



Australian Government



VICTORIAN AGED CARE
RESPONSE CENTRE

Key Contacts for Families

Older Person's Advocacy Network (OPAN)

Support for aged care residents is provided by OPAN. Residents, next of kin, nominated representatives, primary contacts and families are encouraged to contact the Network directly.

Website: www.opan.com.au Call: 1800 237 981, 6am-10pm, seven days a week.

Aged Care Quality and Safety Commission

The Commission provides a role to independently accredit, assess and monitor aged care services subsidised by the Australian Government, the Commission also resolves complaints.

General: www.agedcarequality.gov.au/ Call: 1800 951 822

Making a complaint: www.agedcarequality.gov.au/making-complaint

Email: audit.feedback@agedcarequality.gov.au

My Aged Care

Residents and their families can explore aged care options and choose a provider with My Aged Care.

Website: <https://www.myagedcare.gov.au/> Call: 1800 200 422

National Dementia Helpline

Expert advice on issues and solutions related to people with dementia, call 1800 100 500.

Australian Centre for Grief and Bereavement

Supporting families with older people in aged care, website www.grief.gov.au call 03 9265 2100.

Grief Line

Counselling services and support to anyone experiencing grief, loss and or trauma, call 1300 846 745.

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