

Dear Sir / Madam,

My recommendation, having read the Exposure Bill pertaining to the proposed Aged Care Legislation, is to incorporate a mandate whereby every Australian nursing home must have a "Family Group"- of which they (or the Administrator) are legally obligated to advertise and formalise.

This "Family Group" is to be initiated by the families of residents (with one member being a "moderator") . The home must permit access to a designated "Common Room" or "Family Room" which would permanently be available wherein individuals can share information about the quality and/or lack of care; raise and discuss issues affecting their loved ones; and voice grievances. Nursing home staff would be proscribed from attending these "closed" meetings (unless otherwise invited).

Any concerns raised via the "Family Group" MUST be acted upon by the nursing home, with recommendations implemented.

In addition, members of the "Family Group" can invite guest speakers to sessions in which attendees are educated on nursing home regulations, policies and laws, including recourse for breaches of same.

Additional information surrounding the above can be provided upon request.

Sincerely,

