

Toolkit to help CALD people tell their stories to Aged Care Royal Commission

The Federation of Ethnic Communities' Councils of Australia (FECCA) has launched a new toolkit designed to help culturally and linguistically diverse (CALD) older Australians and their families and carers tell their stories to the Aged Care Royal Commission in their own language – in writing, by phone, or by sending in a recording.

The toolkit provides talking points for organisations and families to have conversations with older CALD people explaining:

- what the Royal Commission on Aged Care Quality and Safety is and how it works
- why it is important that the Royal Commission hears from CALD Australians
- how to tell the Royal Commission about their experience in their own language.

FECCA Chairperson, Ms Mary Patetsos, said it was crucial that ageing CALD Australians have their voices heard at the Royal Commission.

“The Royal Commission into Aged Care is about identifying what is working well in the provision of aged care and what needs to change and improve.

“We know from our members that the need for culturally appropriate aged care for older people from ethnically diverse backgrounds is really important.

“We also need to make sure that those in aged care who may no longer have strong English language skills can share their stories in their own languages. FECCA is grateful that the Royal Commission is accepting submissions in languages other than English.

“We encourage all people from CALD backgrounds with an experience of the aged care system to make a submission, to give voice to their experiences and inform the recommendations of the Royal Commission.”

FECCA acknowledges the Commonwealth Department of Health for providing funding support for this project.

To download the toolkit, conversation cards and submission forms visit www.fecca.org.au/acrc

To order a free hard copy phone 02 682 5755 or email admin@fecca.org.au

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

Media Contact: 0434 307 012 / media@fecca.org.au