

# FECCA welcomes launch of Aged Care System Navigator trails

The Federation of Ethnic Communities' Councils of Australia (FECCA) today welcomed the launch of the Aged Care System Navigator trials, which will be rolled out across Australia.

A total of 62 trials will be delivered by a consortium of 31 consumer-focused organisations, led by COTA Australia and in partnership with FECCA, with the aim of identifying which types of supports achieve the best outcomes for older Australians.

The trials have been designed to help older Australians, their families and friends better access aged care services, and were developed with the support of FECCA.

The trials will involve a mix of services, including:

1. Education or group support sessions: group activities may be in the form of webinars, seminars or small group talks and are designed to help people be aware of how to access aged care services
2. Individual one-on-one support sessions: these may involve one-on-one assistance with My Aged Care, filling in forms, more complex needs to be delivered by specialist support workers

FECCA Chairperson Ms Mary Patetsos congratulated the government for funding the initiative and ensuring vulnerable older Australians will form a core part of the Trials, in particular the CALD community, older Australians with dementia, older Australians at risk of homelessness, ATSI communities and LGBTQI people.

“Many older Australians from the CALD community find it difficult to access aged care information and services that are sensitive to their cultural backgrounds and circumstances,” she said.

“Every older Australian, regardless of their social, linguistic and religious needs, deserves access to respectful and inclusive aged care services, free from discrimination and exclusion.”

“The Trial is an important step to put in actual practice the Aged Care Diversity Action Plan and support inclusive care for vulnerable older Australians.”

FECCA is the peak, national body representing Australians from culturally and linguistically diverse (CALD) backgrounds. FECCA's role is to advocate and promote issues on behalf of its constituency to government, business and the broader community.

Contact: 0434 307 012 / [mohammad@fecca.org.au](mailto:mohammad@fecca.org.au)