



**Naracoorte Home for the Aged Inc**

*trading as Longridge Aged Care*

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Dear Residents and families,

On Sunday 16th September, Prime Minister Morrison announced a Royal Commission into aged care.

This is an opportunity to engage in a much-needed, constructive national discussion about the future of aged care, including how as a society we will deliver the quality services our growing ageing population will need.

The first of a two-part series on aged care 'Who Cares?' airing on the ABC Four Corners program will commence on Monday 17<sup>th</sup> September. (Tonight!)

There are likely to be a number of distressing stories aired making complaints of poor quality care. We acknowledge that in recent times there has been increasing community concern about the quality of aged care. We believe there is no room in our community for poor or inattentive care and we have zero tolerance for criminal abuse, assault or negligence.

We believe that all older Australians should be able to expect high quality care and strive to provide that each and every day at Longridge Aged Care.

If you or your family have any concerns about the care you (or your loved one) is receiving, please contact myself or a member of the RN team.

If you prefer or feel more comfortable, you can directly contact the Older Persons Advocacy Network (OPAN) for advice and support or make contact with the Australian Government's Aged Care Complaints Commissioner:

- Older Persons Advocacy Network (OPAN): <http://www.opan.com.au/advocacy/> on 1800700 600
- Australian Government's Aged Care Complaints Commissioner:  
<https://www.agedcarecomplaints.gov.au/internet/accc/publishing.nsf/Content/Home> on 1800 550 552

We at Longridge Aged Care remain committed to providing the highest quality care and are here to support you and discuss any queries or concerns you may have with the issues raised by Four Corners in the coming days.

Yours sincerely,

**Liz Broadstock**

A handwritten signature in black ink, appearing to read 'Liz Broadstock', written in a cursive style.

Executive Officer – Director of Care