

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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CULTURAL DIVERSITY IN THE WORKPLACE

by Mangol Lok, Multicultural Advisor, Brisbane North/South

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In the 21st century, cultural competence has become a popular term for a variety of strategies to address the challenges of cultural diversity in the workplace. Awareness is the first dimension of cultural competence in the workplace and can be described as knowledge of cultural similarities and differences. The second dimension is attitude and can be described as accepting, respecting cultural differences and being comfortable with different cultures. The third dimension is behaviour, it represents the actions individuals demonstrate when adapting care to be culturally responsive.

Getting work done through others requires open and productive relationships. However, that is easier said than done in a diverse workplace where many cultures collide. For example, managers or team leaders can be frustrated by the employee or colleague who nods in apparent understanding of direction then does the opposite.

Culture is behind our behaviour on the job. Often without realisation, culture influences how close we stand, how loud we speak, how we deal with conflict and how we participate in meetings. While many cultural norms influence the way we behave and subsequent reactions, these are:

1. Hierarchy and status
2. Groups vs. individual orientation
3. Communication and conflict resolution.

Cultures have rules that govern communication in public places. These rules are unwritten and unconsciously followed by culture insiders such as taboos, dress code, speech code and subject code. If you are from a low context culture and find yourself interacting in a high context culture, it can be very easy to misunderstand or misinterpret one another, particularly in the case where much of the information is conveyed in nonverbal communication and the code of conduct may not have been explicitly conveyed. Also, what is valued in Australia might not be important in other cultures. For example, Australia values equality whereas other cultures seem to be hierarchical and what we assume is normal in our culture might be seen as an insult in other cultures.

By failing to understand how culture impacts individual needs and preferences (choices), we often misinterpret behaviours. Some dimensions are more important than others; for example there are many ways people conceptualise time, power and how we relate to power. For instance there are people who have more status than others. Also rules about how we act in public spaces, taboos, things we can say or shouldn't say. Those kinds of rules for different cultures are key factors to understanding cross-cultural communication in the workplace.

If you are a direct communicator, you probably expect "say what you mean" response from your colleagues or manager but you may be an indirect communicator who expects colleagues to contextual clues to understand his/her response. Both communicators interpret each other's behaviour according to their lens or background.

- * How can you become aware of any cultural prejudice that might undermine your effectiveness as Home Care practitioner or worker or manager?
- * How will you create a supportive working environment for all of your clients and colleagues while honouring their differences from you and from each other?

Here are some suggestions:

- ◆ Recognise the role culture plays in interaction and try to identify critical elements of cultures involved.
- ◆ What are preferences and expectations as team leader or manager? What are preferences of your colleagues?
- ◆ Try not to interpret colleagues' behaviours based on your cultural background.
- ◆ In some cultures, nodding and affirmative responses is a polite and face saving gesture not an indication of agreement or understanding.

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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

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OUR JOURNEY SO FAR....

by Ljiljana Macura and Latesha Tuck, Multicultural Healthy Lifestyle Project Officers



The Multicultural Healthy Lifestyle Project has been up and running for six months now; whilst there has been a lot of planning and strategic stuff going on in the background it is really important to be able to reflect on what has been happening in our communities.

In Townsville things are really getting exciting. After considerable discussions with community groups we managed to identify the key health information needs of their community groups and in consultation with many health professional organisations we have now developed and scheduled a series of information sessions for the Somali, Swahili and Arabic speaking communities in Townsville. Information is being delivered on many chronic illnesses as well as coping strategies and life skills. Our sessions start early March and continue on until end of August with a session each month for each community group. In addition to this; planning has started for a Multicultural Expo in the near future. Lots of exciting activities are planned to provide support and information to our Multicultural Community Groups.

In Brisbane we have created a lot of interest for our project from many communities around the area. We have conducted a number of information sessions, meetings with different service providers and community consultations across many communities we are working with. Plans are in place to hold a number of education sessions on different topics (Diabetes, Stroke, Kidney Disease, Depression etc...) for members from different cultural backgrounds such as Chinese, Somali and Vietnamese, just to name a few.

So far, we have had a very productive first 6 months and we hope to continue in the same manner for the rest of 2014.

If you would like more information about the Multicultural Healthy Lifestyle Project please contact

Townsville: Latesha Tuck ltuck@diversicare.com.au (07) 4723 1470 or 0428 132 791

Brisbane: Ljiljana Macura lmacura@diversicare.com.au (07) 3343 7499 or 0419 796 897

DIVERSICARE 2014 MULTICULTURAL CALENDAR



The Diversicare 2014 Multicultural Calendar is now available at <http://diversicare.com.au/wp-content/uploads/DIVERSICARE-Multicultural-Calendar-2014-For-Website.pdf>

VOLUNTEERS URGENTLY NEEDED!

by Mary Andrew, CVS Coordinator

Diversicare's Community Visitor Scheme (CVS) **urgently** needs volunteers to visit residents from culturally and linguistically diverse backgrounds, who are living in aged care facilities, but may be at risk of become socially isolated.

Do you?

- **Want to give back to your community, but you don't have much time to volunteer?** Our Community Visitor Scheme is a commitment of only one hour per fortnight.
- **Enjoy chatting with aged people and of a similar background to yourself?** Diversicare matches volunteers and residents based on language and ethnic origin.
- **You want to be involved in a program that makes a difference for people who are socially isolated?** Volunteers provide social support for residents living in aged care facilities who would otherwise have limited or no one-on-one visitors.
- **Speak a language other than English fluently?** Diversicare currently has referrals for a number of residents living in various facilities around Brisbane and urgently needs volunteers who speak:
 - ◇ Spanish (Brisbane South & Western suburbs regions)
 - ◇ Italian (Brisbane South region)
 - ◇ Bosnian (Western suburbs)
 - ◇ Croatian (Brisbane inner South/South East region)
 - ◇ Hungarian (Northside and Western suburbs)
 - ◇ Macedonian (inner North West region)
 - ◇ Portuguese (Western suburbs)



If you answer 'Yes' to the above points please give Diversicare a call!

We regularly receive new referrals, so even if you speak another language or live in a region not listed above, we'd like to hear from you!

Diversicare's Community Visitor Scheme (CVS) is a rewarding program for volunteers and residents.

Contact our CVS Coordinator on 3343 7499, email cvs@diversicare.com.au or check our website: www.diversicare.com.au for further information.

UPCOMING EVENTS

Contact PICAC Team for more information

Month	Event	Details
13 March	ACCREDITED TRAINING	HLTHIR403C <i>WORK EFFECTIVELY WITH CULTURALLY DIVERSE CLIENTS AND CO-WORKERS</i> . Pacific Hotel, The Esplanade, Cairns
8 April	PICAC/MAS PROFESSIONAL DEVELOPMENT	CONTINENCE MANAGEMENT FROM A CULTURALLY & LINGUISTICALLY DIVERSE PERSPECTIVE Buderim Tavern, 81 Burnett Street , Buderim
6 May	PICAC NSW/ACT Forum	<i>CALDWays</i> Canberra
19 May	PICAC In-house PROFESSIONAL DEVELOPMENT	CULTURAL AWARENESS, Toowoomba
22 May	PICAC PROFESSIONAL DEVELOPMENT	SPEAKING MY LANGUAGE—CULTURALLY & LINGUISTICALLY DIVERSE PEOPLE WITH DEMENTIA AND COMMUNICATION Currumbin RSL, 165 Duringan Street, Currumbin

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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