………**
3. **Do you live in a remote, rural or regional area?**
   1. No
   2. Yes
      1. Remote
      2. Rural
      3. Regional

1. **Who is your story about?** ……………………………………………………………………………

a) Me 

b) A family member 

c) Someone I know. Please give details ……………………………………………………………………………..

1. **What type of care is your story about? (Please tick all that apply)**
   1. Residential care or nursing home
   2. Entry level services or support provided under the Commonwealth Home Support Program
   3. More complex care that is provided at home through a home care package
   4. Respite care
   5. Short term care provided after a hospital stay or other setback
   6. Services provided under the Veterans Home Care Program
   7. Services provided to a person living with dementia
   8. Other. Please give details ……………………………………………………………………………………………………
2. **Do you identify with one or more of the following groups? (optional)**
   1. People from Aboriginal and Torres Strait Islander communities
   2. People from non-English speaking (culturally and linguistically diverse) backgrounds
   3. People who are Lesbian, Gay, Bisexual, Transgender or Intersex
   4. People with disability
   5. People who are financially or socially disadvantaged
   6. People who are veterans, including the spouse, widow or widower of a veteran
   7. People who are homeless, or at risk of becoming homeless
3. **What concerns, if any, does your story relate to? (Please tick all that apply)**
   1. Physical abuse or assault
   2. Sexual abuse or assault
   3. Emotional abuse
   4. Financial abuse
   5. Discrimination ****
   6. Staffing issues including ratios
   7. Neglect
   8. Dignity and Respect
   9. Independence, choice and control over care
   10. Clinical Care
   11. Medication management
   12. Mental health
   13. Dental health
   14. Loneliness, disengagement, disconnection and/or boredom
   15. Nutrition (including malnourishment)
   16. Restrictive practices
   17. End of life care
   18. Other. Please give details …………………………………………………

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1. **Are you including any supporting material? (eg photos, statements etc)**
   1. Yes
   2. No
2. **Do you want your story to be made public? Please mark one of the following:**
   1. I agree to my submission being made public under my name
   2. I agree to my submission being made public anonymously
   3. I do not want my submission to be made public
3. **What would you like to tell the Royal Commission?**

Note: consider including:

* A few sentences to introduce yourself and help set the scene for the rest of your story.
* Information about the circumstances that led you to access aged care services in the first place.
* Information about the most critical events, either good or bad, that you would like the Royal Commission to know about. Try to think about the key message you’d like the Royal Commission to take away from your submission.
* Information about how any problems you’ve experienced in aged care could have been avoided or how the aged care system could be improved.

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