**AGED CARE COMPLAINTS SCHEME**

**Translated resources for consumers and aged care staff**

A brochure, poster and subtitled video are available to help consumers raise a concern about aged care services, in 17 languages: Arabic, Simplified Chinese, Croatian, Dutch, German, Greek, Hungarian, Italian,

Macedonian, Maltese, Polish, Russian, Serbian, Spanish, Tagalog, Turkish and Vietnamese.

Call the Translating and Interpreting Service (TIS) on 131

450 if you need an interpreter and tell them you want to call the Aged Care Complaints Scheme.

A set of quick reference cards and a subtitled video for aged care staff, with tips on effective complaint handling, are available in Hindi, Italian, Simplified and Traditional Chinese and Tagalog.

Visit the ‘in your language’ tab at [www.agedcarecomplaints.govspace.gov.au](http://www.agedcarecomplaints.govspace.gov.au/)

All information in this publication is correct as at May 2014