



# PICAC CONNECTIONS

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

SUMMER 2016

## Aims:

- To equip aged care services to deliver culturally appropriate care to older people from culturally and linguistically diverse communities.
- To ensure the special needs of older people from culturally and linguistically diverse communities are identified and addressed.

## PICAC Services include:

- ◆ Training for aged care service providers
- ◆ Information on aged care services for Culturally and Linguistically Diverse (CALD) communities
- ◆ Cultural resources and support for service providers and communities.

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Diversicare is a division of Ethnic Communities Council of Queensland Limited

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## CROSS CULTURAL MEDIATION

Silvia Borges, State wide Team Leader

Partners in Culturally Appropriate Care (PICAC) QLD are happy to announce our new service for all aged care service providers, the Cross Cultural Mediation.

### What is Cross Cultural Mediation?

Mediation means to have a middle person acting in the role as a 'go-between' or facilitator. The role of mediator is to provide both parties with opportunities to put forward their views and assist in analysing the problem and looking for solutions. Cross Cultural Mediation looks into conflict resolution that is mainly caused by cultural misunderstanding. This service is FREE of charge for aged care service providers.

### Case Study One

A resident at an aged care facility has recently had a fall due to the carpet in his bedroom being frayed. This incident is reported to Sue, the front line manager. As part of the investigation process, Sue asks Xavi, a personal care worker from a non-English speaking background, about the carpet. He says that he had noticed months before that the carpet was indeed faulty. Sue gets very upset with Xavi for not following the Hazard Report procedures and for not, at least, communicating with her about it at an earlier time. Xavi, on the other hand, feels that Sue is always 'on his case'.

A mediator, in this case, could help Sue and Xavi to improve their communication and, ultimately, their work relationship. This service depends on the specific circumstances of each case, however most successful mediation goes through three steps:

1. Desire and necessity for the conflict to be resolved
2. Understanding of possible barriers to the resolution of the conflict
3. Commitment towards a win-win solution

### What are the benefits of this service?

- Both parties are given an opportunity to put forward their point of view
- It is built on working towards common ground (win-win)
- Conflict resolution in the workplace is addressed by a 'neutral' third party
- Cross cultural mediation is helpful in a variety of conflicts (for example, between co-workers, between worker and supervisor)

### Who will be involved in the mediation process?

Members of the PICAC team who have extensive experience both in aged care and in cross cultural matters and bi-cultural support consultants from specific cultures.

For more information and to request this service, please contact the PICAC team—details of which appear on page 4 of this newsletter.

## LINKING SERVICE PROVIDERS WITH CALD COMMUNITIES

Amanda Bowden, PICAC Project Officer

Imagine that your health is declining, and your needs are changing rapidly as you age. But you don't know how to find help, where to look, who to ask, and sometimes not even know the name of your condition. Your confusion and distress increase. This is a surprisingly common problem for people from culturally and linguistically diverse (CALD) backgrounds who may not have access to information and services in their own language. When English is meaningless, it is natural to feel lost and disoriented in Australian society. Navigating your way to aged care and other support services can be a stressful and intimidating experience.

Partners in Culturally Appropriate Care (PICAC) can help to bridge this gap between seniors from CALD backgrounds and knowledge of services by running free Information Sessions for communities. We host friendly and informal events where we invite speakers to talk about what their services can offer. PICAC provides interpreters, as well as light refreshments and a healthy activity (such as tai chi) if requested.

As an example, we are currently running a series of free Information Sessions to Vietnamese seniors in Inala. We have organised speakers to discuss such topics as the aged care system in Australia, dementia, palliative care, continence, and managing stress.

The presentations from service providers have been very



well received. These events help seniors from CALD communities feel more included in Australian society, and arm them with the knowledge to link with services to assist them. The PICAC Information Sessions offer a three-way benefit: they link services and communities; educate and empower CALD community members to harness the support they need; and educate service providers to be more responsive to the needs of diverse communities.

If your service would be interested in connecting with CALD communities through the PICAC Information Sessions, please contact our team. We can also arrange guided visits for CALD community members to organisations such as residential facilities and retirement villages.

For PICAC Team contact details see page 4.

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## CHSP CLIENT CONTRIBUTION FRAMEWORK

Early in 2015, the Australian Government Department of Social Services announced that a principle based approach to fees (client contributions) would be developed for the Commonwealth Home Support Programme (CHSP). The department released a copy of the Client Contribution Framework (the framework) and National Guide to the CHSP Client Contribution Framework (the guide) on 15 October 2015.

The framework outlines the principles that providers can adopt in setting and implementing their own client contribution policy, with a view to ensuring that those who can afford to contribute to the cost of their care do so, whilst protecting those most vulnerable. The framework does not include a mandatory fees schedule. The guide complements the framework and has been developed for providers to assist with the establishment of flexible options for client contribution arrangements.

Further work to supplement the guide will include the addition of summary contribution charging information across service types and regions which will support providers and clients understanding how these arrangements currently apply nationally. The framework will be consolidated into the CHSP Manual in a future version.

For further information and to access the department's documentation please follow the below link:

<https://www.dss.gov.au/ageing-and-aged-care/programs-services/commonwealth-home-support-programme/chsp-client-contribution-framework>

# CULTURALLY DIVERSE TEAMS—Challenges for effective working relationships

Mary Andrew, PICAC Project Officer

Most organisations value and acknowledge the importance of a skilled, client centred, outcome focussed, cohesive, workforce. But how often can this be impacted by the different 'world views' - where many cultures collide?

An awareness and understanding of the cultural similarities and differences of our own, and other cultures is a critical first step to achieving cultural competence. However having an awareness and understanding alone will not necessarily produce harmonious working relationships. There also needs to be respect and acceptance of those differences, while also focussing on the team/business goals and objectives.

Our culture may influence how we behave in the workplace – how we speak (voice tone, pitch volume); our body language; how we participate in team meetings; our ability to deal with conflict or differences of opinion. The latter in particular can cause confusion as in some cultures asking questions/ seeking clarification, or offering a different opinion isn't part of their culture. So if a staff member nods (in apparent agreement) it may reflect their cultural observance of 'saving face' rather than an indication of their compliance and understanding. Understandably this may lead to confusion for the team, or supervisor, when the staff member's behaviour is not "as agreed".

We may also base our cultural understanding based on the obvious, visible parts of culture (ie language, dress, food, celebrations) but it's the less visible issues such as values, beliefs, taboos, community expectations, traditions etc, which can cause confusion and misunderstanding in the workplace. For example an organisation may have specific policies or procedures in place regarding role boundaries or compliance issues - and this may form part of the work culture - but may also be in direct conflict with a staff

member's own cultural behaviour.

There is no simple, magic answer. Encouraging effective communication between all parties – management, supervisors and staff – to fully understand the range of cross cultural issues will hopefully result in reaching agreement on the way forward.



**Working Effectively in Diverse Teams** is one of the key professional development/training topics delivered by the PICAC program. If you are interested in having this topic delivered to your staff, or if you'd like further details, please contact a member of the PICAC team—for details see page 4.

*The PICAC program is fully funded by the Commonwealth Department of Health so all PICAC training is delivered **free** of charge to aged care providers.*



You are invited to

## PICAC NETWORK BREAKFAST

Wednesday 20 April 8:00—9.30am

Toscani's, Town Square, Westfield Shopping Centre, Garden City, Mt Gravatt. Free Parking for the first 3 hours available at Garden City. Best entrance for Toscani's is via Macgregor Street (off Kessels Road).

Please **RSVP** and advise of dietary requirements no later than 4.00pm Friday 15 April.

# UPCOMING EVENTS

Contact PICAC Team, details below, for more information

MONTH	EVENT	DETAILS
<b>8 MARCH</b> 10:00—11:30am	<b>FREE INFORMATION SESSION</b> for people of Vietnamese background— session conducted in Vietnamese.	<b>INCONTINENCE: Breaking the stigma and available help</b> New Inala Hall, Inala Civic Centre Cnr Corsair Avenue and Wirraway Pde, Inala
<b>9 MARCH</b>	<b>IN HOUSE PROFESSIONAL DEVELOPMENT TRAINING</b>	<b>CULTURAL AWARENESS</b> Regis Aged Care Pty Ltd Boronia Heights, Greenbank
<b>20 APRIL</b> 8:00—9:30am	<b>PICAC NETWORK BREAKFAST</b>	Toscani's Restaurant Westfield Shopping Centre Town Square, Garden City Mt Gravatt
<b>26 MAY</b> 9:30—11:30am	<b>MULTICULTURAL HEALTH NETWORK MEETING</b>	PHN, 543 Lutwyche Road Lutwyche Parking available in the shopping centre
<b>25 AUGUST</b> 9:30—11:30am	<b>MULTICULTURAL HEALTH NETWORK MEETING</b>	Venue to be advised as meetings circulate. Please contact Silvia Borges, details below.
<b>24 NOVEMBER</b> 9:30—11:30am	<b>MULTICULTURAL HEALTH NETWORK MEETING</b>	Venue to be advised as meetings circulate. Please contact Silvia Borges, details below.

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