

PICAC CONNECTIONS

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The quarterly bulletin of the Queensland *Partners in Culturally Appropriate Care* Team

Aims:

- To equip aged care services to deliver culturally appropriate care to older people from culturally and linguistically diverse communities.
- To ensure the special needs of older people from culturally and linguistically diverse communities are identified and addressed.

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RESOURCE BOOK OF LEISURE ACTIVITIES

by Elizabeth Zajac, PICAC Project Officer

Partners in Culturally Appropriate Care (Queensland) program is pleased to announce publication of the first edition of *Resource Book of Leisure Activities*.

This resource authored by Elizabeth Zajac, PICAC State-wide Program Project Officer, contains 15 stimulating activities to be used to improve the quality of life for people living in residential care facilities.

It is widely appreciated that moving into a residential care facility may represent a whole new world to which a new resident must adjust, and activities are provided to assist in helping residents feel welcomed and engaged.

However, new residents from Culturally and Linguistically Diverse (CALD) backgrounds face further difficulties. Often they must learn to communicate, in English only, with staff and other residents living under the same roof.

The activities in this book are designed to support the work of Diversional Therapists and Activity Officers by — not only making residents of all backgrounds feel welcomed, engaged and entertained, but also by breaking down cultural and language barriers.

These activities will assist residents to communicate freely, reveal their personalities, share their own life stories with staff and other residents, and also become receptive to the stories and viewpoints of others.

This resource is **free of charge to aged care residential facilities** and is now available.

To receive your copy of *Resource Book of Leisure Activities*, please contact Elizabeth Zajac, PICAC Project Officer, by telephone (07) 3343 7499 or email your request to picac@diversicare.com.au



Resource Book of *Leisure Activities*



Fun-filled, stimulating activities to facilitate social integration for residential care clients of all cultural backgrounds

The Ethnic Communities Council of Queensland Limited is funded by the Australian Government



is a division of:



The Ethnic Communities Council of Queensland Limited is funded by the Australian Government

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PICAC Services

include:

- ◆ Training for aged care service providers
- ◆ Information on aged care service for CALD communities
- ◆ Cultural resources and support for service providers and communities

The views and opinions expressed in this e-bulletin do not necessarily represent the views of the PICAC Team and/or Diversicare except where this is specifically stated.

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CHAT WITH SOLANGE KINDERMAN FROM GOLDEN CARERS

by Silvia Borges, PICAC Training Officer

Where are you from and how did you end up in Australia?

I was born south-west Brazil, in a city called Belo Horizonte in the state of Minas Gerais. I am the second eldest in a family of 11 children. After finishing High School, I became a Primary School Teacher. No sooner had I found my first teaching job I started thinking about going overseas and exploring the world.



The following year I went to Rio, and applied for immigration to Australia. My immigration papers were ready in seven months and I flew to Sydney.

How did you become a diversional therapist?

In Sydney I worked for the Brazilian Consulate for seven years before getting married and moving to Melbourne. In 1988 we moved to Darwin and worked at the local Seniors Hostel; my job was as an Assistant Nurse but I soon started helping in the Leisure and Recreation area. I enjoyed it so much I decided to complete a Certificate IV in Community Care.

I was so enthusiastic with my new career that when we moved to Brisbane in 2002, I made it a priority to get a Diploma in Leisure Health - Diversional Therapy. I was employed in Brisbane by Berlasco Court Caring Centre, which is under the umbrella of the Ethnic Communities Council of Queensland. Berlasco has a high standard of care and the focus is on residents from culturally and linguistically diverse backgrounds (CALD).

How was your experience working in a multicultural aged care facility such as Berlasco Court?

I thoroughly enjoyed working in Berlasco. We had dozens of different cultures represented; our music, parties and food were different from anywhere else I had worked; it was a place always filled with delightful ethnic nuances.

My job was stimulating and challenging and I learned so much from our CALD residents. Berlasco's manager, Athena Ermides, is someone who recognizes people's strengths rather than their weaknesses. I was able to learn and grow in a way I had not expected or thought possible.

How was Golden Carers created?

It was whilst still working at Berlasco in 2004 that I complained to my daughter one day that I wished I had somewhere I could go to get inspiration for exciting leisure activities for our residents. She suggested I look online but I found very little. My daughter then said: "Why don't you start your own site sharing activity ideas?" Golden Carers was launched a few months later.

What is the most satisfying thing about your job?

The most satisfying aspect of Golden Carers is the supportive and encouraging feedback I receive from my colleagues; it makes it all worthwhile.

What are the challenges?

In 2011, I retired from my job at Berlasco to concentrate on Golden Carers. As our membership base continues to grow both in Australia and overseas, the biggest challenge we face is keeping up with the pace of this growth and ensuring we provide new, relevant and meaningful content to our audience on a weekly basis.

What are your dreams/plans for the future?

The future is promising and we have lots of exciting projects planned for Golden Carers. I look forward to continuing to grow, connect and support our community of people working in senior care. It's very rewarding to be involved with such hard working, compassionate and enthusiastic people.

The Centre for Cultural Diversity in Ageing Conference 2014: Shaping Inclusive Services held at the Melbourne Convention Centre with presentations addressing culturally inclusive aged care.

Presentations include:

- Aboriginal and Torres Strait Islander ageing communities and service provision
- Excellence in culturally inclusive initiatives
- Workforce diversity - implications for service provision
- Gender and cultural identity in a multicultural community
- Australian research on older people from CALD backgrounds
- Diversity within diversity
- Older people from culturally and linguistically diverse backgrounds: a national perspective
- Inclusive Spaces
- Workshop: 'Workforce Diversity'.

For further information see <http://www.culturaldiversity.com.au/conference-2014>

UPCOMING EVENTS

Contact PICAC Team for more information

Month	Event	Details
18 June	PICAC Lifestyle Expo <i>A free Wellness Expo for Multicultural Seniors</i>	WELLNESS IN THE GOLDEN YEARS Gold Coast Convention Centre, Broadbeach
23 June	In-house training	CULTURAL AWARENESS Toowoomba
3 July	In-house training	CULTURAL AWARENESS Inala

CULTURAL RESOURCES AND SUPPORT INFORMATION

National PICAC website www.culturaldiversity.com.au Resources available on this site are: Multilingual Resources, Census Data Research & Reports, National Resources Search, Multilingual Publication links.

www.diversicare.com.au provides access to resources, cultural briefings/profiles (incl. topics such as language, food, religion), publications, cultural diversity training, education sessions.

www.datsima.qld.gov.au/culturaldiversity —click on the *Resources* tab for the current Multicultural Resource Directory which is updated annually). The Directory can be searched online or downloaded to your computer. This resource provides a comprehensive listing of more than 1500 key organisations with an ethnic community focus in Queensland. Click on the *Resources* tab for *Translating and Interpreting Services* for information on telephone interpreting, translation services and Auslan interpreting.

www.naati.com.au for information on accessing nationally accredited translator or interpreter.

www.health.qld.gov.au/multicultural and / or www.health.qld.gov.au/multicultural/public/aged_care.asp. This site includes access to information on translation and/or interpretation; multicultural links for government sites, peak organisation sites, Qld Health funded non-government organisations (NGOs), multicultural library links; information for health workers such as multicultural health services & profiles, resources, multilingual information, training and education.

www.fightdementia.org.au (national site, see also Qld, Vic, NSW, SA & WA individual sites) provides access to information on dementia, services and support, research and publications including cultural diversity specific.

www.dbmas.org.au for further dementia information and resources.

www.dtsc.com.au Dementia Training Study Centre—University of Wollongong for dementia resources.

www.goldencarers.com provides access to information on support for leisure & lifestyle co-ordinators / diversional therapists/ caregivers working in elder care. There is an annual membership fee to access the resources.

www.mac.org.au Multicultural Aged Care Inc (SA) to access a collection of online resources and publications including Working Cross Culturally: A Guide.

www.eccq.com.au various multicultural online resources.

www.amf.net.au Australian Multicultural Foundation provides culturally appropriate and inclusive aged care resources.

www.easternhealth.org.au/services/cuecards/default.aspx Language cue cards (over 60 languages) can be downloaded for free on this Victorian website.

www.oyo.net.au publishes comprehensive language cue cards which can be ordered for a fee.

www.health.gov.au/internet/main/publishing.nsf/Content/Home The Australian Government Department of Health site provides access to information, resources and support—click on “for Consumers” and/or “Publications, Statistics, Resources” tabs.

www.ceh.org.au to access cultural competence, training, resources in health online information and links.

www.health.qld.gov.au/metrosouthmentalhealth/qtmhc provides access to QTMHC Multilingual Brochures on a number of mental health topics.

www.nhmrc.gov.au—research grants, resources for health professionals, health ethics and research, health information.

www.dhi.health.nsw.gov.au NSW Government Diversity Health Institute. Clearinghouse site is <http://203.32.142.106/clearinghouse/Language%20Feature.htm#Policies> and <http://203.32.142.106/clearinghouse/TranslatedInfo.htm> for access point to Australian multicultural health for topics on ageing, cultural competence, disability, interpreting, refugee health and many more.

www.mylanguage.gov.au—partnership between State Libraries and Information Services in every state and territory in Australia to assist with access to resources, tools, case studies, information in over 60 languages.

www.adcq.qld.gov.au Anti-Discrimination Commission Qld.

www.immi.gov.au/media/publications follow the links to Australian Bureau of Statistics (Community Information Summaries & Australia’s Multicultural Policy and for Department of Immigration and Citizenship, Doctors Priority Line www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/free-services.htm.

www.eapu.com.au/welcome.aspx Elder Abuse Prevention Unit (EAPU).

www.lifetec.org.au LifeTec Queensland

www.qada.org.au Queensland Aged & Disability Advocacy Inc.

www.humanservices.gov.au for home page with link to all services.

www.myagedcare.gov.au Australian Government Department of Social Services site for all information relating to aged care.

www.webstercare.com.au Webster packs in Languages other than English (LOTE).

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