



**Do you have ideas about how
Aged Care Services could be better for people
from migrant and refugee backgrounds?**

The Royal Commission into Aged Care Quality
and Safety wants to hear from you!





1. WHAT IS THE ROYAL COMMISSION INTO AGED CARE QUALITY AND SAFETY?

- In October 2018, the Australian Government set up the Royal Commission to investigate how well organisations and services care for older people (this is called aged care). The Royal Commission is independent from the Government.
- The Royal Commission must get as much information as possible about what the problems are, what is working well, and ideas for changes in the future.
- In October 2019, the Royal Commission published an interim report which described many of the problems with aged care that people have told them about.
- They now want people to tell them about their ideas to make aged care better. If you have some ideas, you must tell them **before 30 June 2020**.
- The Royal Commission will then provide a final report to the Australian Government by November 2020. This report will include recommendations to make aged care better for everyone.
- You can find out more about the Royal Commission in over 30 languages at <https://agedcare.royalcommission.gov.au/about/Pages/other-languages.aspx>

2. WHY IS IT IMPORTANT THAT I TELL THE ROYAL COMMISSION WHAT I THINK ABOUT AGED CARE?

- The Royal Commission has already heard that it is often complicated and hard for some people from migrant or refugee backgrounds, or those who do not speak English well, to find and use aged care services.
- They have also heard how some people feel that some organisations do not understand their cultural or religious needs.
- The Royal Commission now wants people from migrant or refugee backgrounds or their families and friends to tell them how aged care can be better for them in the future.
- The Royal Commission understands that some people who do not speak English well may find it difficult to tell them what they think.
- **This is why the Royal Commission will pay for interpreters or translators so that people can share their ideas in their own language.**
- **This is your chance to say what you think! If lots of people do this, aged care can be better for everyone.**



3. HOW CAN I TELL THE ROYAL COMMISSION ABOUT MY IDEAS TO MAKE AGED CARE BETTER?

- You can share your ideas in English or **in your own language** by telephone, in writing or in an audio or video recording.
- You **do not have** to give them your name, address or phone number. You need to tell them what your language is, and if you don't want them to make your name and/or contact details public.
- A family member or a friend can help you. You can also tell them what you want to say, and they can contact the Royal Commission for you.



- You can ring 1800 960 711.
- The Royal Commission will get an interpreter if you need one.
- The interpreter will write down in English what you say. **This service is free.**
- The interpreter will contact you later to confirm that the details they have written down are correct.



- You can write a letter or send an email.
- Your information can be simple and short.
- You can write **in your own language.**
- A translator will put what you write into English. **This service is free.**
- You can send your story
 - by post to:
Royal Commission, GPO Box 1151, Adelaide, South Australia, 5001
 - by email to:
ACRCenquiries@royalcommission.gov.au
- They will let you know in your language when they have received your ideas.



- You can get someone to record you in your language (audio or video).
- The recording must not be more than 25MB. If it is longer you can send it in several parts.
- A translator will put what you have said in English. **This service is free.**
- You can send the recording by
 - email to:
ACRCenquiries@royalcommission.gov.au
 - by post to:
Royal Commission, GPO Box 1151, Adelaide, South Australia, 5001
- They will let you know in your language when they have received your recording.



The Royal Commission may put what some people tell them on their website.

- You can tell them if you do not want this.
- You can also tell them that they can put what you say on their website, but **not** to give your name.

REMEMBER!

If you have some ideas, you must tell them to the Royal Commission
before 30 June 2020.

Thank you for helping to make aged care better for all Australians!



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