

17 September 2018

**FECCA Submission on the
Royal Commission into Aged Care Sector Terms of Reference**

The Federation of Ethnic Communities Councils of Australia welcomes the announcement by the Federal Government of a Royal Commission into aged care in Australia.

FECCA is highly supportive of this Government policy that we believe will bring a rigour to an examination of the aged care industry. We look forward to assisting the inquiry as much as possible, noting that one in every three older Australians was born overseas.

As the peak, national body representing Australians from culturally and linguistically diverse (CALD) backgrounds, FECCA believes that the Royal Commission must develop an understanding of the experiences of CALD Australians. This is because CALD Australians are overrepresented among both consumers and employees of the aged care system.

As you know, FECCA has worked closely with the Government to emphasise the needs of people from CALD background and to recommend improvements. In furtherance of this work, FECCA is writing to share our views on the terms of reference for the Royal Commission into the Aged Care Sector. In addition to the Terms of Reference detailed in the Prime Minister's media release of the 16 September 2018, we believe that the Terms of Reference should enable the inclusion and exploration of the following topics in the Royal Commission process:

1. The future challenges and opportunities for delivering aged care services in the context of changing demographics, including in remote, rural and regional Australia and the increasing numbers of older Australians from culturally and linguistically diverse backgrounds;
2. Provision of culturally appropriate care and impact of failures in that provision on outcomes for CALD Australians
3. End of life care and experiences particularly with regards to spiritual and cultural needs
4. Dementia and intersectionality (experience of CALD Australians living with dementia)
5. Training and support for CALD workers
6. Bullying and racism in the aged care workplace
7. Staffing ratios and its impact on quality service provision
8. Governance and financial management of aged care facilities
9. Complaints and feedback mechanisms
10. Provision of home care
11. The failure of the aged care system to meet the needs of financially vulnerable Australians including the homeless
12. The operation of the aged care system and financial abuse of older Australians.

FECCA would be pleased to discuss the Terms of Reference and the measures to ensure that CALD Australians are fully including in the Royal Commission process. Please do not hesitate to contact the FECCA Director, Dr Emma Campbell, on emma@fecca.org.au or 02 6282 5755 to arrange a meeting at your convenience.

We once again congratulate you on this important announcement and look forward to working with you to ensure that justice and equity are achieved for all Australians accessing the Aged Care system.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Mary Patetsos', with a long horizontal flourish extending to the right.

Ms Mary Patetsos
Chairperson
Federation of Ethnic Communities' Councils of Australia