

# Overcoming language barriers in your new home



English

Our Opal care community is a wonderful melting pot of people from many different cultures, faiths and walks of life. If you are a non-English speaking resident, it's important to us that you are able to access the resources you need to communicate clearly with your care team – and that you feel a strong sense of belonging and support in your new home.

## Here is a guide to accessing language support if and when you need:



### English-speaking support person

Wherever possible, please identify any trusted family member or friend who may be able to assist with translation. It is not necessary for this person to be a frequent visitor or even live in the same city as you. Friends and family can often help with translation over the phone.



### Home translation device

Many Opal care communities now have a small translation device to assist our team to understand non-English speaking residents. Please speak with the General Manager to find out how you may use this device to assist in communication with our team.



### Team members who speak your language

Our team members wear name badges that display the languages they speak, so it's always a good idea to check if there's a team member who can help you communicate more easily.



### Government Translation and Interpreting Services

The Australian Government provides Translating and Interpreting Services (TIS) that are available to all residents. If you need these interpreter services, please ask a team member to arrange this for you. Our team will arrange an interpreter during case conferences and Care Plan reviews if one is required.

**You or a support person (family or friend) can also access these government services on your own.**

### Translation and Interpreting services

[tisonational.gov.au](http://tisonational.gov.au)

### Enquiries about free interpreting services

1300 575 847

### Immediate phone interpreting

131 450

### General enquiries and feedback

1300 655 820

# Feedback and complaints



English

It's important that language barriers don't compromise your ability to provide feedback about your experience in your home. Please make use of the resources listed on this page to help you provide feedback about your experience.

At Opal, we take all feedback and complaints very seriously and we are committed to working with you to address your feedback quickly in a fair and transparent way. Here are some simple avenues to share your feedback with us.



Speak with a team member in your home. This is often the fastest and easiest way to communicate your feedback and to resolve a matter.



Arrange a time to speak with the General Manager in your home either in person or by phone.



You can submit your feedback by completing the Feedback Form available at reception or sharing your feedback online at [opalagedcare.com.au/feedback](https://opalagedcare.com.au/feedback) or by calling **1800 767 074**. No matter how you share your feedback, it will be sent to the most appropriate person for action.



If you feel that the matter has not been resolved to your satisfaction, you may call **1800 767 074** and request an internal review from a senior member of our Opal support team.



You can raise feedback directly with the Aged Care Quality and Safety Commission by calling **1800 951 822** or visiting [agedcarequality.gov.au](https://agedcarequality.gov.au)



If you require assistance making a complaint or providing feedback, the Older Person's Advocacy Network (OPAN) offers free aged care advocacy services that are independent and confidential. You can contact OPAN by calling **1800 700 600** or visiting [opan.com.au](https://opan.com.au)

Language should never be a barrier to a meaningful life in an Opal care community.

Opal