

The background features a light teal color with abstract graphic elements. On the left, there are several vertical lines of varying lengths, some solid and some dashed, creating a sense of depth and movement. Overlaid on these are several curved shapes: a large black arc, a red square-like shape, and a white arc. A red dashed line curves across the top, and a red solid line curves across the middle. The overall composition is dynamic and modern.

Austrian

CULTURE PROFILE

An Initiative of Qld Partners
in Culturally Appropriate Care
March 2006





Austrian

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An Initiative of Old Partners
in Culturally Appropriate Care
March 2006

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Austrian Culture Profile

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... and to all those persons who have provided
comment about this directory.

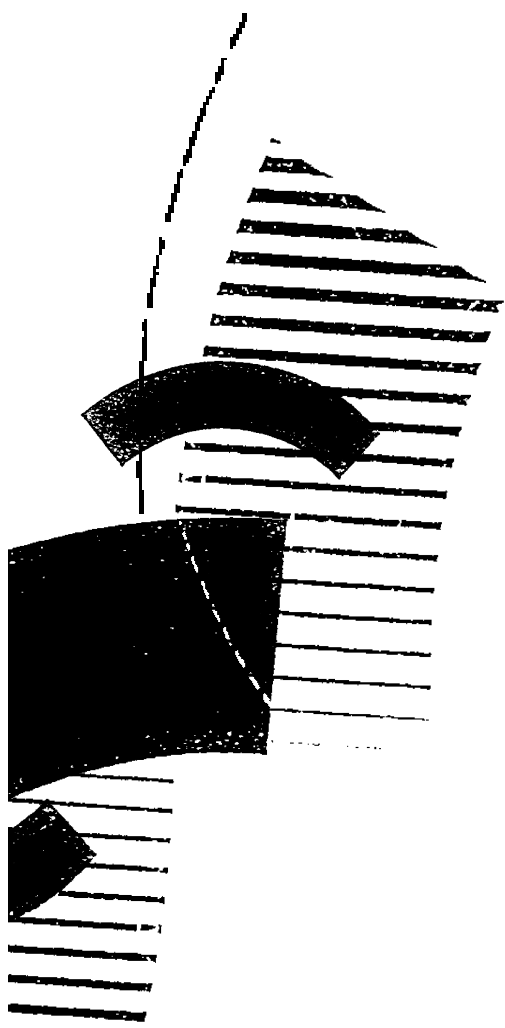
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Please note there may be costs associated with
some of the resources and services listed in this
directory.

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INTRODUCTION

This profile of the Austrian cultural community is just one of the many projects undertaken by the Queensland Partners in Culturally Appropriate Care (PICAC).

The Queensland PICAC Project aims to facilitate the development of partnerships between ethnic community groups and residential aged care service providers to implement “best practice” strategies of care for older people from diverse backgrounds. The project is about ensuring the needs of older people from an Austrian cultural background are met.

Funded by the Commonwealth Department of Health & Ageing, the project in Queensland is managed by Diversicare under the auspice of the Ethnic Communities Council of Qld.

Population trends within Australia are increasingly characterised by a diversity of people, languages and culture. Coupled with this trend is an ageing population, also with a rich diversity of languages and cultures.


It's not surprising then, that residential aged care service providers are faced with increasing demands for culturally responsive facilities and care.

This profile aims to assist by enhancing:

- staff knowledge of the cultural and linguistically diverse needs of persons from an Austrian background. It also seeks to facilitate the professional competence and development of staff in the provision of culturally inclusive care; and

- the organisation's compliance with the Residential Care Standards and National Aged Care Standards as they pertain to the issue of cultural and linguistic needs.

The profile provides useful information about a range of topics, resources including books, articles, audio-video aids, services, and so on.

 This symbol is used to indicate a 'tip', which YOU, as the caregiver of a person who was born in Austria, may find useful in your day-to-day support of that person.

This guide is not intended to replace one stereotype of this culture with another; instead it is intended to provide some insights into the culture. Nor does it diminish the importance of you establishing the individual cultural needs of each person as part of the care planning process.

In an effort to maintain the accuracy of this profile and improve its contents, for all stakeholders, we encourage readers to complete the feedback form on the last page to inform us of any inaccuracies or other resources available. It is considered that this feedback will assist us maintain a user relevant and quality resource.

Yours Sincerely

Margaret Hess
Director

Elizabeth Zajac
PICAC Project Officer

BACKGROUND

Austria, a mountainous, alpine country located in central Europe covers 83,858 sq kilometres (not much larger than Tasmania). The ethnic mix within Austria is predominately of Germanic origin (97%) with 2% Slovene & Croat and 1% Turkish. (source: Lonely Planet Guide, 2005, www.lonely-planet.com/worldguide/destinations/europe/austria/essential?a=culture)

It is divided into 9 states ('bundesland'); Burgenland, Kaernten, Niederoesterreich, Oberoesterreich, Salzburg, Steiermark, Tirol, Vorarlberg and Wien.

(source: Map Zones www.mapzones.com/world/europe/austria/provincesindex.php)



Migration experience

Until 1938 there was practically no group emigration of Austrians to Australia. It began after the annexation of Austria by Germany in World War II (mostly Austrian Jewish persons), but really increased between the years 1947 until 1961 under the Assisted Passage Scheme. The Austria-born population peaked in 1971 at 23,940 and has recorded a drop in population at each census since. Many of these immigrants were skilled tradespersons. (Source: "The Austria-born Community", 2005, Department of Immigration, Multicultural and Indigenous Affairs - DIMIA)

Australian statistics

As at the 2001 census, there are 19,320 Austria-born persons in Australia with Queensland having the third largest population (2,890) of Austria-born persons behind New South Wales and Victoria.

Together with the Germany-born and Switzerland-born, this German speaking language group represents the largest non-English speaking linguistic group in Queensland.

Within this total of 2890 individuals, there are almost equal numbers of males and females, with 63% also having some educational or trade qualification.


(source: The Austria-born Community, DIMIA, 2003)

Within Queensland, there are 1153 individuals born in Austria and aged 60+ years.

Austrians do not constitute an easily identifiable group, generally blending easily into the Australian community not only because their numbers are small but

also because of a shared 'easy going' aspect to both cultures.

Due to the length of time in Australia, Austria-born persons tend to have a well-established network of services and activities usually by linking into the German community's network (eg German Club) which exist in most States of Australia and key regional centres in each State (see leisure and recreation for a listing of such clubs).


 The above data means the person you are caring for is likely to have been well educated, have worked in a skilled job outside the home and been part of established social and recreational links to other Austria-born or German-speaking persons.

Customs in everyday life

Formal manners are important, as is punctuality.

Greetings. Austrians shake hands when greeting and parting. Even children shake hands with adults when greeting, as this is an important social courtesy.

Referring to others. Professional titles are important among the adult population and are used whenever known. Otherwise, titles such as Mr, Miss and Mrs or Ms are combined with family names when addressing acquaintances and strangers. Close friends and young people use first names.

 Use the formal titles until you are given permission to use the more familiar “you”, Christian name, nickname or pet name.

Gestures. Hand gestures are used conservatively in polite company, as verbal communication is preferred. Motioning with the entire hand is more polite than using the index finger.

Touching the index finger to ones forehead/forehead/temple is an insult and is also considered to be very rude.

Visiting. Whilst Austria-born persons enjoy entertaining in their home and having guests, it is impolite to drop by unannounced. Invited guests should arrive on time and it is common for the guests to remove their shoes when entering a home.


Hosts customarily offer the best seats to their guests. Invited guests bring flowers, lollies, or a small gift. Gifts are given to the wife, or perhaps to the children, but not to the husband even if the gift is for the family. To show courtesy to the hosts, guests do not ask to use the telephone. Unless you know the people very well and you're invited to assist, generally guests do not offer to help with any meal preparations. When guests leave they are accompanied outside to the gate. Hosts remain until the guests are out of sight

Entering a room. Men stand when a woman enters the room or when talking to a woman who is standing. It is also considered good etiquette for males to open doors for females.

Attire. Austrians take pride in dressing well and it is important to dress properly for all events.

Taboos. Austrians are not Germans and should not be referred to as such; it is considered an insult.

(source: Federation of Ethnic Communities' Councils of Australia, 2005)

 The above customs are from a time in which the older generation lived and were raised. They may not be evident in the younger generations, nor do they necessarily apply to every Austria-born aged person. It is important YOU check on whether adherence to these, or other customs unique to their region of origin, is to be used with *that* Austria-born person.

Cultural stereotypes


Austrians are known for their 'Gemutlichkeit', a relaxed and happy approach to life mixed with a sense of fatalism.

Although a relaxed people, Austrians are also hardworking. They value cleanliness, neatness, and order plus a deep regard for the environment, taking great pride in their immediate environment and community.

Cultural arts are important and Austrians are extremely proud of their culture's contributions to Western civilisation in areas from architecture to classical music, philosophy and literature.

(source: Lonely Planet Guide, 2005, www.lonelyplanet.com/worldguide/destinations/europe/austria/essential?a=culture)

Whilst identifying as Austrian, each person also has a strong sense of regional cultural identity. The region in which the person lived will impact on the person's preferences related to such things as festivals, newspaper, food, drink, clothing, cultural personality, music and language dialect etc.

 It should be remembered this is just one view and does not apply to every Austria-born person. This reality means YOU should establish each Austria-born person's preferences.

Having established this person's preferences be careful not to replace one cultural stereotype with another related to what should be considered stereo-typically 'Austrian'. YOU need to establish preferences of each Austria-born person in your care.

For more information

"The Austria-born community", Department of Immigration and Multicultural and Indigenous Affairs (DIMIA), 2003. Available as a PDF document from the following web address:

www.immi.gov.au/statistics/stat_info/comm_summ/summary.htm

FAMILY

Family structure


Austrian families are usually small, having one or two children. However, rural families are often a bit larger.

Most Austrians expect to marry and have a family. Both parents generally work outside the home. In such situations, married couples tend to share duties related to the household and children. Some homes, especially in rural areas, maintain a more strict patriarchal family structure.

Attitudes to residential care

Traditionally family members care for their elderly at home for as long as possible. Residential care is seen as acceptable if other care is unavailable.

(source: notes in folder)

 If you need help to provide culturally appropriate care, the assistance of the PICAC Project Officer is available free of charge to your agency or the resident. This service is restricted to the greater metropolitan Brisbane and Townsville. For more information on PICAC contact Diversicare on (07) 3846 1099.

PERSONAL HYGIENE

The routines and preferences surrounding the following personal hygiene activities greatly impact on the person's sense of self, pride, dignity and confidence.

Bathing

Whilst there are no specific cultural norms in bathing, most Austria-born persons prefer a shower daily.

Dress


Austrians take pride in dressing well, even if they are only going grocery shopping. It is important to dress properly for all events. Folk costumes are often worn on special occasions and for celebrations. Each area has its own particular costume.

(source: Federation of Ethnic Communities' Councils of Australia, 2005)

There are cultural norms surrounding standard of dress whereby sloppy or overly casual dress in public may be seen as inappropriate. Clothing also needs to be in good repair and ironed. What is considered 'appropriate' standard of dress is individual but will be influenced by the region in which they lived.

Grooming


Men and women look after themselves and are concerned about how they look. Women will prefer to wear makeup, jewellery, nail polish, perfume and have neat hair, that is be well groomed. Men tend to use cologne/aftershave, clipping nasal and ear hair and trimming nails etc.

 It is important each person's preferences in their dress, bathing, grooming etc are established as part of their care plan.

PENSIONS

People who lived and paid taxes in other countries are often eligible for a partial pension payment from that country. Australia has reciprocal arrangements in place with Austria regarding the payment of pensions. The Australian Government supplements that payment if it falls below the level of the Australian pension. Problems with Centrelink can arise for the person if he/she fails to notify Centrelink of any increase in the foreign pension amount. In this situation the Australian supplement is reduced according to the increase amount. Failure to notify Centrelink can result in a debt and fine being imposed by Centrelink.

Where an Austria-born person is accessing a pension from Austria, the Austrian Consulate every year, sends out a document (called the 'Lebensbescheinigungen') that is proof of being alive. Completion of this form is necessary to ensure continued access to the Austrian Pension fund. Therefore it is important that the consulate be informed of any change in residential address.

 **The Austrian Honorary Consul**
30 Argyle Creek, Breakfast Creek
Brisbane Q 4010
Ph (07) 3262 8955

Austrian Consulate General

Level 10, 1 York St
Sydney NSW
Ph (02) 9251 1038
Email:
consulate.sydney@austriantrade.org

For more information

Check your local telephone directory for your local Centrelink office


Diversicare has available a directory for the German-speaking community in Brisbane and South-East Queensland up to Hervey Bay. This directory in both English and Austrian is a listing of known contacts in the areas of - Consulates, Organisations, Cultural groups, Social groups, Media, Travel agencies, Miscellaneous, Food distributors, Restaurants/cafes

Phone Diversicare for this directory on (07) 3846 1099.

LEISURE AND RECREATION


The Austrians are active people who enjoy pastimes such as:

- walking;
- gardening;
- craft work;
- knitting;
- sewing;
- card games (eg canasta, rummy or schnapsen) (see Appendix A for detail on how to play);
- reading;
- watching television;
- attending concerts or theatre, listening to music; and
- visiting friends and family.

 The above information can assist in developing diversional therapy activities eg tending potted flowers that are kept in the person's room and/or a small box of vegetables kept in a communal area and/or cooking cakes or pastries, craft work and/or card, chess or board games. However, YOU need to check with each individual his or her preferences in regard to the above.

Daily Routine

Austria-born persons like a routine (eg when he/she rises or retires, bathes, etc). They generally have a structured pattern to the day and like sticking to these times.

 You need to establish with each individual his/her preferences related to his/her daily routine and timings.

Social groups

Austrian social clubs where they exist provide community functions, arts in particular music, information and education. Contact details are:



Austrian Society Queensland Inc.

PO Box 830 Toowong Qld 4066
Ph (07) 3369 1905 (Karin Kuno)

Austrian Club Gold Coast

Pine Lane
Elanora Qld 4221
Ph (07) 5533 8136 (Hermine Raup)

Television

The SBS television network is available in major cities in Queensland (indeed Australia). SBS provides Austrian-speaking movies, serials and from Monday to Friday, a news bulletin.

SBS television programming can be downloaded from their website by going to the following address
www.sbs.com.au/whatson/index.php3
then choose what you are interested in from the listed menu.

In greater metropolitan Brisbane, Briz 31 also has a daily program called 'DW Journal' which screens Monday to Friday at 10am, 6.30pm and 11.30pm plus Saturday at 6pm and Sundays at 11am. Whilst not related to news in Austria, it is a program in the German language.

Briz 31 programming can be downloaded from their website by going to the following address:
<http://briz31.tv/news.asp>



Check your TV program guide or the website for local viewing time as they may change in rural areas or across time zones.

Movies

German language DVDs are often available for purchase at large Department stores (eg Big W). It is important you check on the back of the DVD for the list of languages in which it is available.

It is also possible to purchase German-language movies from the website by doing a search, eg: <http://multilingualbooks.com/foreignvids.html>

You can search the Brisbane City Council library catalogue via its language collection by going to the following website and choosing the preferred language which will then take you to a screen where you choose your category of interest (eg movies, books, music, DVDs):

www.brisbane.qld.gov.au/uhtbin/cgiirsi/7U2zA3lL2U/44230061/1/1246/X

Radio

Broadcasting in German language occurs on SBS:


- Mondays 8.30 – 9.15pm
- Tuesdays 3 – 3.45pm
- Fridays 9.30 – 10.15 am
- Saturdays 11.30am – 12.30pm

Again many of the programs relate to Germany rather than Austria, but the language is German.

SBS radio programming (SBS radio 2 – 97.7 or SBS radio 1 – 1107) can be downloaded from their website by going to the following address: www.sbs.com.au/radio/ then choose “radio schedule” on the left side of the screen.

In greater metropolitan Brisbane, it is also possible to tune into 4EB (Fm 98.1) and their program guide can be downloaded from their website at the following address:
<http://www.4eb.org.au/progguide.htm>

Austria’s international broadcaster, ‘ORF’ can also be listened over the web by logging onto the following website and choosing preferred language:
<http://oe1.orf.at/service/international>

 Check your radio program guide on the website for local listening times as they may change in rural areas or across time zones.

Newspapers

As mentioned earlier, the region in which the person lived in Austria can affect his/her preferred newspaper. There are 4 ways to access some Austrian newspapers:

1) GPO News, GPO Lane, Brisbane City Centre is the only newsagent in Brisbane that can print off single copies of the following newspapers for around \$6.95 per standard issue:


- Der Standard
- Die Presse
- Kleine Zeitung Karnten
- Kleine Zeitung Steiermark
- Neue Vorarlberger Tageszeitung
- Vorarlberger Nachrichten
- Wirtschaftsblatt

2) Go to the following web address: www.pressdisplay.com/pressdisplay/viewer.aspx choose ‘Austria’ to access a copy of the following newspapers:

- Der Standard
- Die Presse
- Kleine Zeitung Karnten
- Kleine Zeitung Steiermark
- Neue Vorarlberger Tageszeitung
- Vorarlberger Nachrichten
- Wirtschaftsblatt

3) The following web address gives you access to 14 newspapers available in Austria: <http://www.mediatico.com/en/newspapers/europe/Austria/>

4) You can search on the web using the name of the publication. For example, Wirtschaftsblatt’s website address is: www.wirtschaftsblatt.at/

 If the person cannot be helped to access these newspapers using a computer, do not forget you can access the newspaper and print all or some pages which can then be given to the person.

Books

Austria-born persons like reading and Brisbane City Council libraries (the Indooroopilly and Ashgrove libraries especially) have a variety of books in German. Regardless of your location in Queensland it is possible to arrange to have these books sent to your local library for a small fee.

You can search the Brisbane City Council library catalogue via its language collection by going to the following website and choosing the preferred language which will then take you to a screen where you choose your category of interest (eg movies, books, music, DVDs):
www.brisbane.qld.gov.au/uhtbin/cgisirsi/7U2zA3lL2U/44230061/1/1246/X



Every council library in Queensland borrows from the Qld State Library. The State Library itself has 100,000 German-language resources (books, videos, CDs), which your local library can arrange to borrow for a small fee.

You can do a search of the State Library resources (which will list the resource, type of resource and call number) by going to the following web address:
<http://www.slq.qld.gov.au/find/cat>

Talking books in spoken German can be difficult to obtain from libraries. There are some in the German Club in Brisbane but borrowing rights is limited to members and the person would need to come to the club for pick-up and drop off of the tapes.

ONLY for those persons who are visually impaired and a member of the Qld Blind Foundation, it is possible to borrow from its talking book library which has 200 German-language taped books. You will need to complete an application form, and if approved, borrowing rights then apply. Contact 1300 654 656 to obtain a referral form.

Music


Music is very important to Austria-born persons regardless of gender. It is a strong cultural expression of who that person is and the region he/she lived in.

The key thing to remember with music is a likely personal preference for music of the era in which they were teenagers or in their twenties.

The larger specialty music stores can order Austrian music or you can purchase from the larger music stores on their websites eg. Sanity's web address allows you to search for German-language music and CDs. Their web address is:
<http://www.sanity.com.au>

You can search the Brisbane City Council library catalogue via its language collection by going to the following website and choosing the preferred language which will then take you to a screen where you choose your category of interest (eg movies, books, music, DVDs):
www.brisbane.qld.gov.au/uhtbin/cgisirsi/7U2zA3lL2U/44230061/1/1246/X

Please note, a fee may apply for organising inter-library loans.

 Again establish each individual's preferences and check whether family members can assist in finding German language books, videos, DVD, music etc.

For more information

Refer to Diversicare's Multicultural Resource Directory (2005) for more detailed information about sources and other options.

Diversicare also has available a directory for the German-speaking community in Brisbane and South-East Queensland up to Hervey Bay. This directory in both English and German is a listing of known contacts in the areas of - Consulates, Organisations, Cultural groups, Social groups, Media, Travel agencies, Miscellaneous, Food distributors, Restaurants/cafes.

Phone Diversicare for this directory on (07) 3846 1099.

RELIGION

Profile

Most Austrians belong to a church, even if they may in practice not be regular attendees.


At the 2001 Census the major religions amongst Austria-born resident in Australia were Roman Catholic, Lutheran and Judaism. A very small percentage of persons belong to some non Christian religions, or to no denomination.

(source: Federation of Ethnic Communities' Councils of Australia, 2005)

Catholicism has strongly influences life in Austria and its culture, a major distinction between Austria and Germany.

Remember there can be a difference between nominating a particular religion and practising that religion in his/her everyday life (or whether all or only some rituals/practices within that religion are observed).

Equally, just because a person, when younger did not practise or observe their religion does not mean that as the person ages, he/she might.

 YOU need to establish each person's religious preferences and link him/her into a local minister of that religion.

Important days

There are a variety of special events as State, city and local level.

Festivity	Month / Date	Customary practices
Fasching (Shrovetide carnival)	February	Celebrates the return of spring with masked processions and dances
Maybaaum (Maypole)	1st Sunday in May	A maypole is decorated and erected and remains so for 1 month
Corpus Christi	2nd Thursday after Pentecost	Often celebrated via a procession which is called the 'Fronleichnam Prozession'. The parade is a time for great pagentry - bell ringing, banners, wreaths and children dressed in white (symbolic of angels) and hymn singing
National Day	26 October	Involves lots of flag-waving
All Saint's Day	1st November	Person may want to go to church
St Nicholas Day	5th December	Parades, which mark the beginning of the Christmas season. Children receive gifts from Saint Nicholas on this day
Christmas (or 'Weihnachten')	Celebrated on 25th December	Christmas tree (or 'Weihnachtsbaum') is decorated on the 24th December with home made ornaments eg straw stars, apples and beeswax candles. Usually go to early evening or midnight church service. 24th December fish or vegetarian meals are preferred 25th December duck or goose is preferred Home made Christmas biscuits and Christmas cake ('Stollen') and gingerbread ('Lebkuchen')
New Year's Eve (or 'Silvesterabend')	31st December	Parties are held and at midnight church bells ring, toasts are made to the new year ('Prosit Neujahr') and people watch fireworks. Lucky symbols are horseshoes, marzipan pigs and chimney sweeps.



The above listing is not intended to be exhaustive; rather it lists the major shared 'special days', you should check with the person or his/her family if there are other special days, which is important to that person.

FOOD AND DIET

Austrians love good food and have a rich and varied cuisine drawn from the various cultures that once comprised the Austro-Hungarian Empire.

Specialties will vary by region of origin, for example, 'Wiener schnitzel' (breaded veal cutlet), 'Sachertorte' (a rich chocolate cake with apricot jam and chocolate icing) is especially popular in Vienna and 'Knodel' (moist potato dumplings) in the south of Austria, and goulash in the west of Austria.

There are certain table etiquette rules that may be observed, namely:

- hands are kept above the table during the meal;
- no placing elbows on the table while eating;
- no gesturing with utensils; and
- it is impolite to begin eating until all persons at the table are served.

Meals

Breakfast. A typical day begins early with a light breakfast of coffee or hot chocolate, rolls, bread, and jam or marmalade.

Later in the morning, some people may eat a second, heartier breakfast, including goulash or hot sausages or eggs, rye bread, buns with butter and jam.

Coffee and fruit juice is preferred to tea.

Lunch. This is the main meal and may include vegetables (eg, sauerkraut, potato salad), meat (eg veal schnitzels, sausages, bratwurst) and rye bread.

Dinner (or supper time) is often the same as lunch.

Afternoon tea. Afternoon tea may include sandwiches, pastries, and coffee. Snacks can include puddings and doughnuts or pickled vegetables.

Austrians enjoy beer, wine, herbal teas, apple juice with sparkling mineral water, fruit juices, and soft drinks.



It is important to establish each person's food preferences, cooking style (eg fried versus poached), quantity and timing of meals and recorded as part of their care plan.

Bread	Cheeses	Vegetables	Meat / Fish	Fruit	Drinks
Rye Sour dough wholemeal and crusty bread rolls eaten at most meals	Quark + A variety of cheeses	potato cabbage red cabbage beetroot beans cauliflower asparagus brussel sprouts spinach Potatoes served at every meal, either fried, mashed or grated then fried, chips.	veal pork sausages grilled chicken fish (smoked or fresh)	Modest fruit eaters Bananas are often enjoyed	Beer and wine are the most popular drinks Brewed or filtered coffee or tea Herbal teas Mineral water Fruit juice

Food sources

More and more of the larger food stores eg Woolworths, Coles are stocking Austrian foods, and you should check what is available at these types of stores in the first instance.

Below are a list of known suppliers of Austrian foods in South-East Qld. For those persons outside of Brisbane, you could phone and see if they can organize a delivery to your local area. There would obviously be additional costs.

Austrian Butcher Heinz

611 Stanley Street
Woolloongabba Qld 4102
Ph (07) 33391 3530

Rene's Smallgoods

(Austrian butcher)
41 Tubbs Street, Clontarf Qld 4019
Ph (07) 3283 7711

Adam's Continental Smallgoods

206 Cobalt Street, Carole Park Qld 4300
Ph (07) 3271 3044

Swiss Gourmet Deli

181 Boundary Street, West End Qld 4101
Ph (07) 3844 2937

Goetzinger Smallgoods

5 Flagstone Drive, West Burleigh Qld 4220
Ph (07) 5576 4787

Franz Continental Smallgoods

15 Industrial Avenue, Caloundra Qld 4551
Ph (07) 5493 9366



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HEALTH

Trauma situations

It should not be forgotten that Austria-born aged persons have lived through a very traumatic time arising from not just the experience of World War II but also the years post-war when times were very tough. It is likely that many families were split up and relocated to areas thought safer than large towns.

Attitudes to illness and pain

Austrian persons are often stoic about pain and loathe seeing a doctor too quickly. He/she will try to cope with pain for as long as possible mostly by trying to ignore it. The person generally won't talk about it unless a close friend or family member mentions any changes they have noticed.

Perception of health professionals

Going to health professionals is usual and Austria-born persons are used to the medical hierarchy (ie. General practitioners for overall health with referral to Specialists as needed for more in-depth treatment). These persons are viewed as professionals and will be treated respectfully by the patient.

The concept of self-help (eg exercises, rehabilitation programs) is also strong in the Austria-born psyche.

It should be noted that whilst respectful of their professional status, the person will question the doctor freely eg asking about drug side effects, the implications of the illness on their particular lifestyle etc.

Complementary medicine is also seen to have an integral role in the health of Austria-born persons, often alongside western medicine. It is not uncommon for the person to seek medical advice and medication and then seek help from health practitioners eg. herbalist, naturopaths, homeopath or acupuncture and undertake a remedial exercise program.



This may mean YOU shouldn't perceive an Austrian person who questions a doctor or health professional as being difficult. Nor should you consider the person as 'being difficult' should he/she want a second opinion or to access complementary medicines or some type.

DEATH AND DYING


Palliative care

Palliative care is a recent concept. Therefore, it is likely that Austria-born elderly persons will be unaware that such services exist or what it entails. If the person does know something about palliative care he/she has learnt this whilst resident in Australia.

Death & dying

The family is expected to stay with the dying person until the final hours of his/her life. The deceased is bathed and dressed in formal wear.

Prior to the burial (most often), relatives and friends gather to pray, view the body and say their final farewells. A requiem mass is generally celebrated prior to proceeding to the cemetery for the burial. Afterwards family and friends gather for drinks and refreshments.

 It is important to establish each person's wishes in the event of palliative care or death and recorded as part of their care plan.


LANGUAGE

The official language is High German (or 'Hochdeutsche'), with each region having its own dialect which can be more pronounced in rural areas. Austrian German can be differentiated from Swiss German and German language spoken in Germany. About 2% of the population speaks languages other than German, chiefly Bosnian, Croatian, Serbian, Slovenian, and Turkish.

(source: Map zones, 2005, www.mapzones.com/world/europe/austria/lifeindex.php)

Of the total Austria-born population in Australia, the main languages spoken at home are English, German and Polish, with English rated as being spoken very well or well.

This means the person's dialect is used within the home and family unit, but English is spoken outside or in public. You will also find that many elderly Austria-born persons will have developed a mix of both languages, using both often in the same sentence. For example, an Austrian person talking in English may respond to a question using "ja" which is German for 'yes'.

 YOU need to be aware that just because they once could speak English, does not mean a) they necessarily spoke it fluently or extensively OR b) they have retained these skills as he/she aged OR c) that it is their preferred language. Speaking English can be tiring to the elderly – as they are engaging in a translation-type of process.

For more Information

A variety of language guides targeted at health and everyday activities is available at a cost from:

HENDRIKA (**HE**alth **aND** **R**apport **I**nteractive **K**ommunication **A**id)

PO Box 326, Beaudesert, Qld, 4285 or via website address: www.hendrika.com.au

PHRASE CARDS

Following is a sample of phrase cards, originally produced by the Multicultural Access Unit, Health Department of Western Australian (reproduced with the permission of the Department of Health Library, Perth, Western Australia).

The cards are arranged under five headings, in the following order:

- Greetings
- Food
- Personal Care
- Pain
- Requests

These cards are available from Diversicare's PICAC Project Officer by contacting:
Ph (07) 3846 1099.

GERMAN NURSING HOME PHRASE CARDS

These cards are designed to assist communication between carers and residents for everyday situations when there is no interpreter present. Do not hesitate to use them-they have been made for staff who do not speak German. Remember that your efforts to speak a resident's language will usually be seen as a mark of respect and recognition of their individuality. This is an excellent way of building rapport.

The cards are arranged under five headings, in the following order:

Greetings

Food

Personal Care

Pain

Requests

For situations where an interpreter is needed (see page 22 of Nursing Home and Hostel Care: A Multicultural Resource Kit for guidelines), telephone the Translating and Interpreting Service (TIS) on 131 450 (24 hours).

Turn over for guidelines on using these phrase cards.

MULTICULTURAL ACCESS UNIT

Health Department of Western Australia

(09) 222 4222

GERMAN

HOW TO USE THESE PHRASE CARDS

There are two ways to use these cards.

1. If the resident can read, you can point to the appropriate phrase in German on the card.
2. Otherwise, you should read the phrase aloud. Follow the phonetic pronunciation on the bottom line. Remember to speak clearly - don't hurry - and don't worry if you have to repeat a phrase.

Note that in the phonetic version, a word may be divided with hyphens to clearly indicate separate syllable (stressed syllables are underlined).

MULTICULTURAL ACCESS UNIT
Health Department of Western Australia
(09) 222 4222

GERMAN

YES NO
JA NEIN
* YA *NINE



GREETINGS

GOOD MORNING

GUTEN MORGEN

*GOOTN MORGN

TIME TO GET UP

ES IST ZEIT, AUFZUSTEHEN

*ESS IST TSSITE OWF-TSOO-SHTAIRN

HOW ARE YOU?

WIE GEHT ES IHNEN?

*VEE GAIRT ES EENEN?

IT IS OKAY, DO NOT WORRY

ES IST ALLES IN ORDNUNG, MACHEN SIE SICH KEINE SORGEN

*ESS IST ALLES IN ORDNOONG, MARKHEN ZEE ZISH KINE-NA SORGN

GUIDE

(top line) English

(middle line) German

*Phonetic pronunciation (underlining indicates stressed syllable)

GERMAN

YES NO
JA NEIN
* YA *NINE



GREETINGS

GOOD NIGHT, REST WELL

GUTE NACHT, SCHLAFEN SIE GUT

*GOOTER NAHT, SHLARFEN ZEE GOOT

VERY GOOD

SEHR GUT

*ZAIR GOOT

THANK YOU

DANKE SCHÖN

*DUNKER SHERN

GUIDE

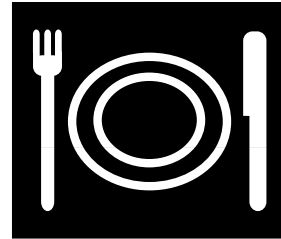
(top line) English

(middle line) German

*Phonetic pronunciation (underlining indicates stressed syllable)

GERMAN

YES NO
JA NEIN
* YA *NINE



FOOD

ARE YOU HUNGRY?

HABEN SIE HUNGER?

HARBN ZEE HOONG-ER

TIME TO EAT NOW

JETZT KOMMT DAS ESSEN

*YETST KOMT DAS ESSN

TIME FOR BREAKFAST

DAS FRÜHSTÜCK IST DA

*DAS FREW-SHTEWK IST DAR

MIDDAY MEAL LUNCH

MITTAGESSEN

*MITTARK-ESSN

GUIDE

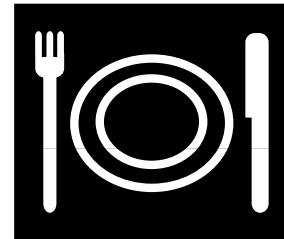
(top line) English

(middle line) German

*Phonetic pronunciation (underlining indicates stressed syllable)

GERMAN

YES NO
JA NEIN
* YA *NINE



FOOD

EVENING MEAL (DINNER)

ABENDESSEN

ARBENT-ESSN

DO YOU WANT A DRINK?

MÖCHTEN SIE ETWAS TRINKEN?

*MERSHTN ZEE ETVAS TRINKN?

WOULD YOU LIKE TEA OR COFFEE?

MÖCHTEN SIE TEE ODER KAFFEE?

*MERSHTN ZEE TEH ORDER KUFFEH?

TEA COFFEE

TEE KAFFEE

*TEH *KUFFEH

SUGAR, MILK

ZUCKER MILCH

*TSOOKER *MILSH

GUIDE

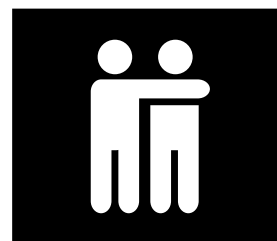
(top line) English

(middle line) German

*Phonetic pronunciation (underlining indicates stressed syllable)

GERMAN

YES NO
JA NEIN
* YA *NINE



PERSONAL CARE

ARE YOU COMFORTABLE?

IST ES SO ANGENEHM FÜR SIE“

*IST ESS ZOH UN-GA-NAIRM FEWR ZEE?

WOULD YOU LIKE TO LIE DOWN?

MÖCHTEN SIE SICH HINLEGEN

*MERSHTEN ZEE ZISH HIN-LEGN?

ARE YOU TOO WARM?

IST ES IHNEN ZU WARM?

*IST ESS EENEN TSOO VARM?

ARE YOU TOO COLD?

IST ES IHNEN ZU KALT?

*IST ESS EENEN TSOO KULT?

GUIDE

(top line) English

(middle line) German

*Phonetic pronunciation (underlining indicates stressed syllable)

GERMAN

YES NO
JA NEIN
* YA *NINE



PERSONAL CARE

DO YOU WANT TO GO TO THE TOILET?

MÜSSEN SIE AUF DIE TOILETTE?

*MEWSSN ZEE OWF DEE TOILETTER?

TRY TO USE YOUR BOWELS NOW

VERSUCHEN SIE, IHREN DARM ZU ENTLEEREN

*FER-ZOOKHEN ZEE EER'N DARM TSOO ENT-LAIRN

IT IS TIME FOR A SHOWER NOW

ES IST ZEIT, SICH ZU DUSCHEN

*ESS IST TSITE ZISH TSOO DOOSHN

I WOULD LIKE TO CLEAN YOUR TEETH

ICH MÖCHTE IHRE ZÄHNE PUTZEN

*ISH MERSHTER EERA TSAIRNA POOTSEN

GUIDE

(top line) English

(middle line) German

*Phonetic pronunciation (underlining indicates stressed syllable)

GERMAN

YES NO
JA NEIN
* YA *NINE



PERSONAL CARE

WOULD YOU LIKE YOUR NAILS CUT?

MÖCHTEN SIE IHRE NÄGEL SCHNEIDEN LASSEN?

MERSHTN ZEE EERA NAIRGL SCHNIDE-N LUSSEN?

WOULD YOU LIKE YOUR TOE NAILS CUT?

MÖCHTEN SIE IHRE ZEHNÄGEL SCHNEIDEN LASSEN?

MERSHTN ZEE EERA TSAY-NAIRGL SCHNIDE-N LUSSEN?

WOULD YOU LIKE YOUR HAIR CUT

MÖCHTEN SIE IHRE HAARE SCHNEIDEN LASSEN?

MERSHTN ZEE EERA HAARA SCHNIDE-N LUSSEN?

WE WOULD LIKE TO WEIGH YOU NOW

WIR MÖCHTEN SIE JETZT WIEGEN

VEER MERSHTN ZEE YETST VEEGN?

GUIDE

(top line) English

(middle line) German

*Phonetic pronunciation (underlining indicates stressed syllable)

GERMAN

YES NO
JA NEIN
* YA *NINE



PERSONAL CARE

PLEASE TAKE YOUR MEDICINE NOW?

NEHMEN SIE JETZT BITTE IHRE MEDIZIN EIN
NAIRMEN ZEE YETST BITTER EERA MEDDI-TSIN INE

PLEASE TAKE YOUR TABLETS NOW

NEHMEN SIE JETZT BITTE IHRE TABLETTEN EIN
NAIRMEN ZEE YETST BITTER EERA TUBB-LET-N INE

TIME TO REST NOW

JETZT IST ES ZEIT, SICH AUSZURUHEN
YETST IST ESS TSITE, ZISH QWS-TSOO-ROON

GUIDE

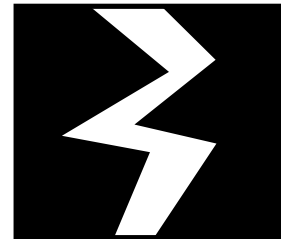
(top line) English

(middle line) German

*Phonetic pronunciation (underlining indicates stressed syllable)

GERMAN

YES NO
JA NEIN
* YA *NINE



PAIN

ARE YOU COMFORTABLE?

IST ES SO ANGENEHM FÜR SIE?

IST ESS ZOH UN-GA-NAIRM FEWR ZEE?

ARE YOU IN PAIN NOW?

HABEN SIE SCHMERZEN?

HARBN ZEE SHMAIRTSEN?

SHOW ME WHERE THE PAIN IS

ZEIGEN SIE MIR WO SIE SCHMERZEN HABEN

TS-EYE-GEN ZEE MEER VOH ZEE SHMAIRTSEN HARBN

IS IT A BURNING KIND OF PAIN?

IST ES EINE ART BRENNENDER SCHMERZ?

IST ESS EYE-NA ART BRENNENDA SHMAIRTS?

GUIDE

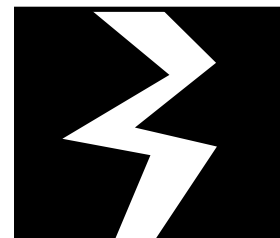
(top line) English

(middle line) German

*Phonetic pronunciation (underlining indicates stressed syllable)

GERMAN

YES NO
JA NEIN
* YA *NINE



PAIN

IS IT AN ACHING KIND OF PAIN?

IST ES EIN DUMPFER SCHMERZ?

IST ESS INE DOOMFER SHMAIRTS?

IS IT A PRICKING KIND OF PAIN?

IST ES EIN STECHENDER SCHMERZ?

IST ESS INE SHTESH-ENDA SHMAIRTS?

DO YOU WANT MEDICINE FOR YOUR PAIN?

MÖCHTEN SIE EIN SCHMERZSTILLENDES MITTEL?

MERSHTN ZEE INE SHMAIRTS-SHTILL-ENDESS MITTL?

GUIDE

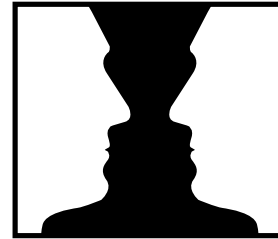
(top line) English

(middle line) German

*Phonetic pronunciation (underlining indicates stressed syllable)

GERMAN

YES NO
JA NEIN
* YA *NINE



REQUESTS

PLEASE STAND UP

STEHEN SIE BITTE AUF
SHTAIRN ZEE BITTER OWF

PLEASE SIT DOWN

SETZEN SIE SICH BITTE
ZETSEN ZEE ZISH BITTER

TIME TO REST NOW

JETZT IST ES ZEIT, SICH AUSZURUHEN
YETST IST ESS TSITE, ZISH OWS-TSOO-ROON

ARE YOU GOING OUT?

GEHEN SIE AUS?
GAIRN ZEE OWS?

GUIDE

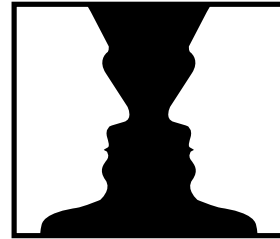
(top line) English

(middle line) German

*Phonetic pronunciation (underlining indicates stressed syllable)

GERMAN

YES NO
JA NEIN
* YA *NINE



REQUESTS

PLEASE COME WITH ME

KOMMEN SIE BITTE MIT

*KOMMEN ZEE BITTER MIT

PLEASE LIFT UP YOUR FOOT

HEBEN SIE BITTE IHREN FUSS

HAIRBN ZEE BITTER EER'N FOOS

GUIDE

(top line) English

(middle line) German

*Phonetic pronunciation (underlining indicates stressed syllable)

Appendix A

About the game – Schnapsen

The Idea of the Game

Schnapsen is a point trick game of the marriage group, and so the basic idea is to win points by capturing valuable cards in tricks, and to make bonuses by melding marriages (matched pairs of kings and queens). However, there are a few ideas that set Schnapsen apart.

- 1 The first is that the game is played at trick-and-draw with no requirement to follow suit until the stock is closed, at which point the tricks remaining in hand are played out strictly, F,t,r.
- 2 The second is that to win a hand you need 66 card points, and the players are required to keep track of their score in their heads -- the use of a scoresheet is not allowed. If your score reaches 66 and you neglect to announce the fact, then your opponent can claim a win when they reach 66, irrespective of your score; also, if a player claims 66 when they have not in fact made it, they pay a penalty. A game is seven game points, and can be reached pretty quickly when penalties and bonuses come into play.
- 3 Finally, the pack is so short that there's no dead wood: virtually every card counts and it can be agony trying to decide how to play each one. The short pack also allows a pretty complete understanding of the lay of the cards to build up quickly, and closing turns out to be the key element of strategy. Very few

games are played out to the end of the pack, and the decision of when to close can be used as a blow to crush your opponent or as a gamble to prevent her from presenting you with the same fate.

How game proceeds

The hands are dealt and the top card of the stock is turned up as trump. The hands are played out at trick-and-draw as the players vie to build up strength (usually in trumps) to allow them to close the stock. They also watch for valuable melds (marriages and the trump Jack, which can be swapped for the valuable turn-up trump) that can swing the hand to a rapid close. All the while the players are keeping track of their own scores and their opponent's. At some point one of the players flips over the turn-up, signalling that the deck is closed and the cards remaining in hand are played out, with no replacement from the stock, following suit strictly, trumping and heading the trick when required. Usually one player's trumps come out immediately and she announces 66 before the hand is played out. But if she calls it incorrectly, her opponent wins a big bonus.

The Cards

Schnapsen is played with a 20-card French- or German-suited pack. I will describe the game with French suits. To play with a standard 52-card international pack, strip out the Nines through the Twos. Austrian Schnapsen packs come with 24 cards, as for Sechshundsechzig; you should strip out the Nines before playing.

The ranks and values of the cards follow the usual Central European model:

Card	Value
Ace	11
Ten	10
King	4
Queen	3
Jack	2

When playing with a German-suited pack, the ranks and values are as follows:

Card	Value
Daus (As)	11
Zehner	10
König	4
Ober (Dame)	3
Unter (Bube)	2

Note that the Daus, or two, is used as high card, instead of the ace (although it is sometimes called the ace (As)). Note also that, in the absence of a queen, same-sex marriages are between the König and Ober. In fact Obers are often referred to as Queens (Damen) and Unters as Jacks (Buben).

The Deal

Determine the dealer by any acceptable means; thereafter, the deal alternates. After the shuffle and cut, deal five cards to each (traditionally by two-then-three or vice versa). The next card is turned up to determine the trump suit, and the remaining stock of nine undealt cards is stacked face-down, crosswise on top of the trump, so that the value of the trump card can still be seen.

The Play

Non-dealer leads. In the first part of the hand, a trick is taken by the highest card of the suit led, or by the highest trump if any is played. There is no obligation to follow suit or to trump. The trick is taken by the winner and, once turned face down in front of her, should not be looked at again. The winner scores the point value of the two cards in the trick, as per the table above. It is important for the players to try to remember how many points they have taken; these scores may not be written down or otherwise recorded, nor are the players allowed to look back at previous tricks to check how many points they have taken. After the trick is played, the winner of the trick takes the top card of the stock to replenish her hand, after which the loser does the same. The winner of the trick leads to the next.

The Trump Jack

As in many Central European Ace-Ten games, the holder of the lowest trump card (in this case the Jack) may exchange it for the trump turn-up. This can only be done by a player who has already won a trick. The exchange does not have to be made at the first possible opportunity - the holder of the trump jack can wait and exchange after any trick as long as cards still remain in the stock, and the stock has not been closed. The exchange must take place after both players have played to the trick, but before a card is led to the next trick; you cannot exchange in the midst of a trick. Once the stock has been closed or exhausted, the trump jack cannot be exchanged.

Marriages

A marriage (the matched King and Queen of any suit) may be melded at any time by leading one of the two to a trick; the other of the pair must be shown simultaneously. This scores 20 points (for a plain marriage) or 40 points (for a royal marriage, i.e., a marriage in trumps). However, while a marriage can be melded at any time, the score does not count until the melder has taken a trick. So for example, a player may meld a royal marriage for 40 potential points on the opening lead, but if she doesn't take a trick by the end of the hand her score is zero.

Once the stock is closed or has been exhausted, no marriages may be melded.

Exhausting the Stock

If no one closes, eventually the last two cards of the stock are drawn - the last face-down card goes to the winner of this trick and the face-up trump to the loser. After this the rules of play change and become more strict. Players must follow suit; also, subject to the requirement to follow suit the second player must beat the led card if possible. This means that if your opponent leads a non-trump:

- 1 you must play a higher card of the same suit if you can;
- 2 failing this you must play a lower card of the same suit;
- 3 if you have no card of the suit that was led you must play a trump;
- 4 if you have no trumps either you may play anything.

If your opponent leads a trump:

- 1 you must play a higher trump if possible;
- 2 if you have no higher trump you must play a lower trump;
- 3 if you have no trumps at all you may play anything.

After the stock is exhausted, no more marriages may be melded. This means in particular that you cannot meld a marriage using the card you drew on the trick on which the stock became exhausted.

It is worth noting that among experienced players it does not often happen that the stock is exhausted; usually the stock is *closed*.

Last Trick

The player taking the last trick gains an extra ten points. However, this bonus is only obtained if the entire deck has been played out and no-one closed.

Closing

At any point, when it is her turn to lead, either player may close the stock, by flipping over the trump turn-up and placing it face-down on the top of the stock. (The opponent gets a chance to exchange the trump Jack.) The stock can be closed either before drawing replacement cards or after, so the final hand may contain either four or five cards apiece. Once the stock is closed, the rules are as for when the stock is exhausted: follow suit and head the trick if possible, otherwise trump, otherwise renege, and no marriages. The remaining cards are played out.

Going Out

A player who believes she has 66 or more points can declare this fact, claiming to have won the hand. Play ceases immediately. Typically this happens when a player has just won a trick, but it may happen just as a player declares a marriage (and hence before the opponent has a chance to play her card -- even if the opponent does manage to play her card in this case the trick doesn't count towards the score).

At this point there are two possibilities: the player claiming to be out is right, or she is wrong. If she is right, she scores points toward game as follows:

- one game point, if the opponent has made at least 33 points;
- two game points, if the opponent has made fewer than 33 points, but has made at least one point (opponent is said to be *Schneider*);
- three game points, if the opponent has made zero points (opponent is said to be *Schwartz*).

If she is wrong, the *opponent* scores two points toward game, or three if the opponent has taken no tricks. If a player closes and subsequently fails to reach 66, the penalties are the same.

If neither player went out, i.e., play continued to the very last trick, the winner is the player with more points. If the players are tied above 66, the game point goes to the winner of the next hand. A draw at 65 is possible, and scores no game points.

To determine the correctness of a claim, both players' points are counted up by recalling points for marriages and going through the cards won in tricks, though if *both* players agree on each other's scores this step can be skipped. (It's no insult to ask for the points to be counted.)

When settling a claim, it may sometimes turn out that the player who did **not** claim actually had 66 or more points. This does not affect the score - as long as the claim was correct, the claiming player wins, however many points the opponent had. The opponent should have kept better track of the score and claimed earlier.

A game is won by the first player to reach seven game points

Comments on Strategy

Nearly every card in Schnapsen counts. There's almost no deadwood, so you have to think carefully about what you want to do with each card. Aces and Tens are worth a lot of points, but you cannot safely lead them in the first half because your opponent is likely to trump them. You want to hold on to Kings and Queens because of the potential for marriages, but of course your opponent is probably holding the mates so you will need to discard them eventually. This leaves only three Jacks that you can throw off to tricks without pain (the trump Jack you probably want to keep for the exchange). Of course you'll be forced to break these rules on occasion. You might pull trump with Aces or Tens when holding a long non-trump suit. It can be advantageous to not have the lead in the first half, so that you can

win tricks with Tens and Aces to gain points, but you need to be able to get the lead back in order to meld marriages. But there are so few cards in your hand, and the stock runs out so quickly, that you usually cannot manage to make plans like these work.

Closing at the right time is the key tactic of the game. You need to count your points, and always keep a count of the sure points that you could win if you closed, along with the average points you'd gain from your opponent. The minute you have a sure (or likely) 66, you should close and rake in your game points. You also need to count your opponent's points, so that you can change your strategy when you think she's about to close (quickly using your trump to be sure to cross the Rubicon of 33 points, for example). A risky close might be indicated if your opponent can be made Schneider or Schwartz. Do not be put off your stride by a few bad hands; Schnapsen allows exciting come-from-behind wins. There's nothing like winning the game after your opponent is ahead 6-0!

Finding a game:

- You can download a freeware Schnapsen / 66 program from:
<http://www.geocities.com/thanoscardgames>
- You can play Schnapsen on line against live opponents at (the interface is in German) <http://www.stargames.at/>

ADDITIONAL RESOURCES

Diversicare Resources

- Directory of Services for the German-speaking community in Brisbane and South-East Queensland up to Hervey Bay, 2005. This directory in both English and German is a listing of known contacts in the areas of - Consulates, Organisations, Cultural groups, Social groups, Media, Travel agencies, Miscellaneous, Food distributors, Restaurants/cafes
- Cultural Diversity Resource Directory for Residential and Community Care Agencies, 2005. Lists all known resources under chapter headings of - Communication, Cultural background, Health and Personal Care, Lifestyle, Legal, Management, Resources.

Phone Director, Diversicare for these resources on (07) 3846 1099

Useful websites

Western Australia

www.health.wa.gov.au/mau/

New South Wales

www.mhcs.health.nsw.gov.au/health-public-affairs/mhcs/resources/index.html#top

Victoria

www.healthtranslations.vic.gov.au/bhcv2/bhcht.nsf/CategoryDoc/PresentCategory?Open

Federal Government

www.ageing.health.gov.au/publicat/multilin.htm

www.ageing.health.gov.au/publicat/pubindex.htm

Cross Cultural Health Program (USA)

www.xculture.org/resource/order/index.cfm?Category=Articles

Centre for Culture Ethnicity and Health - Video Catalogue

http://www.ceh.org.au/video_catalogue.htm

Alzheimers Australia

www.alzheimers.org.au/content.cfm?categoryid=14

Alzheimer's Australia NSW

www.alzheimers.org.au

Queensland Health - Multicultural Health Publications

www.health.qld.gov.au/publications/restopicmaster.asp?Rec=40&frmHealthTopic=MulticulturalHealth

Queensland Transcultural Mental Health Centre

www.health.qld.gov.au/pahospital/qtmhcmultilingual_resources.asp

Cancer Foundation

<http://www.cancerindex.org/clinks13.htm>

Nutrition Australia

www.nutritionaustralia.org

Information lines

Aged and Community Care

Information Line: 1800 500 853

Carelink: 1800 052 222

Libraries

Organisations must be registered to borrow

Diversicare

Ph (07) 3846 1099

Blue Care

Ph (07) 3377 3327

Queensland Transcultural Mental Health Centre

Ph (07) 3240 2833

HACC Resource Unit

Ph (07) 3350 8653

Alzheimers Association of Queensland Inc.

Ph (07) 3857 4043

CORRECTION/ ADDITION FORM

Please complete the following page if you are aware of either incorrect details or you know of additional resources that should be included.

Correction

Listed item	Correction
Title:	
Page:	

Additional Resources / contact

Contact details	Description of resource
Title:	(include whether Person contact, Book, tool, video, article, course)
Publisher:	
Address:	
Phone:	
Website:	

Send this form:

Post
Diversicare
PO Box 5199
West End Qld 4101

Fax
Attention: Margaret Hess
Diversicare
Fax: (07) 3846 1107

Thank you for your assistance in keeping this document current.

41 – 51 Thomas Street West End Q 4101
PO Box 5199 West End Q 4101
Ph 07 3846 1099 Fax 3846 1107

