An aerial photograph of Dubrovnik, Croatia, showing the historic city walls and the harbor. The city is built on a hillside overlooking the sea, with numerous red-roofed buildings and a prominent domed church. The harbor is filled with many small boats and yachts. The image is split vertically: the left half is a solid blue color, and the right half shows the actual photograph of the city and sea.

Croatian Cultural Profile

An initiative of
Home and Community Care
Multicultural Advisory Service

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Croatian Cultural Profile

Thanks are given to the following people:

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Croatian Sports Centre

Mary Volarevic, Croatian Folkloric Dance Group 'Velebit'

Father Nikica Zlatunic OAM, Croatian Catholic Centre
'Cardinal Stepanic'

Zlata Krpan

... and to all those people who have provided comment about this cultural profile.

Cover photo: Altstadt von Dubrovnik (Kroatien) by Amauri Aguiar, Licensed under the Creative Commons Attribution 2.0 Generic

Editors: Amanda Moffatt and Ildiko Keogh

Disclaimer

This cultural profile is a synthesis of information from a range of sources believed to be reliable. Diversicare gives no guarantee that the said base sources are correct, and accepts no responsibility for any resultant errors contained herein or for decision and actions taken as a result and any damage.

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

This cultural profile received funding assistance from the Australian Government Department of Health & Ageing under the Community Partners Program.

Croatian Cultural Profile

Introduction	3
Background	4
Migration Experience	4
Australian Statistics	5
Customs in Everyday Life	6
Greetings	6
Communication Styles	6
Non Verbal Communication	6
Gestures	7
Taboos	7
Values	8
Family	9
Family Structure	9
Attitudes to Residential Care	10
Attitudes to Community Care	10
Personal Hygiene	11
Pensions	12
Leisure and Lifestyle	13
Daily Routine	13
Social Groups	14
Television	16
Radio	16
Newspapers and Books	17
Religion	18
Important Days	19
Food and Diet	20
Coastal Regions	20
Central Regions	21
Sweets and Cakes	21
Beverages	21
Meals	22
Health	23
Trauma Situations	23
Attitudes to Illness & Pain	23
Perceptions of Health Care Professional	23
Death and Dying	24
Language	25
Additional Resources	26
Bibliography	27
Correction / Addition Form	28

This profile of the Croatian cultural community is one of the projects undertaken by the Home and Community Care Multicultural Advisory Service (HACC MAS) Program, funded by the Queensland Department of Communities.

One of the aims the HACC MAS Program has is to provide resources for the home and community care service providers to better meet their clients' needs from culturally and linguistically diverse backgrounds. This booklet is about ensuring that needs of older people from a Croatian background are met.

This profile is intended to provide some insights into the Croatian culture. Two things are important to notice. First, each person is unique and has his/her own individual necessities which need to be considered when planning care. Second, most people from a Croatian background have lived for decades in Australia. They have settled into Australian society very well. Croatian culture in Australia differs a lot from the Croatian culture in modern Croatia, and features from both cultures are evident in Australia today.

The profile provides useful information about a range of topics and resources including books, articles, visual aids and services.



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

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 to maintain a user relevant profile and a quality resource.

Yours sincerely

Vivienne McDonald

Director

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Consultant

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Consultant

Croatia is a Central European and Mediterranean country. Unusually shaped like a crescent, Croatia covers a land area of 56,691 square kilometres and shares borders with Hungary in the north, Serbia in the east, Bosnia and Herzegovina in the south and Slovenia in the west. It has an expansive coastline on the Adriatic Sea, including beautiful cliffs, islands and reefs. Croatia's largest city and capital is Zagreb.

Croatia has a mixed landscape and climate. Along the rocky coastline the climate is Mediterranean. With warm, dry summers and mild winters, it is one of the sunniest coastlines in Europe. In the central and northern areas of Croatia the climate is more continental, with hot summers and snowy winters. This landscape consists of plains, lakes and rolling hills forming part of the Pannonia Basin and the densely wooded mountain terrain of the Dinaric Alps.

Due to a long and colourful history Croatia has developed cultural influences from a variety of backgrounds. The cultural customs, food and language differ greatly across the different regions of Croatia.

NB: This profile gives a very broad and general look at Croatian culture. The specific cultural needs of Croatian born clients will vary greatly and need to be discussed with individuals as part of their care plan.

Migration Experience

There have been four waves of migration from Croatia to Australia. The first wave began in 1851 with the news of the gold rush. The first arrivals, mainly from Dalmatia, became miners, labourers, fishermen and many began their own small businesses.

The second wave resulted after World War II and comprised of displaced persons. These people were often well educated and had been in refugee camps. In 1947, Croatia's made up approximately 80% of migrants from the former Yugoslavia, with at least 5000 Croatians living in Australia at the time.

The third wave of Croatian immigrants arrived in the 1960's and 1970's as a result of the high unemployment, difficult economic conditions and anti- Croatian sentiment in Yugoslavia. Immigration slowed throughout the 1980's with Croatian immigrants primarily arriving under family reunion programs.



Finally, the most recent wave of Croatian immigration occurred in the 1990's as a result of the conflict in the former Yugoslavia. The Socialist Federal Republic of Yugoslavia was formed in 1945 and comprised the states of Bosnia Herzegovina, Croatia, Macedonia, Montenegro, Serbia and Slovenia. Croatia and Slovenia declared independence from socialist Yugoslavia in 1991 in response to the Serbian move to make a Greater Serbian state by encroaching on Croatian territory. The Yugoslavian National Army responded by attacking Croatia and by the end of 1991 a war had developed between the Croats, from the newly formed Croatia and Serbs fighting for what had been the Republic of Serbia. Croatia was internationally recognised as a Republic on the 15th January 1992 by the European Union and became a member of the United Nations later that year. However, the war did not end until the summer of 1995.

The Croatian migrants who arrived in the 1990s, many of them refugees, were mostly middle aged, married and predominantly professionals. However, with 70% of Australian residents born in Croatia arriving before 1980, the level of immigration has significantly dropped in recent years and the Croatian-born population is ageing.



The Migration experience and cultural considerations will vary depending on when your client came to Australia. This can affect each individual's needs including trauma support, family structures and cultural norms. It is important to understand the different experiences of each generation and tailor cultural care for each individual circumstance.

Australian Statistics

The 2006 census recorded that 51 000 Australian residents were born in Croatia with Queensland being the fourth largest state behind New South Wales, Victoria and Western Australia. Of the total Croatian born population living in Australia:

- 43% of Croatian-born population in Australia is aged 65 years or older.
- 65% of Croatian-born Australians speak Croatian at home. 16% speak English and 11% speak Serbian
- 75% speak English very well and 23% speak English not well or not at all.
- 51% are males and 48% females
- 45% of Croatian born Australians had some form of higher non school qualification, 11% was at a tertiary level.
- 46% of Croatian born Australians worked in a skilled trade.
- In Queensland, Croatia is one of the top five birthplaces for people aged 60-79, living in the West Moreton, Darling Downs and Peninsula regions. Many of these residents can be found in the Gold Coast, the southern suburbs of Brisbane, Stanthorpe, Toowoomba, Mareeba and Cairns.

(Source Croatian Community Information Summary Department of Immigration and Citizenship 2001 and Multicultural Communities in Queensland, Queensland Department of Infrastructure and Planning 2007)

Greetings

- Croatian people tend to be formal and reserved when greeting for the first time.
- It is customary to shake hands and have direct eye contact when greeting.
- Close friends and family may greet each other with a kiss on each cheek and an embrace.
- In social situations hosts usually introduce guests starting with the women and followed by the men in order of oldest to youngest.
- Young people are expected to offer the first greeting to older people and women to men.
- Generally Croatian people use their titles and surnames when referring to others, only close friends and family will use first names.

Communication Style

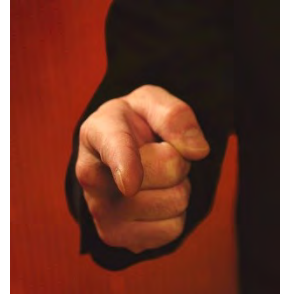
- Generally Croatsians' communicate in a direct and straightforward manner, however there is an emphasis on being respectful and diplomatic so as not to offend anyone.
- Many Croatian people speak in a loud voice and have an animated communication style. Softly spoken people may be seen as lacking in confidence.
- Humour is often used in communication and is not meant to be offensive but a way of making light of difficult situations or a person's flaws and it is common to respond in a similar fashion.

Non Verbal Communication

- Personal space is usually respected in Croatia culture. People generally don't touch each other when communicating until a familiar relationship is established.
- Direct eye contact is usually expected and appreciated. Avoiding eye contact can be taken as a sign you do not like the person; however, making eye contact with eyes wide open can suggest that a person does not agree with what is being said.

Gestures

- Pointing at someone is considered rude, as is waving your index finger; instead, it is best to use your whole hand or nod in the direction of a person.
- Raising your thumb, index and middle finger is a Serbian nationalism gesture and maybe offensive to Croatian people. When signifying the number three use the index, middle and ring fingers.



Taboos

- Avoid talking about the conflict between Croatia and Serbia and the former Socialist Federal Republic of Yugoslavia, as this may be a sensitive issue for many Croatian people. Discussing comparisons between the nationalities of the former Yugoslavian states may also be offensive.
- For many Croatian-born people religion is an important part of their lifestyle with the majority belonging to the Roman Catholic faith. Be mindful of discussing any subjects that may offend those of the Christian faith such as divorce, euthanasia, family planning, and alternative beliefs.



- With over 90% of Croatian-born people belonging to the Roman Catholic church, many of the Croatian cultural values stem from religious beliefs. These include family and marriage, morality, devotion and compassion.
- Honour is an important principle in Croatian culture and is closely linked with the values of family. Making personal sacrifices to benefit your family is highly regarded.
- Children are expected to respect their elders and are generally raised with strict discipline.
- The elderly are traditionally seen as a source of knowledge and information on culture, traditions and history and are valued both within the family and the broader community.
- Good health is also valued in Croatian culture for without it one cannot enjoy their family and faith.



Family

The family is seen as a fundamental part of Croatian culture, particularly the support it offers in times of crisis

Family Structure

- As many Croatians are Catholic, monogamy is strictly followed and marriage is encouraged. Most Croatian's marry in their early twenties. Croatian-born people may choose whom they wed; however, they generally marry people of similar nationality, religion and social status. Divorce is considered undesirable.
- Extended families are valued and nurtured within Croatian culture.
- Traditionally, married couples lived with the husband's parents and were expected to have more to do with his relatives. Childcare was shared with grandparents and grandfathers traditionally spent quality time with the grandchildren.
- The elderly enjoy higher status than younger members of the family.
- Traditionally, Croatia was a patriarchal society, however women were encouraged to join the workforce during the Socialist rule and now experience a fairly equal status with men. Rural women often worked alongside their husbands, whilst maintaining the household.
- Women are still viewed as responsible for the housework and primary childcare, whilst pursuing higher education or maintaining a career. However, many men share some of the home duties and actively raise their children.
- Care of the elderly is seen as the responsibility of the family. This can be a cause of stress within families in Australia, due to financial and time commitments. Even in contemporary Croatia, many elderly people spend time in nursing home care, at considerable expense to families.



Attitudes to Residential Care

- For many Croatian families residential care is viewed negatively. Traditionally residential care was viewed as institutionalization and inappropriate for a loved one. There are still limited residential facilities and aged services in Croatia.
- There is also some social stigma towards mental illness within the Croatian culture.
- In Australia, many families have concerns about placing their elderly in non-Croatian speaking facilities as there is a preference for cultural and linguistically appropriate aged-care services. One concern is isolation for the person if they are in an English-speaking environment. Many elderly fear losing their independence and connection to the Croatian community.
- There may also be a lack of knowledge about Australian aged care systems leading to a reluctance to seek assistance or sign appropriate forms.
- When engaging in aged care assessments clients may feel uncomfortable answering personal questions and find the process intrusive.

Attitudes to Community Care

- Families tend to be open to community-based age care services as a means of allowing elderly relatives to remain in their own home and maintain their independence.
- For many Croatian born people, the presentation of their house is very important as it is culturally unacceptable to welcome people into a poorly maintained home. For this reason many older people will clean before a service provider arrives.
- In addition many Croatians have high expectations of care workers in the type of duties they are expected to provide and the quality of the work carried out within their homes.
- There is generally a cultural preference for female carers, as traditionally housekeeping duties were the responsibility of women. Furthermore, it is culturally considered appropriate for female workers only to attend to the personal care needs of female clients.

There are no specific cultural norms surrounding bathing and personal hygiene rituals within the Croatian culture.

- Some older members of the community may prefer a bath; however, this is dependent on an individual's personal preference.
- Croatian-born people tend to take pride in their appearance.
- Many Croatian people wear gold jewelry, particularly holy necklaces or pendants representing their Roman Catholic faith.
- On Sundays Catholic Croatian-born people usually dress in more formal attire as a sign of respect. It is not appropriate to wear shorts or sleeveless shirts and blouses during this time.



It is important that each person's preferences regarding personal hygiene needs be checked before completing their care plans.



- On July 1 2004 the Australian and Croatian governments agreed to share the responsibility of pension payments to people who were otherwise not entitled due to insufficient residency periods in Australia, or sufficient periods of insurance in Croatia. This agreement allowed many Croatian-born residents the chance to claim some social security benefits in Australia including the age pension or disability support that they were otherwise exempt from receiving.
- Some Croatian clients may receive a pension from the Croatian government in Australia, depending on when they migrated.
- Other clients may receive part pensions from both countries and will receive two separate payments.



For Croatian born people family, church and community generally play an important part in their leisure and lifestyle activities.

Daily Routine

Routine can play an important part in the Croatian way of life. For many older Croatian-born people their daily routine evolves around food preparation, meal times, and their religious customs.

Sundays are a rest day as the majority of Croatian-born people attend church, followed by a shared meal with friends and family. Many older Croatians play Bocce on Sunday afternoons. It is traditionally disrespectful to do housework, labouring or study on Sundays, and many Croatian-born Australians continue to observe this tradition.



You need to establish each individual's preferences with them regarding his/her daily routine and timing for their daily activities.



Social Groups

14

Many Croatian people enjoy celebrating their culture with traditional food and community gatherings.

There are some very strong and active Croatian cultural groups in Queensland. These groups provide Croatian-born people with a variety of activities including soccer, bocce, folkloric dancing, as well as monthly meals for pensioners. For many older Croatian-born people who may live away from their own families, these community connections provide support and a sense of extended family.

These cultural groups also provide an opportunity for elders in the Croatian community to share their skills and cultural understandings with younger generations.

Croatian Cultural Groups include:

Croatian Catholic Centre 'Cardinal Stepinac'

Father Nikica Zlatunic OAM

85 Henson Road SALISBURY Qld 4107

Activities: Religious, cultural, educational, welfare

Ph: (07) 3700 4300

Email: brisbaneccc@yahoo.com.au

Croatian Folkloric Dance Group - Brisbane

164 Dunn Road ROCKLEA Qld 4106

PO Box 81 COOPERS PLAINS QLD 4108

Activities: Religious, cultural, educational, welfare

Website: www.cfdgbne.yolasite.com/performances

Croatian Folkloric Dance Group 'Velebit'

Ms Renata Sakic

PO Box 1758 OXENFORD QLD 4210

Activities: Cultural, social

Ph: 0408 545 927

Email: mvolare@bigpond.net.au

Croatian Pensioners Group

Mr Peter Baternak

66 St James Circuit, HERITAGE PARK Qld 4118

Activities: Social, cultural

Ph: (07) 3803 0321

Croatian Sport and Cultural Centre Queensland

Ms Maria Badrak

164 Dunn Road, ROCKLEA Qld 4106

Activities: Cultural, sporting, recreational

Ph: 0437 880 523

Croatian Sports Centre

Broadbeach-Nerang Road, CARRARA Qld 4211

PO Box 3023, CARRARA Qld 4211

Ph: (07) 5596 0935

Fax: (07) 5574 7546

Gold Coast Pensioners Club

Croatian Sports Centre

Mr Stipe (Steven) Barac

PO Box 1183, SOUTHPORT Qld 4215

Ph: 0407 727 678



Television:

The SBS Television network is available in major cities in Queensland. SBS provides Croatian news broadcasts daily. In Brisbane, this broadcast is aired at 9.05am Monday to Saturday and 3.45pm Sunday afternoons.



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

Radio:

Croatian radio programs can be heard on 4EB, Brisbane's multicultural radio station, throughout the week. These programs include:

4EB FM 98.1

Radio 4EB Finnish Programs
PO Box 7300, East Brisbane QLD 4169
Phone: (07) 3878 2025

Monday	8:30am - 10:00am
Wednesday	6:15pm - 7:00pm
Friday	8:30am - 9:30am
Saturday	2:15pm - 3:00pm

SBS radio also has some programs and news in Croatian. Check your local guide for times as these may vary in different locations.



Newspapers & Books:

Most Australian /Croatian newspapers come from Sydney and Melbourne as these areas have the largest Croatian born populations in Australia. These publications include the *Croatian Herald*, *New Croatia Weekly* and *Cro Express*. Copies of these newspapers can be collected from local Croatian community groups or ordered directly from select newsagents.

There is also a Croatian bookshop in Melbourne that has an online store and provides a large variety of Croatian language texts including books, magazines, CDs, DVDs and presents.

Zagreb Croatian Bookshop

309 High Street, PRESTON Vic 3072

Phone: (03) 9484 7236

E-mail: zagrebcb@bigpond.com



As mentioned previously, over 90% of Croatian-born Australians belong to the Roman Catholic faith. The remaining population belong to a variety of faiths including a significant number of Croatian-born Seventh-Day Adventists.

For many elderly Croats religious practices include daily prayers in the morning, before meals, and before retiring to bed each evening. Sundays are a holy day and the majority of Croatian-born Australians will attend church on Sunday mornings.

In Brisbane there is a dedicated Croatian Catholic Church which holds weekly services in the Croatian language.

Brisbane:

Time: 9.00 am

Place: Aloysius Stepinac Church

Address: 85 Henson Rd, SALISBURY Qld 4107

Gold Coast:

Time: 12 PM

Place: St Brigid's Church

Address: 39-49 McLaren Road, NERANG Qld 4211

There is also a dedicated Brisbane-based Croatian Seventh-Day Adventist Church.

Brisbane Croatian Seventh-day Adventist Church

Runcorn State High School

Performing Arts Centre

132 Hill Road, RUNCORN Qld 4113

<http://brisbanecroatian.adventist.org.au>



Religion can be a very personal and sensitive subject, so always check with your client about their individual needs in regards to faith and religious practices.

Important Days:

Many of the important days in Croatian culture are closely linked with the Christian calendar.

Festivity	Month/Day	Customary Practice
New Year's Day	1 January	Large outdoor celebrations everywhere, some towns host fireworks and music to mark the beginning of the year
Epiphany	6 January	Catholic Croats celebrate this day and many have their homes blessed by a priest.
Easter	Late March / Early April	Easter is celebrated by colouring and sharing eggs, preparing and blessing food baskets, and attending church services. Pisanice are the brightly painted eggs given as gifts, and decorated in the different styles of the regions
Labour Day	1 May	Signals the beginning of the vacation season and many families take a trip to the coast or the mountains.
Anti-fascist Struggle Day	22 June	A national holiday in Croatia and is celebrated with outdoor barbeques and fireworks.
Statehood Day (Croatian National Day)	25 June	A public holiday. The Croatian Parliament proclaimed independence on June 25 th 1991. Flowers and candles are placed on the tombs of soldiers. Street processions and parliamentary speeches are made.
Victory Day/Day of Croatian Defenders	5 August	Many attend Mass to honour those who died during the War of Independence. Parades and concerts occur throughout the day and the Croatian flag is raised above the Knin fortress.
Assumption of Mary	15 August	Thousands gather in Sinj for an all night wake, a morning mass and a magnificent procession through the streets.
All Saints Day	1 November	On All Saints' Day, families gather to visit cemeteries, light candles, and place chrysanthemums on the graves in remembrance of their loved ones.
Christmas	25 December	The family gets together on Christmas Eve to decorate the Christmas tree and attend midnight Mass. Christmas day is celebrated with family. Gifts are given to children on the 6 th December Sprouting wheat is a symbol of Christmas is tied with ribbon in the colours of the Croatian flag – red, white, and blue.



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

Food is a very important part of Croatian culture both in its preparation and in its consumption. The various styles and dishes vary from region to region and echo the historical influences that have shaped Croatian culture including Mediterranean and Central European cuisine.

For many older Croatian-born Australians food preparation forms a key part of their daily routine as many dishes are made from scratch with fresh ingredients on a daily basis. The majority of ingredients are easily available in Australian supermarkets and many Croatians grow their own herbs and vegetables.

Coastal Regions:

For Croatian-born people from the coastal areas of Croatia and the surrounding islands, seafood is a key ingredient. Many of the dishes from this area are Italian inspired.

- Common meals are grilled whole fish, sardines and cevapi, skinless sausages, a seafood-based stew called brodeti usually served with soft polenta, and a black risotto made with the ink from squid.
- It is common for people from this region to cook in a bell shaped oven called a pekari (a peka). The peka is used to steam food such as turkey or pork in its own juices to give the food a rich flavor.
- Whole lamb or pork spit-roasted on an open fire with herbs is also popular.



Central Regions:

The central areas of Croatia are influenced more by an Austro-Hungarian style of cooking which suits the colder climate.

- Popular dishes include cabbage rolls stuffed with pork and rice, mashed potato, cured meats such as prsut, kulen, csabai and spek, and stews, soups and sauerkraut made with the whole head of a cabbage. Paprika is used to flavour a variety of foods. Meats such as pork, lamb, beef and turkey are popular.

Sweets & Cakes:

Croatian cuisine is known for its cakes and sweets — butter biscuits, walnut and poppy seed sweet breads, and tortes with apples, plums or apricots. Popular dishes include Krafne (a type of donut), Kroštule (a deep fried pastry), and Palacinke (Croatian pancakes). Cheese is also used widely in sweets.



Beverages:

- Coffee is a very important part of Croatian culture.
- Wine, beer and liqueurs are also popular drinks in Croatian culture. Many Australian-born Croatians import their favourite drinks from Croatia, and some make their own liqueurs and wine.



Meals

Breakfast:

Is usually a light meal of fruit and toast eaten upon rising.

Morning tea:

One of the most important meals of the day is the morning meal eaten around 10 o'clock. This meal is similar to a continental breakfast including fresh bread, ham or sliced meat, cheese and pickled vegetables. A small glass of homemade liqueur or wine accompanies this meal. Traditional sweets, pastries and cakes then follow. People often drink black coffee to finish this meal.

Lunch:

A late lunch is traditionally the main meal of Croatian people. This usually involves some soup or stews, followed by a meat dish with vegetables. Homemade noodles are also popular.

Dinner:

Is often a light meal of leftovers from the previous meals.



The above is a very brief and general overview of Croatian cuisine. A client's meal preferences need to be discussed with each individual as part of their care plan.



Generally Croatian-born Australians value their health and seek medical attention when required; however, preventative health measures may not always be adopted.

- Many elderly Croatian-born Australians have little or no knowledge of anatomy or how their bodies work. Due to English language difficulties, medical terms, procedures and illnesses may need to be explained clearly, and you may need the assistance of an interpreter or younger family member.
- Herbal medicine, massage and faith healers were traditionally used in Croatia and some clients may prefer to turn to these treatments initially.

Trauma Situations:

- Many Croatians experienced trauma in the Second World War and in the recent conflict in Croatia. In some cases this trauma has never been addressed.
- Many elderly Croatian-born Australians experience depression and a high number suffer with paranoia due to language barriers, social isolation, and the difficulties experienced settling into a new culture. Mental illness was traditionally associated with social stigma but this is changing.

Attitudes to Illness & Pain:

Croatian-born people tend to openly discuss their physical ailments and health conditions.

- For some elderly Croatian people there is a fear of admitting their illness and pain in case the doctor suggests residential care or support.
- For many families it is preferable to share a serious diagnosis such as a terminal illness with loved ones, as opposed to the loved ones being told by a doctor.

Perceptions of Health Care Professionals:

- Traditionally, doctors and general practitioners are well respected and given great authority. Many rely on their doctors for information, assistance and referrals.
- Most Croatians will follow the advice of doctors and comply with medical treatments. Some problems can occur with elderly Croatian people over medicating or not complying with long-term use of their medications.



Language difficulties may provide significant barriers to communicating about personal issues. Use clear and specific language to help your patient/resident and family understand the prognosis and make informed decisions about care. Always remember that there are nuances within each cultural grouping, which can be addressed through comprehensive communication with the patient/resident and family.

- For many Croatians of the Catholic faith death is a time to observe rituals and religious rites. One of the main rituals performed at the time of dying is the administering of the last rites. The last rites is one of the seven sacraments of the rosary which is a prayer reflecting the important events of the life of Christ and Our Lady. The rosary is a mix of vocal and silent prayer. Rosary beads are used to aid people in prayer.
- For some families it may be preferred that a Croatian priest visit in the days leading to death and give comfort to the patient. The last rites is often conducted by a priest just before a patient is expected to die, or soon after death. In some cases the immediate family may be present to witness this ritual. The family may dress the patient after death before the body is moved to the funeral home.
- For many Croatians burial is preferred to cremation; however, some Croatian-born Australians request to be cremated and returned to family plots in Croatia.




Croatian is the collective name given to the languages and dialects of Croatia. With 75% of Croatian born Australians speaking English very well it is important to remember that as people grow older they may lose their ability to speak a second language fluently.

- For some elderly Croatian clients speaking English can be tiring as they are engaging in a mental translation process.



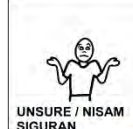

















English Greeting	Croatian Greeting	Closest English Pronunciation
Hello	Dobar dan	Dobar dan
Good Morning	Dobro jutro	Dobro yootro
Goodbye	Dovidjenja	Doveejenya
Yes	Da	Da
No	Ne	Ne
Thank you	Hvala	Hvala

Croatian

BASICS



Baska tablet: one of the first monuments depicting the Croatian language

 YES / DA	 NO / NE	 UNSURE / NISAM SIGURAN	 NO SMOKING / ZABRANJENO PUŠENJE
 STOP / STANI	 CALL NURSE / MEDICINSKU SESTRU	 TOILET / ZAHOD	 HELP / POMOĆ
 MEALS AREA / BLAGOVAONICA	 THERAPY / TERAPIJA	 BED PAN / POSUDA ZA NUŽDU ZA MOKRENJE	 BRUSH / ČETKA
 SHOWER / TUŠ	 HOT DRINK / TOPLI NAPITAK	 COLD DRINK / HLADNI NAPITAK	 HUNGRY / GLADAN
 WATER / VODA	 TOOTH BRUSH / ČETKICA ZA ZUBE	 TELEVISION / TELEVIZOR	 TELEPHONE / TELEFON

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Cue Cards: developed by Eastern Health

Diversicare

www.diversicare.com.au

Queensland

www.health.qld.gov.au/multicultural

New South Wales

www.mhcs.health.nsw.gov.au

Victoria

www.healthtranslations.vic.gov.au

Victoria PICAC (Partners in Culturally Appropriate Care)

www.culturaldiversity.com.au

Federal Government

<http://www.health.gov.au/>

<http://www.healthinsite.gov.au/>

Federal Government

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

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

Alzheimer's 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?](http://www.health.qld.gov.au/publications/restopicmaster.asp?Rec=40&frmHealthTopic=MulticulturalHealth)

[Rec=40&frmHealthTopic=MulticulturalHealth](http://www.health.qld.gov.au/publications/restopicmaster.asp?Rec=40&frmHealthTopic=MulticulturalHealth)

Queensland Transcultural Mental Health Centre

www.health.qld.gov.au/pahospital/qtmhc/multilingual_resources.asp

1. Frkovic & V. Grepl (1989) *Croatians in Queensland*, Croatian Welfare Centre, Brisbane: Australia

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Correction/Addition Form

28

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:	
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