



Swiss

CULTURE PROFILE

An Initiative of Qld Partners
in Culturally Appropriate Care
March 2006





Swiss

CULTURE PROFILE

An Initiative of Old Partners
in Culturally Appropriate Care
March 2006

Funded by Commonwealth Department
of Health and Ageing

Published 2006 by:
Diversicare
PO Box 5199
West End, Queensland, 4101
Phone: (07) 3846 1099

Swiss Culture Profile

Thanks is given to the following people:

Margaret Hess, Director, Diversicare
Elizabeth Zajac, Project Officer, PICAC
Angelika Straker, Diversicare
Kerstin Wyssusek, Diversicare
Lorly Wihler, Swiss Community Care

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

Editor: Jennifer Leigh (J Leigh & Associates)

Disclaimers

This directory is a synthesis of information from a
range of sources believed to be reliable. Diversicare
gives no warranty 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.

INTRODUCTION	4
BACKGROUND	5
Migration experience	6
Australian statistics	6
Cultural stereotypes	6
Customs in everyday life	7
FAMILY	8
Family structure	8
Attitudes to residential care	8
PERSONAL HYGIENE	8
Bathing	8
Dress	8
Grooming	8
PENSIONS	9
LEISURE AND RECREATION	10
Daily Routine	10
Social groups	10
Television	10
Movies	11
Radio	11
Newspapers	12
Books	12
Music	13
RELIGION	14
Profile	14
Important days	14
FOOD AND DIET	16
Meals	16
Food sources	16
HEALTH	18
Trauma situations	18
Attitudes to illness and pain	18
Perception of health professionals	18
DEATH AND DYING	18
Palliative Care	18
Death & Dying	18
LANGUAGE	19
PHRASE CARDS	20
APPENDIX A	36
ADDITIONAL RESOURCES	39
CORRECTION / ADDITION FORM	41



INTRODUCTION

This profile of the Swiss 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 a Swiss 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 Swiss 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 Switzerland, 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

Switzerland is a land-locked country of mostly mountains (Alps) with a central plateau of rolling hills, plains, and large lakes located in central Europe covering 41,290 sq kilometres. It is a federation of 26 relatively autonomous states ('cantons') and shares its border with Germany, France, Italy, Austria and Liechtenstein.

The ethnic mix within Switzerland is predominately of Germanic origin (65%) with French 18%, Italian 10%, Romansch 1% and 6% other origin. However, as at the 2001 census, the top three ancestries of Switzerland-born in Australia is Swiss (6,970), Swiss-German (410) and German (390).

(Source: www.immi.gov.au/statistics/stat_info/comm_summ/textversion/switzerland.htm)



Migration experience

Due to the fact the Swiss had not experienced the destruction and trauma of the World Wars they felt no pressing need to emigrate elsewhere. It was not until 1956 with the advent of the Assisted Passage Scheme was there any significant group migration of the Swiss to Australia. New migrants were mainly craftsmen, printers, woodworkers, technicians, clerks and farmers.

Australian statistics

The latest Census in 2001 recorded Switzerland-born persons in Australia, which is a slight increase from the 1996 Census. As at the 2001 census, there are 10,800 Switzerland-born persons in Australia with Queensland having the second largest population (2,330) of Switzerland-born persons second only to New South Wales. Within this total, there are almost equal numbers of males and females, with 79.4 % also having some educational or trade qualification. (source: The Switzerland-born Community, DIMIA, 2003.

www.immi.gov.au/statistics/stat_info/comm_summ/txversion/switzerland.htm)

The Swiss do not constitute an easily identifiable group or close-knit community, not only because their numbers are small but also because these small numbers are spread across the major coastal regional centres where most have tended to settle. Where the Swiss in any location have gotten to know each other, they will form a close knit community.

Because of a shared language, Switzerland-born persons tend to link into the German community's network (eg German Club)

where they exist (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 Switzerland-born or German-speaking persons.

Cultural stereotypes

The culture of Switzerland has been influenced by its neighbouring countries, but over the years a distinctive culture with strong regional differences has developed. Strong regionalism in Switzerland makes it difficult to speak of one homogeneous Swiss culture.

(source: en.wikipedia.org/wiki/Switzerland)

Switzerland is noted for its yodeling, Alps, strong tradition of being a Neutral country, its Swiss Bank, chocolate, swiss cheese, army knife, their watches (Rolex in particular) and for its engineering expertise.


(source: en.wikipedia.org/wiki/Switzerland)

The Swiss are reserved and private, taking time to 'open up' to new people. They like the arts, music and culture.

Whilst identifying as Swiss, each person also has perhaps an even stronger regional cultural identity. The region in which the person lived impacts 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 Switzerland-born person. This reality

means YOU should establish each 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 'Swiss'. YOU need to establish preferences of each Switzerland-born person in your care.

Customs in everyday life

Punctuality is particularly important.

Greetings. Swiss 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. It is impolite for adults to chew gum in public plus yawns or coughs are covered when they cannot be avoided.

Touching the index finger to one's forehead/forehead/temple is an insult.


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

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

The Swiss also do not like personal questions or any discussion about age (especially with strangers).

(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 Switzerland-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* Switzerland-born person.

For more information

"The Switzerland-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

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

Most Swiss expect to marry and have a family, with the marriage being a legal one as opposed to a religious ceremony, which is considered optional.

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 Switzerland-born persons want a shower daily.

Dress

Swiss take pride in dressing well. It is important to dress properly for all events. (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 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/after-shave, clipping nasal and ear hair and trim 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 Switzerland 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 a Switzerland-born person is accessing a pension from Switzerland, the Swiss 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 Swiss Pension fund. Therefore it is important that the consulate be informed of any change in residential address.



The Swiss Honorary Consul

25 Buchanan Rd
Banyo, Brisbane, Qld, 4014
Ph (07) 3621 8099

Consulate General of Switzerland

Tower 2, Level 23,
101 Grafton St (cnr Grosvenor St)
Bondi Junction NSW 2022
Ph (02) 8383 4000

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 Swiss 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 close proximity to the mountains in all areas in Switzerland has greatly influenced the leisure of Swiss people. Their leisure time may be filled with such activities as:


- being outdoors, in particular skiing, mountaineering, paragliding;
- Swiss- style wrestling (Schwingen);
- Sports eg soccer, ten-pin, shooting;
- Fishing; and
- card games eg. Jass which is similar to 500.

(source: en.wikipedia.org/wiki/Culture_of_Switzerland#Leisure)

 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

Switzerland-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

Swiss social clubs where they exist provide community functions, arts in particular music, information and education. Such clubs may exist as a sub-group within German clubs. Contact details are:

 **Swiss Society of Queensland**
36 Austin Street, Newstead, Qld 4066
Ph (07) 0508 11291 (Mark Godot)

Swiss Club Gold Coast
PO Box 5381, Gold Coast MC Qld 9726
Ph (07) 5597 0666 (Franz Huber)

Swiss Community Care
Lorly Wihler
18 Clear Mountain Road
Clear Mountain, Qld 4500
Ph (07) 3298 5300


Television

The SBS television network is available in major cities in Queensland (indeed Australia). SBS provides German-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 Switzerland, 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/cgiisirsj/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 Switzerland, 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>

Switzerland's international broadcaster, 'Beromünster' can also be listened over the web by logging onto the following website and choosing preferred language:

<http://www.drs.ch/index.cfm?gbAction=1DB30665-13D5-11D5-BDFB0002A507D34A&navItemID=0047A22C-0602-40B8-84BF0AE7DFA38DAB&MenuNodeID=B03F7C18-D08E-4CC6-A6A311D20E9263F1> and choosing the program

 Check your radio program guide or 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 Switzerland can affect his/her preferred newspaper. There are 4 ways to access Swiss 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:

- 24 Heures
- Basler Zeitung
- Handleszeitung
- Le Matin
- Tages Anzeiger
- Tribune De Geneva


2) Go to the following web address www.pressdisplay.com/pressdisplay/viewer.aspx

choose 'Switzerland' to access a copy of the following newspapers:

- 24 Heures
- Basler Zeitung
- Handleszeitung
- Le Matin
- Tages Anzeiger
- Tribune De Geneva

3) The following web address gives you access to 6 newspapers available in Switzerland: <http://www.mediatico.com/en/newspapers/europe/Switzerland/>


4) You can search on the web using the name of the publication. For example, Le Matin's website address is www.lematin.ch/nwmatinhome.html

 If the person cannot use a computer, do not forget you can log on and load these newspapers and print all or some pages which can then be given to the person to read at their leisure.

Books

Switzerland-born persons enjoy 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 Switzerland-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 Swiss 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, DVD's):
www.brisbane.qld.gov.au/uhtbin/cgiirsi/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 (2004) 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

At the 2001 Census the major religions amongst Switzerland-born in Australia, were Roman Catholic (3,140 persons), Lutheran (840 persons) and Anglican (630 persons). A significant number of persons indicated no religion (20.9%) in this same census.

(Source: www.immi.gov.au/statistics/stat_info/comm_summ/textversion/switzerland.htm)


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 a religion does not mean that as the person ages, he/she might now wish to pursue a particular religion.

 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.

 The listing opposite 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.

Festivity	Month / Date	Customary practices
Easter (or 'Ostern')	Commences on Palm Sunday (or 'Palmsonntag'), the Sunday before Easter	Twigs of pussy willow are consecrated in church and kept at home to protect against harm
	Green Thursday (or 'Gruendonnerstag') is the Thursday prior to Good Friday	This is the day to clean the house, brush off clothes. The colour green is symbol of being cleansed from sin and keeps one safe in the coming year. Green foods are traditionally eaten
	Good Friday (or 'Karfreitag')	No meat is eaten, only fish or eggs
	Easter Sunday (or 'Ostersonntag')	Celebrated with candles, flowers and ringing of Church bells. Lamb and yeast cakes are traditional. Easter egg (made by the Easter Hare or 'osterhase') hunt occurs on this day
Pentacost or Pfingsten	40 days after Easter Sunday	Person is likely to want to go to church
All Souls' Day	1st November	Person may want to go to Church
Advent	Commences 4 Sundays before Christmas and is observed each Sunday in the lead up to Christmas	There are 4 candles in a wreath and on the 1st Sunday of Advent one candle is lit. On the 2nd Sunday 2 candles are lit and so on until all 4 candles are lit on the 4th Sunday of Advent.
Christmas (or 'Weihnachten')	Celebrated on 24th December (or 'Heilig Abend')	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.

FOOD AND DIET

Swiss people do not only love good food, they also appreciate a beautiful decorated table and ambience. They often prefer to dress for meals and table etiquette is important.

They have a rich and varied cuisine drawn from the various cultures that once comprised the Austro-Hungarian Empire. (source www.about.ch/culture/food/index.html#CH_EatDrink)

Food, ingredients and the way it is prepared varies greatly across Switzerland, however, the Swiss prefer food that is NOT MICROWAVED.

Generally speaking, basic food items include a huge selection of bread (white, whole wheat etc.), dairy products and a great variety of cheese. (source www.about.ch/culture/food/index.html#CH_EatDrink)

Meals

Breakfast. Typically includes bread, butter or margarine, marmalade or honey, maybe some cheese or cereals, plus milk, cold or hot chocolate, tea or coffee.

Lunch. This is the preferred main meal of the day.

Dinner. If people had their main meal at lunch, dinner can be just some bread, cheese and maybe some dried meat or any other light meal eg a sandwich or a birchermüesli – particularly in summer.

Afternoon tea. Desserts or pastries are very popular and particularly enjoyed at this time.

(source www.about.ch/culture/food/index.html#CH_EatDrink)



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.

Food sources

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

Below is a list of known suppliers of Swiss 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.

Swiss Butcher Heinz

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

Rene's Smallgoods

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

Bread	Cheeses	Vegetables	Meat / Fish	Fruit	Drinks
<p>There are dozens of types of bread in Switzerland, with some served at particular times eg:</p> <p>* Zopf is typically served on Sunday for breakfast.</p> <p>* Bürli are small breads served for breakfast or at BBQ parties</p> <p>Bread is eaten at most meals</p>	<p>milk, yogurt, butter</p> <p>Fondue is made out of molten cheese and wine and is eaten mostly in winter.</p>	<p>Beans Carrots Cauliflower Potatoes Spinach</p> <p>Vegetables are very important and the Swiss like lots of vegetables</p>	<p>Sausages Veal Beef Pork Chicken Turkey Fish</p> <p>served in many different ways: grilled, cooked, sliced or cut</p>	<p>Apples Pears Grapes Black berries Blueberries Raspberries Red currants Strawberries</p>	<p>Water is preferred to soft drinks beers wines</p> <p>Hot drinks include many different flavours of tea and coffee.</p>

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

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 Swiss 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

HEALTH

Trauma situations


The major trauma situation of significance is something that is referred to as the 'lost generation' or Verdingt. Until 1952 when it ceased, children aged 5 years from poor families were removed from their families and used as slaves on farms. Whilst predominately affecting males, females were also removed and effectively passed into slavery.

Attitudes to illness and pain

The Swiss do not like to deal with illness and use a coping mechanism of downplaying it or pretending it's not happening.

Perception of health professionals

Whilst used to the medical hierarchy (ie. General practitioners for overall health with referral to Specialists as needed), the Swiss will only see the doctor if really necessary and can be stubborn in trying to address health problems. Health professionals are viewed as professionals and will be treated respectfully by the patient.

 This may mean YOU should not perceive a Swiss 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.

DEATH AND DYING

Palliative Care


Palliative care is a recent concept. Therefore, it is likely that Switzerland-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 deceased is bathed and dressed in the clothes he/she has usually chosen before death and these instructions given to a family member.

According to individual religious beliefs the burial rites might differ slightly. In general relatives wear black clothing at the day of the burial. The spouse may choose to wear black for up to 1 year (the year of mourning).

Cremation or burial will be a personal choice based more on religious beliefs than cultural norms.

 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 German spoken in Switzerland is predominantly a group of dialects that are almost unintelligible to Germans and are collectively known as Swiss-German but written communication and broadcasts typically use High German (standard German). Swiss-French and Swiss-Italian differ far less than the Swiss-German does from the German language spoken in Germany. Other languages spoken can include French, Italian, Croatian, Serbian, Albanian, Portuguese or Spanish.
(source: www.cia.gov/cia/publications/factbook/geos/sz.html)

The main languages spoken at home by Switzerland-born people *in Australia* (in order) were English, German or French, with a significant number of English speakers rated as speaking it well or very well.

(Source: www.immi.gov.au/statistics/stat_info/comm_summ/textversion/switzerland.htm)

This means the person's dialect is most likely confined to use within the home and family unit, with English spoken outside or in public. You will also find that many elderly Switzerland-born persons will have developed a mix of both languages, using both often in the same sentence. For example, a Swiss 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

Below 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 on (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.

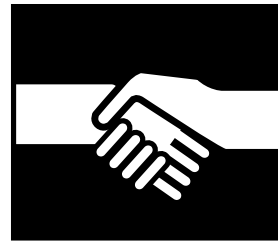
1. If the resident can read, you can point to the appropriate phrase in German on the card.
2. Otherwise, you should read the phrase aloud. Follow the phonetic pronunciation on the bottom line. Remember to speak clearly - don't hurry - and don't worry if you have to repeat a phrase.

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-TS00-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

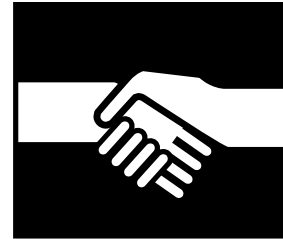
(top line) English

(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

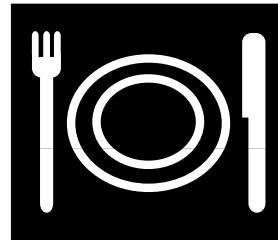
(top line) English

(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

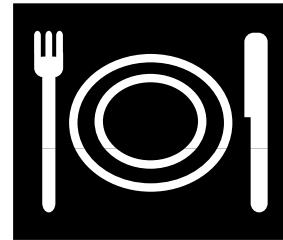
(top line) English

(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

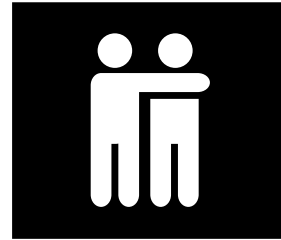
(top line) English

(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

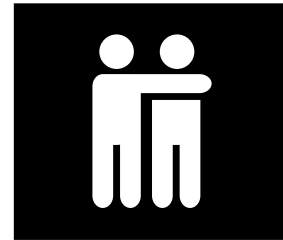
(top line) English

(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

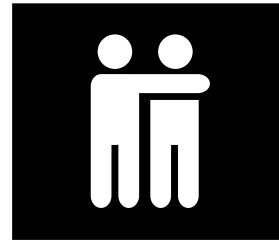
(top line) English

(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

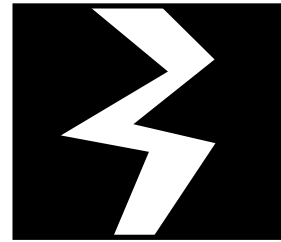
(top line) English

(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

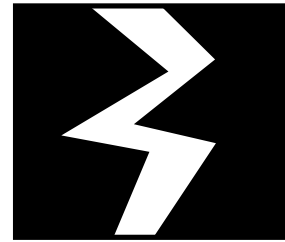
(top line) English

(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

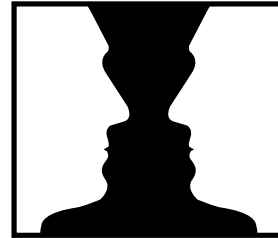
(top line) English

(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

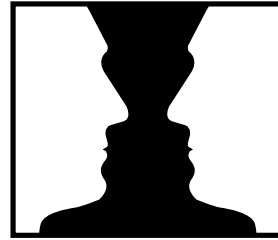
(top line) English

(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)

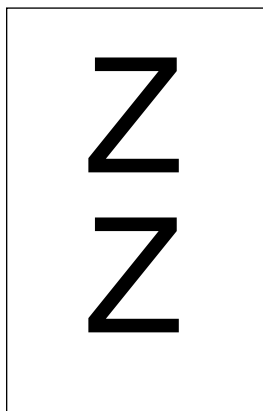
APPENDIX A

About Jass

Introduction

Schieber Jass is a partnership game for four players, played with a Jass pack. The players sit opposite their partners. The pack has 36 cards. There are four suits: acorns, shields, flowers, and bells. In each suit, there are nine cards: ace, king, ober, under, banner, 9, 8, 7, 6. If you cannot obtain such a pack, you can play it with a bridge or poker pack, using queens for obers, jacks for unders, 10s for banners, and discarding cards smaller than 6s. The rank of the cards (followed by their point values in brackets) within each suit is: Ace (11), King (4), Ober (3), Under (2), Banner (10), 9 (0), 8 (0), 7 (0), 6 (0). However, when there is a trump suit, the rank within the it is: Under (20), 9 (14), ace (11), King (4), Ober (3), Banner (10), 8 (0), 7 (0), 6 (0). These points count to the team winning the trick containing the card. There is also a bonus of 5 points to the team which wins the last trick. Thus there is a total of 157 points in the pack.

The deal, and the play, are anti-clockwise. The dealer deals all the cards out, in threes, starting with the player on her right. Any player can deal the first hand, and the player who holds the seven of flowers is *forehand* and begins the bidding, leads to the first trick, and deals the second hand. On the second and subsequent hands the player to dealer's right is *forehand*, and the deal rotates to the right after each hand. A session



continues until one side has scored at least 3000 points: typically this will take about twelve hands.

To score, a slate marked as shown is traditionally used. In Switzerland, where Schieber Jass is usually played, it is possible to buy slates painted like this. If you cannot obtain such a slate, you can draw your own Zs, either on a slate or on a piece of paper, or manage without the Zs altogether.

Each partnership appoints a scorer. The slate is placed between the two scorers, and each uses the Z nearer to herself to record her team's score.

Hundreds are marked on the top line of the Z. They are grouped into fives. Fifties are marked on the sloping line of the Z, and grouped in pairs. Twenties are marked on the lower line of the Z, and grouped in fives. Smaller numbers are simply written on the slate. The details of how to record a score are left to the individual scorer's discretion.

For example, a score of 257 might be recorded by marking two 100s on the top line and a 50 on the middle line, and writing down "7"; or by marking two 100s on the top line, three 20s on the lower line, and erasing a "3" previously written; or by marking two 100s on the top line, three 20s on the lower line, and writing down "-3".

If you do not want to bother with all this, you can instead score by adding up the numbers on a piece of paper. In doing so, you will lose nothing but authenticity.

Bidding

After the deal, forehand (normally the player on dealer's right, but in the first deal the holder of the seven of flowers) chooses a contract, or "shoves" - the word *schieben* means to shove. If she shoves, her partner must then choose a contract.

Possible contracts are:

Acorns	scores single
Flowers	scores single
Shields	scores double
Bells	scores double
Obenabe	scores treble
Undenufe	scores quadruple

- **Acorns, Shields, Bells, Flowers:** play with the specified suit as trumps. If your cards have Hearts, Diamonds, Clubs and Spades instead of the Swiss suits then the black suits score single and the red suits score double.
- **Obenabe:** Play with no trumps. So that the pack will add up to the usual 157 points, the 8s also count eight points each.

- **Undenufe:** Play with no trumps, and the suits inverted. The suit order is thus 6 (highest), 7, 8, 9, Banner, Under, Ober, King, Ace (lowest). As in Obenabe, the 8s count eight points each. Undenufe is pronounced with the d and the f silent.

The single, double, treble, and quadruple apply to *all* scores made on the hand: tricks, Weis, and Stöck.

Rules of Play

The play is in tricks. Forehand leads to the first trick (on the first hand this is the holder of the seven of flowers; on subsequent hands it is the player to dealer's right). The winner of each trick leads to the next.

If there is no trump suit, the other players are obliged to follow suit when they can do so; those who cannot follow suit may play any card. A trick is won by the highest card of the suit led.

If there is a trump suit, a player who is able to follow suit must *either* do so or play a trump; a player who cannot follow suit may play any card subject to the restrictions on undertrumping explained below. A trick is won by the highest trump in it; or if there were no trumps, by the highest card of the suit led.

If a non-trump is led, and someone has already played a trump on it, subsequent players are not allowed to undertrump unless they have nothing but trumps in their hand. If you hold cards other than trumps and can follow suit, you must

either follow suit or play a trump which is larger than the highest trump played to the trick so far; if you hold cards other than trumps but cannot follow suit, you may play any card except a trump which does not beat the highest so far played to the trick.

A player is *never* compelled to play the Under of trumps (known as the *Puur*). If trumps are led, and a player holds no trump other than the *Puur*, she need not play it but may play any other card.

Weis and Stöck

As the first trick is being played, players announce their Weis. For an explanation of Weis, see the *General Rules of Jass*. The partnership with the best single instance of Weis scores points for all their Weis; the other partnership do not score for any Weis they may hold. Weis are scored on the slate immediately, remembering to multiply by the factor for the contract. E.G. the contract is obenabe, a player announces four obers, and her partner announces a sequence of three. Obenabe is worth treble, so 3 times (100 plus 20) is 360. This might be scored as three strokes on the top line of the slate and three on the lower line.

A player who holds both the king and ober of trumps may announce "stöck" as she plays the second of them, for 20 points. This 20 is multiplied by the factor for the contract, and scored on the slate when it is announced.

Scoring

At the end of each hand, each side adds up the trick points they have taken, remembering to include 5 points for the last trick. The two totals should add up to 157. If either side took all nine tricks, they add a bonus of 100 for "match" to their score of 157, making 257. Each side then multiplies its total card points for tricks by the factor for the hand, and scores it on the slate.

Winning the Game

The first team to achieve a total of 3000 points wins the game. This may happen in the middle of a hand. If the losing partnership have not by then reached 1500 points, they are said to be *Schneider*, and the winners win two games.

Because of the scoring method, and because players may count the values of tricks already made in the course of a hand (without being able to turn them over and look at them), it may not be obvious when this total has been achieved. So any player may at any time claim to have won the game. When such a claim is made, play ceases, a player who held the king and ober of trumps at the start of the hand may announce stöck and score it, and the tricks made by the claiming partnership are counted and scored. Then the total recorded on the slate for that partnership is added up. If it is then at least 3000, the claiming partnership has won. Otherwise they have lost.

If one partnership claims to have won in the first trick of a hand, the other partnership may itself claim to have won. The question is then, who won first? In cases in which both partnerships claim, the question is resolved by using the rule **Stöck-Weis-Stich**. First of all, **Stöck** is scored (the hand has ended, so it may be announced by anyone who held it). If this takes the partnership scoring it to 3000 or over, then they win. Then **Weis** is scored. Again, if this takes the partnership scoring it to 3000 or over, then they win. Finally, **Stich** is scored, by adding up the points in the trick that has been played, and seeing if the partnership winning it has achieved 3000.

To find a game:

For more information go to:

<http://www.pagat.com/jass/schieber.html>

To play on-line go to:

<http://translate.google.com/translate?hl=en&sl=de&u=http://www.swissjass.ch/&prev=/search%3Fq%3Donline%2Bschieber%2Bjass%2B%26hl%3Den%26lr%3D>

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 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

