



Corresponding Address: 1 / 57 Marshall St. Flemington Vic 3031

11 JUNE 2019

TO WHOM THIS MAY CONCERN

Email: ACRCenquiries@royalcommission.gov.au

Dear Sir/Madam,

Re: Royal Commission into the Aged Care Quality and Safety

Flemington Chinese Golden Age (FCGA) has been formed since 2009 and we meet at 120 Racecourse Road, Flemington, Vic. 3031 on Tuesdays for about 90 minutes each week. It is a self-governing community group of older Chinese who migrated since 1970s from South East Asia, 1980s from East Timor and 2000s from China. Most of us have no English or insufficient English to handle the ongoing changes in the Aged Care. We are struggling to have the support and the services and have to "negotiate" with providers into our final years as we are in 70s, 80s and some receive home support services. Those in their 90s are no more joining us for the Tuesday meets and would receive home care packages. Some went into the aged care facilities or passed away.

1. Appointed Case Managers and Advocates

We are ageing and some are with health issues and our children (if we have) are struggling with their own families and we really don't want them burdened further. We are confused by the complicated fee charged, services provided and multiple providers in the market place. We are told they are there for us to choose yet why demand us to shop around, to compare, and to make a choice at our very vulnerable time in life? In addition, we don't even have adequate language and knowledge about the care we receive.

Our inadequacy of language always limits our source and understanding of information and equity in services. It never seems to come quick enough. If it keeps on coming, we are overwhelmed. In addition, information could be filtered by the busy bilingual worker in hope to keep all things simple for us. We never clearly explained and informed on who actually is specifically we can be working with and who we don't feel to be pushed aside as we always feel being the last ones to be considered.

Thus, we would like to have a government authorized non-profit agency where we will have a devoted support for us older people especially for ones who are with no children and/or no spouse.

We believe Aged Care is not a profit business but a non-profit humanistic caring service.

2. More use of technology and auditing

Our members have encountered when staff didn't turn up or turned up but not on time, with a new face each time of the service, being protected by occupational health and safety so a provider requested members to get new sets of cleaning equipment and chemicals. We found it difficult to communicate when a staff who didn't speak our languages. We thought we wanted to be assisted but we were caught by unfamiliarity or some manmade regulations and rules which need us to follow. We were still in need to navigate and negotiate till a service could be satisfactorily engaged. Our members often chose to terminate the service as we had no energy and wisdom to battle through these said obstacles.

Thus, we would like more computerized reliance in communication, doing the jobs and we would like staff can speak our languages. We also welcome the use of technology such as sensors, computer chips, drones and some others may become available as time goes on as we are aware of the ageing Japanese society uses many technology to cope with its aged care demand.

When we prioritize the need of being helped, we welcome to be electronically monitored and we believe such avenue should be possible for us. We believe the staff in the facility ought to be electronically monitored.

To monitor the sector, we would ask the authority to audit a provider and to spot check on its services and we would like the interviewing of services recipients being included too.

3. Getting Information

Without bilingual workers encouragement and constant reminders, we just simply don't know of their jobs' coverage and responsibilities thus, we regard whoever speak our languages; whoever we see often is our point of contact. This is because we never have worked within the English speaking environment. Hence, unknowingly, we would have missed the chance of getting information and working with from the rightful channels. Therefore, our bilingual workers might have become gatekeepers for our chance of being informed and being connected with the needed support and services.

Therefore, with our English is limited, we want to have to have regular Bazaar days where we can talk to bilingual workers so to build good community relationship and trust, have a fun time, to socialize and to obtain information. This Bazar atmosphere fits our culture. So, we can have information at a fun time, swap information through a happy socializing way. Such would enhance our uptake of information.

4. Assisting older people

We understand the importance of building the trust. It comes from our friends, families, community volunteers and our service providers. Thus, training on the humanistic nature of assisting older people and dealing with older people to be available for all of us, families, friends, providers and staff are included.

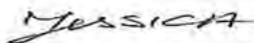
We don't want to be over drugged, and/or over medicated and be managed and care for as if we have no emotion to feel.

We want to be made as connected as possible; as informed as possible; and be worked with our abilities so to extend our potentials.

Assisting older people is not a business for profit and it is a process of preserving human dignity and respect. We would like to age with a continuous emphasis on our wellbeing and our potential.

If you have any questions, please feel free to contact our bilingual advocate Edith Chen on _____ or Email: fcgaactive@gmail.com

Yours faithfully,



Jessica Lim, President of FCGA
Address: 1 / 57 Marshall St. Flemington Vic 3031