

# CONVERSATION 1

## Talking to CALD people about the Royal Commission into Aged Care Quality and Safety

Helping CALD older people  
and their families to tell their stories  
to the Royal Commission  
into Aged Care Quality and Safety

### You may need to explain what this Royal Commission is. You could say ....

- The Government can set up a **Royal Commission** to look into an important problem that affects people in Australia.
- This Royal Commission wants to find out about the services that look after older people (this is called **aged care**).
- The Royal Commission wants to get as much information as possible about what the problems are, what is working well, and ideas for changes in the future. They are interested in people's stories and experience.
- Anyone can write, telephone or send in a recording to the Royal Commission, either in English or in another language (this is called making a **submission**).
- The Royal Commission then writes a report for the Government telling them what they have found out about aged care.
- In the report, they will also say how to fix the problems and make things better (this is called making **recommendations**).

### Many CALD people, particularly older people, may be reluctant to participate in what may seem a complicated process. You could explain why it is important that CALD people tell their stories.

- It is sometimes hard for some people from migrant or refugee backgrounds or who do not speak English well to find and use aged care.
- The Royal Commission needs to know what these problems are so they can make aged care better in the future.
- The Royal Commission would also like to know if you have found good aged care services.
- The Royal Commission also wants to know how you think aged care could be better.
- **If lots of people do this, aged care can be better for people like you.**



**The Royal Commission thinks it is important to hear from CALD people. They will accept submissions in languages other than English. You may need to explain how people can make a submission and say if you can help.**

- You can tell the Royal Commission what you think in English or **in your own language**.
- You can do this by:
  - Telephone
  - Writing
  - Sending a recording
- The Royal Commission will pay for interpreters or translators. **You will not pay anything.**
- If you like, you can ask a family member or friend to make a submission for you.
- We can tell you more about how to make your submission, if you decide you want to.
- The Royal Commission must get your submission by the end of **September 2019**.



**You may need to address the concerns of some people about privacy and/or confidentiality**

- When you make your **submission** you do **not** have to give your name, address or phone number. If this is important for you, you must understand that the Royal Commission can't contact you if they would like to ask you for more information about what you said.
- The Royal Commission usually makes **submissions** public on their web site.
  - If you do not want this, you can tell them **not** to make your **submission** public.
  - You can also tell them that they can make your **submission** public, but **not** to give your name.



**You may need to tell the person how they can get help with the submission if they need it. Can you or your organisation do this?**



**You could finish this conversation by asking if the person is interested in telling the Royal Commission about their aged care. If yes, you could proceed with Conversation 2 or make another time to talk about next steps. The person may also want time to think about it.**

# CONVERSATION 2

## Talking to CALD people about what they might want to tell the Royal Commission

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**If a person decides they do want to make a submission, you may need to help them think about the kinds of things they might want to say.**

**You could also explain to the person that, if they feel uncomfortable to make a submission themselves, it is OK for a family member or friend to do it for them instead.**

- You can tell the Royal Commission **anything** you want about aged care.
- But, the Royal Commission will not be able to help you if you have a **complaint** about the organisation that you use for aged care. (Information about complaints is on the back of this card).
- You could tell the Royal Commission about finding the **right** aged care for you
  - Was it easy or hard for you to find out about aged care?
  - Did they give you information about aged care in your language?
  - Did they arrange free interpreters when you needed them?
  - Did they explain everything to you, like costs?
  - Did they ask you if you had any cultural or religious needs?
- Aged care organisations should be **person-centred**. This means that they need to explain things to you or your family. They need to help you make decisions about your aged care, and not decide things for you without asking you.
  - Has your aged care been person-centred?
  - When they plan your aged care, do they ask you what you would like or what is important to you?
  - Did they explain how to tell them if there are problems?
  - Did they explain that you will not get into trouble if you talk to them about problems?
  - If you or your family told them about a problem, did they fix it?
- Aged care organisations should respect people from different cultures and religions, and from migrant or refugee backgrounds.
  - Do the staff respect your culture?
  - Have you seen or felt any racial discrimination (for example, did they treat you differently from other people because of your culture or background)?
  - Do they help you keep in touch with any social or cultural groups you belong to?
  - Do they make it easy for you to do things you must do for your religion?
  - Do any of the staff speak your language?
  - Do they get an interpreter if you need one?
  - Do they provide things to eat from your culture?
- If you are happy with your aged care, you could talk about the things you think are **good**.
- You could also talk about your **ideas** about how aged care could be better for people from a migrant or refugee background.

## INFORMATION ABOUT MAKING A COMPLAINT

The Royal Commission will **not** be able to help you if you have a **complaint** about the organisation that you use for aged care.

### MY AGED CARE COMPLAINT

- If you have a complaint about My Aged Care:
  - Call My Aged Care on 1800 200 422 (they will arrange an interpreter)
  - Use the online feedback form located on the website
  - Fax (1800 728 174)
  - Post (My Aged Care Complaints, PO Box 201, Balwyn VIC 3103)
- If you are not happy with the response, send an email with the details of your complaint and reference number to [myagedcaresupport@healthdirect.org.au](mailto:myagedcaresupport@healthdirect.org.au)

### REGIONAL ASSESSMENT SERVICE (RAS) COMPLAINT

- If you have a complaint about your assessment you will need to contact your RAS assessor or organisation.
- If you are unable to resolve the issue, call My Aged Care on **1800 200 422**.

### AGED CARE ASSESSMENT TEAM (ACAT) COMPLAINT

- If you have a concerns about your assessment or do not agree with the outcome of your assessment, you need to contact your **ACAT assessor or manager**.
- If you are unable to fix the issue, you can ask to speak to the state or territory department manager.
- You can request a review of your assessment decision by writing to the Secretary of the Department of Health within 28 days of receiving your approval letter.
- If you do not agree with the outcome of the review, you can go to the Administrative Appeals Tribunal (there is a cost for this).

### SERVICE PROVIDER COMPLAINT

- If you have a complaint about the organisation that you use for aged care, you can talk to your service provider about the services and care you receive.
- If you are unable to resolve the issue with your service provider, contact the **Aged Care Quality and Safety Commission** on 1800 951 822 (free call). They will get an interpreter if you need one.
- Call the Older Person's Advocacy Network (OPAN) on 1800 700 600 (8am-8pm, Mon-Fri) to get help with making a complaint to the service provider.

# CONVERSATION 3

## Talking to CALD people about how they can make a submission

Helping CALD older people and their families to tell their stories to the Royal Commission into Aged Care Quality and Safety

**If a person decides they do want to make a submission, you may need give them more detail about the different ways they can do this.**



- You can ring 1800 960 711.
- The Royal Commission will get an interpreter if you need one.
- You need to tell the Royal Commission what your language is. **You do not have to pay for the interpreter.**
- The interpreter will write down in English what you say.
- You need to say if you don't want your name and/or contact details to be used.
- The interpreter will contact you later to confirm that the details they have written down are correct.



- You can write a letter, send an email, or complete an online form.
- Your information can be simple and short.
- You can write **in your own language.**
- The Royal Commission will pay for the translation of your submission into English. **You do not have to pay for the translator.**
- Use the form in the toolkit to tell the Royal Commission
  - what your language is
  - if you don't want your name and/or contact details to be used.(If you are using email, you can find an electronic version of the form at [www.fecca.org.au/ACRC](http://www.fecca.org.au/ACRC))
- You can send your story
  - by post to:  
Royal Commission, GPO Box 1151, Adelaide, South Australia, 5001
  - by email to:  
[ACRCenquiries@royalcommission.gov.au](mailto:ACRCenquiries@royalcommission.gov.au)
  - or you can complete the online form (English only):  
<https://agedcare.royalcommission.gov.au/submissions/Pages/default.aspx>
- The Royal Commission will let you know in your language when they have received your submission.



- You can get someone to record you talking **in your language** (this can be on a mobile phone, by video or by another recording method).
- The Royal Commission will pay for the translation of what you say into English. **You do not have to pay for the translator.**
- The maximum size of your recording permitted is 25MB (about 15 minutes). If your story is longer you can send it in two parts.
- Use the form in the toolkit to tell the Royal Commission
  - what your language is
  - if you don't want your name and/or contact details to be used.(If you are using email, you can find an electronic version of the form at [www.fecca.org.au/ACRC](http://www.fecca.org.au/ACRC))
- You can send the recording by
  - email to:  
[ACRCenquiries@royalcommission.gov.au](mailto:ACRCenquiries@royalcommission.gov.au)
  - by post to:  
Royal Commission, GPO Box 1151, Adelaide, South Australia, 5001
- The Royal Commission will let you know in your language when they have received your submission.