



PICAC CONNECTIONS

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

EDITION 9

DECEMBER 2014

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.

Contents

	Page 2
Diversicare's CVS	Page 3
Upcoming Events	Page 3
Cultural Resources &	Page 4
PICAC Team Contacts	Page 4

Diversicare is a division of Ethnic Communities Council of Queensland Limited

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



THE PICAC TEAM HAS EXPANDED!

by *The PICAC Team*

The Partners in Culturally Appropriate Care (PICAC) team in Queensland has recently been restructured and now includes three Project / Training Officers. Two new members, Amanda Bowden and Mary Andrew, have joined Silvia Borges, now State-wide Team Leader, at Diversicare's Mt Gravatt office, 1852 Logan Road (Corner Dawson Road) and will continue to foster links between Culturally and Linguistically Diverse (CALD) clients and aged care service providers.

Amanda has a background in cultural anthropology and has also been working as a Community Educator at Harmony Place. She is eager to promote understanding about living in a multicultural society through PICAC.

Mary was previously Diversicare's Community Visitor Scheme (CVS) and Volunteer Coordinator and is looking forward to developing further links with service providers, residential aged care facilities, volunteer / community groups to increase cross-cultural competence and awareness.

Please feel free to contact Silvia, Amanda or Mary (*see page 4 for contact details*) if you would like to enquire about the range of professional development and training options available, or require any other information about the PICAC Program.



Amanda Bowden, Silvia Borges and Mary Andrew

Building Capacity for the Emerging Aged Care Needs of CALD Communities Project

by *The PICAC Team*

The *Building Capacity for the Emerging Aged Care Needs of CALD Communities*' project is currently being rolled out in all States across Australia.

The Department of Social Services (DSS) has provided funding to develop tools and strategies that will support culturally and linguistically diverse (CALD) communities, with emerging aged care needs, to submit competitive applications as part of the next Aged Care Approval Round (ACAR) process. Outcomes Plus has been retained by DSS to

continued page 2

To celebrate the diversity of the aged care workforce, we would like to share David Vien's story

David's family were targeted by the Communist government in Vietnam and the future for the children was looking bleak. His father decided David should leave to further his education when he was about 20 years old. David had been a teacher aide at a technical high school. He was a boiler-maker and welder. It was not permitted to leave Vietnam so David had to leave secretly, by boat, in 1980. However, the boat was intercepted by soldiers on the river before it even reached the sea. He and his fellow escapees were sent to jail for 15 months and 10 days to do hard labour.

David's parents spent their life savings to get him out of prison. He then escaped, intending to go to Thailand. His journey to Thailand on a boat was not a straight forward one: it involved pirates, shortage of drinking water, lack of petrol and not much food. At last the wind pushed them to land. It was Thailand and many people raced down the beach to steal their boat. However, David and the family that was travelling with him were able to find shelter in a UNHCR camp for 25 months under very difficult circumstances and severe shortages of food and water.

Luckily for David, his sister was permitted to leave Vietnam for Australia in 1979 and she was able to sponsor David to come to Brisbane in 1984. She was working in a nursing home. David thought that Brisbane was like a paradise. He felt safe and could start living again. David is enormously grateful that the Australian government permitted him to come to Australia, and feels sorry that others are no longer permitted.

David and his wife worked in the clothing manufacturing business for many years. They worked so hard to earn the money to send their children to a good school, that they did not have any weekends. In the little time David had free, he grew pot plants. This is his passion, especially growing the desert rose and Bougainvillea. The people at West End markets know him well and he's there most Saturdays with his plants.

But David has now discovered that he enjoys looking after people even more than he enjoys his beloved pot plants. He says he wishes he'd known earlier how deeply rewarding it is to visit people's homes and give them care and kindness in the forms of personal care and domestic assistance. "I just love working, visiting people. I love expressing the kindness. It's not because of the money. If you do it out of kindness you feel much better."

David and his wife are very proud parents. They have recently attended his son's graduation as a doctor. He is graduating from ANU with distinction. He is in the top 10 of 150 students. Their daughter is also a high achiever and is working as a pharmacist in Springfield. David attributes his children's success to the school they attended and the discipline they learned there.

David Vien is a Home Care Worker with Diversicare. David is also a volunteer under the Community Visitor Scheme.



continued from page 1

undertake the project which has a very short timeframe and is due to be completed by end February 2015.

PICACs in all States have been engaged as part of the project - recognising their aged care expertise and connectivity to their local CALD communities. Diversicare has been contracted by Outcomes Plus to facilitate links with communities and to host community consultations in Queensland.

Over 30 people, representing approx 27 CALD communities attended the first consultation session in Brisbane on 31 October. Face- to- face or phone consultations have since been conducted with representatives from an additional 5 communities who were unavailable to attend the meeting.

In addition to providing feedback on the specific aged care needs of their communities, participants also outlined their concerns / issues that could be seen as barriers to participating in the next ACAR process. Organisations that had participated in previous ACAR processes outlined some of the difficulties they encountered, and provided valuable insight regarding lessons learned.

The next stage of the project is due to be completed by end January 2015, and will focus on the resources being developed by Outcomes Plus to assist those CALD communities that may wish to consider developing a submission for the next ACAR round.

Are you aware of Diversicare's Community Visitor Scheme (CVS)?

by Narelle Oliver-Braddock

CVS is a program where volunteer community visitors, from culturally and linguistically diverse backgrounds (CALDB) visit residents in aged care facilities who are from similar CALDB - to combat social isolation and establish friendships.

Community visitors, who are volunteers, visit residents fortnightly. Some examples of activities the community visitors might undertake during the visits include:

- listening and or sharing past experiences
- reading out loud (newspapers, books, poetry)
- providing music for the resident to listen to
- assisting the resident to write letters
- craft activities, or
- becoming a friend or companion



Community visitors will not become involved in any aspect related to the resident's nursing care or their personal and/or financial affairs.

Community visitors from various multicultural backgrounds currently visit residents in a number of residential facilities throughout Brisbane.

If you would like further information about the visitor service, or might be interested in volunteering as a CVS visitor, please contact Rell Oliver-Braddock, CVS Coordinator, ph 3343 7499 / 0417 062 732 (Wednesday & Thursday) or email cvs@diversicare.com.au

UPCOMING EVENTS

Contact PICAC Team for more information

Month	Event	Details
13 January 2015	COMMUNITY INFORMATION SESSION	BRAIN EXERCISES Vietnamese Community, Inala
28 January 2015	IN HOUSE PROFESSIONAL DEVELOPMENT TRAINING	CULTURAL AWARENESS Gold Coast
12 February 2015 (TBC)	IN HOUSE PROFESSIONAL DEVELOPMENT TRAINING	CULTURAL AWARENESS Brisbane
February 2015 (date TBC)	IN HOUSE PROFESSIONAL DEVELOPMENT TRAINING	CULTURAL AWARENESS Nambour
15 May 2015	PICAC FORUM	See attached flyer.



Greetings to all for the coming festive season.
We look forward to continuing our working relationships during 2015.
From the PICAC Team



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).

PICAC TEAM CONTACTS:



Silvia Borges
PICAC Team Leader—State-wide
Mobile: 0407 589 675
E: picaced@diversicare.com.au

Mary Andrew
PICAC Project Officer
Mobile: 0458 031 164
E: picac1@diversicare.com.au

PO Box 409, Mt Gravatt Qld 4122
Ph: 07 3343 7499
Fax: 07 3343 7599

Amanda Bowden
PICAC Project Officer
Mobile: 0413 112 961
E: picac2@diversicare.com.au