



PICAC CONNECTIONS

The quarterly newsletter of the Queensland Partners in Culturally Appropriate Care (PICAC) Team

WINTER 2015

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.

PICAC Services include:

- ◆ Training for aged care service providers
- ◆ Information on aged care services for Culturally and Linguistically Diverse (CALD) communities
- ◆ Cultural resources and support for service providers and communities.

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AGEING AND BELONGING: ENJOY THE JOURNEY— PICAC FORUM 2015

by Silvia Borges, PICAC Team Leader State wide



We have done it again! Just like our 2013 PICAC Forum, the *Ageing and Belonging: Enjoy the Journey* 2015 PICAC Forum was a great day to talk about inclusion and best practices. The PICAC team would like to thank all speakers, exhibitors and delegates who made that day possible. We had a total of 9 speakers presenting on a broad range of topics. We had a video message from the

Parliamentary Secretary to the Minister for Social Services, with special responsibility for Multicultural Affairs and Settlement Services, Senator Concetta Fierravanti-Wells, who could not be present at the Forum. Senator Fierravanti-Wells, whose late father had dementia, shared her own experience as the daughter of Italian migrants. To spice things up, we had Doreen Wendt-Weir, author of "Sex in your Seventies", who had a standing ovation



presentation based on her book. She stayed on to sign copies of her book during the PICAC Forum.



Diversicare is currently updating its website, and we hope to upload all presentations as soon as possible.



Doreen Wendt-Weir

With the confirmation of PICAC funding until June 2017, our team will shortly start planning the next PICAC Forum to happen in May 2017.

Stay tuned for more information!!



CONNECTING WITH COMMUNITIES

by Silvia Borges, PICAC Team Leader State wide

Evidence-based research shows that Australians from culturally and linguistically diverse (CALD) backgrounds do not access aged care services as readily as those Australians who speak English as their first language. There are many reasons behind this, for example, language barriers, fear of red tape, lack of knowledge and cultural barriers such as the value of caring for your own family and loved ones. Nevertheless, the role of caring can be a challenging one for the younger generation who are often busy juggling work commitments and raising young children.

In this context, it is important for CALD communities to be informed on a range of services that are provided by the Australian government with the aim of supporting older people to live independently in their own homes and communities for as long as possible. Diversicare's Partners in Culturally Appropriate Care (PICAC) program receives funding from the Department of Social Services to work with communities in providing information about a range of options for care recipients.

Under this initiative, the PICAC team also works with aged care service providers in order to equip them with the right knowledge and resources so that they can deliver culturally sensitive care to members of CALD communities. The PICAC team organises education, training, network meetings and produces tools and resources that will help service providers to connect and service clients from multicultural backgrounds.

A lot of people ask how a community group can benefit from the PICAC program. So, we thought we would share some of the work we do with multicultural communities. As part of our project plan, PICAC delivers information sessions on a few topics including the aged care system (in particular, home care packages and residential care), continence, palliative care, stress management and dementia. When we work with a community, we talk about our program and how we can help them. We also ask people for their input and what they think would be useful for them. Often, people like to have practical 'hands on' information

and tips on how to stay healthy and live independently for as long as possible. For example, as part of the sessions on continence management, we have organised to have a physiotherapist or a continence nurse doing pelvic floor exercises. We have also worked in collaboration with DBMAS (Dementia Behaviour Management Advisory Service) and Alzheimer's Australia to provide information on dementia and 'brain exercises' with the aim of keeping people's brains healthy and active. These sessions are a great way of providing useful information but also a way of connecting people with a variety of services and other programs that can help them.

If you are a service provider and/or a community group and would like to hear more about the PICAC program, please contact:

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PICAC FUNDING CONFIRMED UNTIL JUNE 2017

by Silvia Borges, PICAC Team Leader State wide

The Partners in Culturally Appropriate Care (PICAC) team at Diversicare is thrilled to hear that the Australian Government has confirmed funding for the PICAC program for a further two years. Our team will continue to support culturally appropriate care for older Australians from culturally and linguistically diverse (CALD) backgrounds. To do so, PICAC will keep conducting a range of activities to improve service delivery including working with CALD communities to increase access to aged care services, providing training to aged care service providers and developing and distributing resources that promote inclusion.

Age is an issue of mind over matter. If you don't mind, it doesn't matter.

Mark Twain (1835-1910)

DEAF PEOPLE SEEK RECOGNITION AS A CALD GROUP

Amanda Bowden, PICAC Project Officer

Did you know that many deaf people consider that they have their own distinct culture as well as language? In fact, Deaf (with a capital 'D') is often used to describe people who communicate using Auslan (Australian Sign Language), and identify themselves as members of the Deaf community. According to Leena Vuorinen, the Aged Care Manager at Deaf Services Queensland, it is important to recognise that individuals in the Deaf community often are connected due to their shared language and culture. "Deaf people don't see themselves as 'disabled'; they just use another language to communicate. They have a distinct identity and a distinct language," she says. "Culture is reflected and shaped by words and language, and language is a foundation for culture – to share ideas for common understanding. The Deaf community have their own language, arts, sports and social norms", Leena explains.

Yet the Deaf community is not recognised by the Australian Government as a 'special needs' group.

This means that aged care services are inadequate to provide for the needs of the Deaf community. The first step to correct this, according to Leena Vuorinen, is to help raise awareness about Deaf culture. Like other culturally and linguistically diverse (CALD) groups, Deaf people face huge barriers in accessing information and services in our society. Leena explains that, "Written English or captions don't always help as it depends on the individual's level of English comprehension or can often be too quick to easily digest. Therefore, as with languages of other CALD groups, the use of an Interpreter may be more helpful. For example, assessment interviews should be conducted in Auslan with resources provided in Auslan where necessary to ensure comprehension and client empowerment. Like other communities, Deaf people need information in their preferred language about healthy ageing, dementia and lifestyle options so they can make informed and empowered decisions. Currently no information is provided in Auslan by the Department of Social Services."

Leena is currently developing resources both for deaf seniors and aged care providers collaborating with Deaf clients and a residential facility.

The Australian Government is promoting equal access to services, and the Deaf community needs to be recognised as a 'special needs' group to bring them to parity with others. Leena Vuorinen suggests that the CALD category should go beyond ethnicity to include the Deaf community if we are to provide them with the same quality of care enjoyed by other Australians.

Deaf Services Queensland urges service providers to contact them for resources and other support for Deaf and hard of hearing clients.

Contact details:

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BRISBANE MULTICULTURAL HEALTH NETWORK

Mary Andrew, PICAC Project Officer

The Brisbane Multicultural Health Network was convened by Diversicare approximately 18 months ago to build the capacity of multicultural health providers and organisations to achieve the best health outcomes for culturally and linguistically diverse (CALD) communities in Queensland.

The network meets quarterly, is chaired by PICAC Qld and includes various multicultural organisations and/or health sector providers. The Network objectives are to:

- **Build** the capacity of its members to respond to CALD health care concerns in the community through partnerships and project collaboration;
- **Actively engage** with government and the broader health sector to improve the delivery of health care services to CALD communities in Brisbane and Queensland;

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- **Support and engage** in selected CALD health care projects and initiatives, and
- **Host and participate** in forums that share individual and collective expertise to support CALD health and wellbeing.

The next meeting is scheduled for 9th September – venue yet to be confirmed.

If you would like to be part of this valuable networking group please contact a member of the PICAC team—see contact details below.

UPCOMING EVENTS

Contact PICAC Team, details below, for more information

MONTH	EVENT	DETAILS
August 14	Community Information Session in collaboration with Carers Queensland	Taiwan Care Community
August 20	In-house Professional Development Training	CULTURE AND END OF LIFE and CULTURAL BRIEFING—Death and Dying from a Muslim perspective The Plains Retirement Village (Bethany Christian Care)
August 26	In-house Professional Development Training	CULTURE AND END OF LIFE and CULTURAL BRIEFING—Death and Dying from a Muslim perspective Beth Eden Riverside Village (Bethany Christian Care)
October (date to be confirmed)	PICAC Network Breakfast	Brisbane—north side Venue to be confirmed
October 7, 15, 21	In-house Professional Development Training	TOPICS TO BE CONFIRMED Flexicare

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