

Depending upon the responses and checkboxes checked, some questions and responses required will update accordingly.



Royal Commission into Aged Care Quality and Safety

SUBMISSION TO THE ROYAL COMMISSION

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Questions about you

What is your name?

Required.

or

I wish to remain anonymous

Note: submissions may be made anonymously.

What is your email address?

Required.

or

I do not wish to provide an email address

Note: you do not need to include an email address. Providing an email address will help the Royal Commission to contact you about your submission. If you include your contact details they will not be published by the Royal Commission. If you do not provide an email address, another consequence will be that the Royal Commission is not be able to send you a copy of your submission or confirmation that it has been received. If you need to contact the Commission about your submission in the future, please make a note of the reference number shown at the end of the submissions form.

What is your preferred contact phone number during business hours?

Required.

or

I do not wish to provide a telephone number

Note: you do not need to include a telephone number. Providing a telephone number will help the Royal Commission to contact you about your submission. If you include your contact details they will not be published by the Royal Commission.

In which state or territory do you live?

Required.

Do you live in a remote, rural or regional area?

- Remote area
 Rural area
 Regional area
 I do not live in a remote, rural or regional area

Required.

Have you already made another submission to the Royal Commission?

Yes No

Required.

Who are you making this submission for?

Required.

Depending upon who you are making the submission for, the form requirements will slightly differ, eg:



Who are you making this submission for?

Name of other person

Required.



Who are you making this submission for?

What is your submission about?

- Aged care services I have personally received
- Aged care services provided by my employer
- General feedback on aged care services not made on behalf of an aged care service provider or another person or organisation
- Other

Are you a person who is or who identifies as a member of one or more of the following groups?

- People from Aboriginal and Torres Strait Islander communities
- People from non-English speaking (culturally and linguistically diverse) background
- People who are financially or socially disadvantaged
- People who are veterans, including the spouse, widow or widower of a veteran
- People who are homeless, or at risk of becoming homeless
- People who are care leavers
- People from the Lesbian, Gay, Bisexual, Transgender and Intersex community



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Three questions about your submission to the Royal Commission

**Which of the Royal Commission's terms of reference is your submission about?
(Select all that apply)**

- Substandard or unsafe aged care services delivered (including mistreatment, all forms of abuse and systemic failures)
- Challenges and how to best deliver aged care services to people with disabilities and persons living with dementia
- Challenges and opportunities to deliver accessible, affordable and high quality aged care services to those who wish to remain living at home and/or those living in remote, rural and regional Australia
- Challenges and how to ensure aged care services are person-centred (including by allowing people to exercise choice, control and independence of care and improving engagement with family and carers)
- Challenges about understanding what care is available, the assessment process, how to get care, and at the level of care needed
- Challenges about the availability of post-hospital care and rehabilitation services or other supports that might assist living at home
- Challenges and how to best deliver aged care services in a sustainable way (including through innovative models of care, use of technology and investment in the aged care workforce and infrastructure)
- Challenges and how to ensure high quality and safe end of life care
- Challenges associated with providing high quality, safe and affordable aged care services generally
- Interface between aged care services and primary health services, acute care and disability services and regulatory systems (including how people transition from other care environments or between aged care settings)
- Challenges about what to do with your home and your relationships when you enter residential care
- Staff challenges in operating in the system, and what might be changed in order to deliver better quality and safe
- Examples of good practice and innovative models in delivering aged care services
- Other

Required.

What, if any, specific concern/s does your submission relate to?

- Physical abuse or assault
- Sexual abuse or assault
- Emotional abuse
- Financial abuse
- Discrimination of any kind
- Staffing issues including ratios
- Neglect
- Dignity
- Independence, choice and control over care
- Clinical care
- Medication management
- Mental health
- Dental health
- Loneliness, disengagement, disconnection and/or boredom
- Personal care
- Nutrition (including malnourishment)
- Restrictive practices
- Governance arrangements and management support systems
- End of life care
- No concerns
- Other

Required.

Which of the following best describes the aged care services that your submission is about?

- Care in an aged care home (nursing home)
- Entry level help or care in people's own home (such as help getting dressed, transport, or help with meals and cooking)
- More complex help or support in their own home (Level 1, 2, 3 or 4 home care package)
- Short term care after a hospital stay
- Short term care to help older people get their independence back after a setback
- Short term care to give older people or their carer a break (respite care)
- Services of any kind to a veteran (including care or help in their own home under the Veterans' Home Care Program)
- Services of any kind to a person living with dementia
- Care to a person with a disability living in an aged care home (nursing home) under the age of 65
- Other

Required.



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Questions about your submission

What would you like to tell the Royal Commission?

Note: if you would like some guidance about how you might structure your submission, click [here](#).

Free text field limited to 20,000 characters.

If you have already prepared a submission, please email your submission to ACRCenquiries@royalcommission.gov.au. Please note that not all file types can be uploaded to the Royal Commission.

If you need help please contact the Royal Commission by calling 1800 960 711 or email ACRCenquiries@royalcommission.gov.au.

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☰	☰	☰	☰	☰	☰	☰	☰	☰	Words: 0	Characters: 0							

Required.

Would you like to provide supporting material?

Yes

No

If you wish to provide supporting material (such as a photo), please upload the file by clicking the "Attach Files" button below. Please note that not all file types can be uploaded to the Royal Commission. Accepted file types are JPG, GIF, PNG and PDF with a file size limit of 10 MB per file and maximum of 5 files can be uploaded.

If you need help please contact the Royal Commission by calling 1800 960 711 or email ACRCenquiries@royalcommission.gov.au.

 **Required.**



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Publication

Publication

✓ Select

I agree to my submission being made public under my name

I agree to my submission being made public anonymously

I do not want my submission to be made public

Note: your submission may be made public unless you request that it not be made public or the Royal Commission considers it should not be made public. That will usually only occur for reasons associated with fairness. Submissions that are made public may include redactions made as the Royal Commission considers appropriate

Required.

Are you a robot?

I'm not a robot



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Privacy - Terms

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Submit