Diversicare’s Multicultural Advisory Service is funded by both the Department of Social Services and the Department of Communities, Child Safety and Disability Services.

Initially the position rolled out due to under-representation of Culturally and Linguistically Diverse (CALD) communities accessing Home & Community Care Services.

Main aim
The Multicultural Advisory Service’s main aim is to provide cross-cultural training to community aged care providers and to increase the understanding of community aged care and carer support services in CALD communities.

Office locations
Today MAS officers are based in Cairns, Townsville, Sunshine Coast, Brisbane North, Brisbane South and the Gold Coast. Our rural and remote Multicultural Advisor can cover up to 1600 km in any one trip.

MAS Officers continue to:
- Deliver free cross-cultural training to community aged care providers, State-wide.
- Develop effective resources for Service Providers and CALD communities.
- Provide support in multicultural service delivery to aged care providers and identify gaps in services.
- Coordinate large events, forums, and expos on specific cultural or awareness days.
- Participate in forums and consultations to advocate for CALD communities.
- Provide culturally appropriate information sessions to CALD communities.
- Seek community views on how services can meet their needs.
- Identify issues affecting CALD clients and assist with providing strategies.
- Provide feedback at federal, state and local level.

For further information on this project please refer to the last page for MAS contact details.
The first quarter of this year has been a very busy time for the HACC MAS officer for Rural and Remote areas. To date 20 cross-cultural trainings have been booked across the state’s most remote and isolated regional areas such as Surat, St George, Roma, Cunnamulla, Stanthorpe, Goondiwindi, Warwick, Allora, Toowoomba, Pittsworth, Chinchilla, Millmerran Longreach, Winton and Blackall to name a few.

“Work in rural and remote areas is challenging but also rewarding”, said Hussein Ahmed, HACC MAS Officer.

The positive feedback received after every session Hussein conducted is what keeps him going. He said it is a very empowering process to see the impact the cross-cultural training has on the aged care service providers and the enhancement of their cross cultural skills.

He strongly believes that these trainings meet the intended outcomes.

Furthermore, five information sessions have been provided to CALD communities in these remote locations to inform them about the Australian aged care system.

They were also provided with information brochures in their respective languages.

“To travel to service providers and reach CALD communities in remote and isolated areas, I drive approximately 1,000 or more kilometres and I cover a minimum of 50,000 kilometres a year”, said Hussein Ahmed.

In collaboration with other service providers and community organisations, large community events have been organised in rural and remote regional areas. These include Southwest HACC forums to be held on the 21st of May 2014, Millmerran Health Expo to be held on Thursday 22nd May in Millmerran, Stanthorpe Multicultural Festival on the 27th of June, African Festival to be held on 25th of May and Toowoomba Multicultural Festival to be held mid-August.

All these events attract a large audience and it is always a golden opportunity to engage CALD communities and distribute CALD translated resources.

2014 Harmony Day (‘We Belong’) Celebrations

I had the privilege to be a part of four Harmony Day celebrations this year as Diversicare partnered with other organisations and co-sponsored the events.

Harmony Day is celebrated on 21st March every year in Australia to celebrate the diversity of cultures.

**Hervey Bay**

In Hervey Bay the celebration was held on 6 March 2014 in conjunction with the monthly ‘Culture Caf’ showcasing Korean culture.

The room was decorated with orange balloons and tablecloths, and Korean food and culture were shared. People wore outfits in orange colour which is the colour of Harmony Day.

**Sunshine Coast**

In Sunshine Coast Harmony Day was celebrated on the 21st March with multicultural films from COLOURFEST being screened at the Cotton Tree Park.

About 80 people turned up in multicultural clothes with their picnic rugs and mats and enjoyed the evening.

**Mundubbera**

On 26th March, Mundubbera, a small town located in the North Burnett region (about 4 hours drive from Sunshine Coast) celebrated Harmony Day hosted by John Sharpe and his team from Mundubbera Community Development Association.

There was multicultural food and the room was decorated with orange coloured ornaments, balloons, tablecloths, Harmony Day posters and badges.

About 35 people attended and enjoyed the morning which was filled with fun, food and information.

**Redcliffe**

On 1st April, community members attended a Harmony Day celebration at the Redcliffe Community Centre hosted by Sheree and her team.

Together with Carers Qld and our Multicultural Healthy Lifestyle Project, we also provided information on our respective services. Everyone enjoyed morning tea and great food.
An information session for the Filipino community was held on Tuesday, 29th April 2014.

Speakers on the day spoke about Home and Community Care services, Continence and Dementia.

The information provided was very well received by the Filipino community and some of the feedback included: “very informative and the speakers’ explanation was clear to understand”, “thank you for the detailed presentation” and, “very, very useful”.

The organisation of community information sessions is integral to the role of Diversicare’s Multicultural Advisory service.

We have found that these sessions are a great way of bringing communities together and delivering important information that is significant to them.

It also provides opportunities for the multicultural communities to ask questions from service providers directly and get an immediate response.

Keys to successful community information sessions:

→ Make key contacts within the targeted community
→ Ensure the information provided is significant and useful to the target audience
→ Provide written material and resources in the target language
→ Provide an accredited interpreter if necessary
→ Have more than one session to build momentum and allow the spread by word of mouth
→ Ensure all enquiries are attended to and followed up on
Invited guests included Celebrity Chef Dominique Rizzo from Brisbane and Sandy Hunter of the Queensland Laughter Wellness, also from Brisbane. The program was opened by the city’s Lord Mayor Jenny Hill. Dr Sue Bandranake, the MC, kept the entertainment going.

The event included cultural performances from Japan, The Cook Island Dance Group, and the Northern Shimmy Sisters Belly Dancers. The Seniors Creating Change and Rainbow Choir also showed off their singing talents. Tai Chi for Health practitioners also demonstrated to the audience how to keep fit through tai chi. There was also an Origami art demonstration.

Raffle prizes were popular as were fruit trays laden with oranges and apples for everyone who wants to eat healthily at no cost! Around the stage and along the shopping hallways were table displays from service providers.

The Seniors, and some Seniors-to-be were all beaming with excitement upon receiving bags of gifts (and reading materials, really exciting!) from different organisations.

Everybody had fun! Everybody enjoyed the event! 4TO-FM had its booth close to the stage and service providers and seniors alike were interviewed about the event.

Interviews were aired for the duration of the event. Diversicare received positive reviews and suggestions/improvements for future events. Until 2015 …

Regional Participation

“There was much discussion about last year’s Seniors Harmony Expo and how great that was, so names came in thick and fast for the event this year.

“A bus was booked and quickly filled by excited seniors bent on a trip to the Willows to see the expo.

“I could not attend for the day but was greeted with much discussion the following day as many met at Wheeler House and discussed the happenings at the Expo.

“The laughter workshop was attended and enjoyed, the belly dancing was watched, and I was brought back recipes and information on the cooking sessions and how wonderful that was to name but a few things mentioned.

“These events are sometimes difficult for us to get to, but Julie has always made it so much easier for us to attend, and is always helpful with the information sharing.

“These expos are wonderful avenues to find out what is out there for Seniors and opens up networks with people and businesses that would not otherwise happen. Thank you to Julie for your enthusiasm and organisation of this event for all things senior.”

– submitted by Penny Wilson Coordinator, ‘60 and Better’ Wheeler House, Charters Towers
As human beings we are fundamentally the same. We eat, we talk, we dress, we laugh, we cry, we express anger. But how we do this is different. What we eat, how we eat, how the food is cooked, when we eat, with whom we eat is different and cultural. Whether we eat pork, beef or vegetables, whether we eat with our fingers, chopsticks or knife and fork, whether the food is blessed is different and cultural. We come from many parts of the world; the language spoken in the country of origin does not mean everyone from that country speaks the same language or dialect. Normally laughter is a sign of happiness. But laughter does not necessarily mean happiness in all cultures. Some may cry out loud and others may silently cry. Some may express anger verbally and others may prefer to confront a person if issues arise. Others may silently hold on to their anger and choose to do nothing at all. Some choose to cover all of their body; others dress with minimum clothing. We are all the same but we act and do things differently. What is common sense to one person will not necessarily be common sense to another person. Our culture influences how we view the world, how we act, how we behave and what we value. We have our own unique way of communicating. Cultural differences between ourselves and our clients may affect our interactions. Sometimes we can forget the obvious when we communicate with our clients. Next time when you see someone act or do something differently to you... Step back! Reflect! We have many similarities and we have many differences. Most importantly we all have a culture. It is dynamic – it constantly changes. And it is ok to be different.
FREE PROFESSIONAL DEVELOPMENT FORUM
THURSDAY 12TH JUNE 2014
10AM – 4PM

Forever Young: Better Health and Wellbeing for our Culturally Diverse Older Australians

The aim of the forum is to enhance professionals’ cultural awareness and provide support to service providers, community workers and health practitioners to deliver culturally inclusive services and improve the health and wellbeing of our Culturally Diverse Older Australians.

Logan/West Moreton Rural & Remote Regions
Contact Hussein Ahmed, 0434 254 812 or mas.westmoreton@diversicare.com.au
• 2 June – Cross Cultural Training, Toowoomba
• 7 June – Filipino Festival
• 27 June – Stanthorpe Multicultural Festival

Peninsula Region
Contact Marcela Fischer, 0432 322 154 or mas.peninsula@diversicare.com.au
• 9 May – Feast of Cultures, 73-79 Greenslopes Road, Cairns
• 12 June – Free Professional Development Forum – Forever Young: Better Health and Wellbeing for our Culturally Diverse Older Australians
• FREE Monthly Older Persons Morning Teas, 1st Thursday, Edmonton
• FREE Monthly Older Persons Afternoon Teas, last Wed, Moorooool
• Eating with Friends, 3rd Tues, Edmonton
• Eating with Friends, last Wed, Westcourt

Who should attend?
• Home and Community Care Providers
• Health Professionals
• Support Workers

Why should you attend?
• Embrace Diversity
• Promote Culturally Inclusive Services
• Strengthen the capacity of your service to provide culturally sensitive services
• Networking opportunities
• Improve health and wellbeing of your CALD clients

Limited spaces available so hurry!
Catering provided
For more info or a registration package please email Marcela Fischer on mas.peninsula@diversicare.com.au

Funded by the Australian Government
Department of Social Services

Brisbane North/Sunshine Coast
Contact Thana Roysmith, 0447 721 968 or mas.sunshine@diversicare.com.au
• 02 June – Continental Café – Aboriginal & Torres Strait Islander History & Culture at 11 am, Bundaberg and District Neighbourhood Centre, 111 Targo St, Bundaberg
• 06 June – Culture Caf – Multicultural Dinner showcasing 25 cultures at 6:30 pm, Hervey Bay Community Centre, 22 Charles St, Pialba

North Queensland Region
Contact Julie Frasier, 0407 045 203 or mas.northern@diversicare.com.au, or Chrissie Ma-am, 0428 332 965 or mcma-am@diversicare.com.au or
• 25 June – Seniors Multicultural Information Day at 10 am, Tony Ireland Stadium, Riverway

Gold Coast Region
Contact Annalise Webb, 0431 017 943 or mas.sunshine@diversicare.com.au

UPCOMING EVENTS
Mark your Calendar, Come and Enjoy!

Brisbane South
Contact Taryn Quach, 0413 512 967 or mas.brisbanesouth@diversicare.com.au
• 2 June – Rudas training for Cathay Community Association, 71 Annie St, Coopers Plains from 1 - 3 pm
• 5 June – Bowel Cancer/Prostate Cancer education session for Vietnamese Community, Old Inala Hall, Cnr Abelia & Rosemary Sts, Inala from 10 am - 12 noon
• 8 June – Information Stall at Filipino Festival, Rocklea showgrounds
• 17 June – Filipino Information session, Acacia Ridge Hall, 13 Coley Street from 10 am - 12:30 pm
• 19 June – What is Depression education session for Vietnamese community, Old Inala Hall, Cnr Abelia & Rosemary Sts, Inala from 10 am - 12 noon

Peninsula Region
Contact Marcela Fischer, 0432 322 154 or mas.peninsula@diversicare.com.au
• 9 May – Feast of Cultures, 73-79 Greenslopes Road, Cairns
• 12 June – Free Professional Development Forum – Forever Young: Better Health and Wellbeing for our Culturally Diverse Older Australians
• FREE Monthly Older Persons Morning Teas, 1st Thursday, Edmonton
• FREE Monthly Older Persons Afternoon Teas, last Wed, Moorooool
• Eating with Friends, 3rd Tues, Edmonton
• Eating with Friends, last Wed, Westcourt

Logan/West Moreton Rural & Remote Regions
Contact Hussein Ahmed, 0434 254 812 or mas.westmoreton@diversicare.com.au
• 2 June – Cross Cultural Training, Toowoomba
• 7 June – Filipino Festival
• 27 June – Stanthorpe Multicultural Festival

Peninsula Region
Contact Marcela Fischer, 0432 322 154 or mas.peninsula@diversicare.com.au
• 9 May – Feast of Cultures, 73-79 Greenslopes Road, Cairns
• 12 June – Free Professional Development Forum – Forever Young: Better Health and Wellbeing for our Culturally Diverse Older Australians
• FREE Monthly Older Persons Morning Teas, 1st Thursday, Edmonton
• FREE Monthly Older Persons Afternoon Teas, last Wed, Moorooool
• Eating with Friends, 3rd Tues, Edmonton
• Eating with Friends, last Wed, Westcourt

Who should attend?
• Home and Community Care Providers
• Health Professionals
• Support Workers

Why should you attend?
• Embrace Diversity
• Promote Culturally Inclusive Services
• Strengthen the capacity of your service to provide culturally sensitive services
• Networking opportunities
• Improve health and wellbeing of your CALD clients

Limited spaces available so hurry!
Catering provided
For more info or a registration package please email Marcela Fischer on mas.peninsula@diversicare.com.au

Funded by the Australian Government
Department of Social Services