Multicultural Advisory Service (MAS) presents the 2016 Forum

Forever Young: Better Health and Wellbeing for our Culturally Diverse Older Australians

Thursday 26 May, 2016
8.00am to 5.00pm
Cairns Convention Centre

Healthy consumers—stronger business outcomes and job satisfaction

The aim of the forum is to enhance professionals’ cultural awareness and provide support to service providers, community workers and health practitioners to deliver culturally inclusive services and improve the health and wellbeing of our Culturally Diverse Older Australians.
26 May 2016

Dear Participants,

I would like to personally extend an invitation and welcome each of you to the *Forever Young: Better Health and Wellbeing for our Culturally Diverse Older Australians*. Diversicare continues to grow, adapt and remain responsive to the individual needs of our multicultural communities throughout Queensland. We pride ourselves as being the premier organisation, in Queensland, by providing culturally appropriate services to more than 1300 consumers of culturally and linguistically diverse backgrounds. Diversicare also provides specialised expert training, information and education sessions to service providers and communities as well as hosting community events, expos, major forums, public displays and developing resources which are also displayed on our website.

Due to the recent changes to aged care, introduced by the Australian Government, Diversicare, like many others community based organisations, is confronted with many challenging, yet exciting, changes regarding aged and community care services. The Government is committed to providing a sustainable system that supports older people, including all culturally and linguistically diverse people, who require care in their homes and in the community. Australia’s multicultural population is ageing rapidly and our current aged care system needs to change to keep up with future demand. Over the next 3 years these changes will see a new way of delivering in-home services that will give people more choice and control as well as easier access to services resulting in more flexible delivery of care. It will also build a better and more sustainable aged care system.

I would like to introduce to you what you can expect from the *Forever Young: Better Health and Wellbeing for our Culturally Diverse Older Australians* forum and what we hope to achieve by the end of the day.

The aim of this forum, as outlined in our registration, is to enhance cultural awareness and provide support to deliver culturally inclusive services.

We are fortunate to have the expertise of some great speakers who will share with us today their vision, knowledge and experience to help us pave our way into cultural sensitivity and inclusiveness.

In closing I would like to thank the organiser, Mrs Marcela Fisher, for all her hard work and dedication to improving the service delivery to people of Culturally Diverse backgrounds.

Finally, I would like to thank you for participating in our forum, providing us with your expertise, personal experiences and knowledge.

Kind regards,

Vivienne McDonald
General Manager
I have been working for Diversicare since 2011 and my role is to provide information to Culturally Diverse communities to better navigate the Community Care Sector and link people to services. I also provide FREE professional development for the community care sector to provide culturally inclusive services. I serve the Peninsula Region of Queensland from Tully to the Torres Strait Islands and Georgetown.
Forum Information

Registration

Attendance to the *Forever Young: Better Health and Wellbeing for our Culturally Diverse Older Australians* Forum is at no cost to delegates, however registration is essential. Please complete and scan your registration form and email to: mas.peninsula@diversicare.com.au by no later than 5.00 p.m. Friday 13 May 2016. A confirmation email to delegates will be sent within two (2) working days of receipt.

On arrival at the forum venue, please see the registration and information desk upstairs where you will receive an information package. Diversicare Multicultural Advisor, Mrs Marcela Fischer will be there to assist with any queries you may have throughout the day.

Venue

Cairns Convention Centre is situated on Sheridan Street, Cairns. Refer to the map below for its location. Disabled access is available.

Parking

The Cairns Convention Centre has 239 undercover parking spaces including 7 identified disabled car park places. Entrance to the car park is via Sheridan Street and the cost will be covered by Diversicare Multicultural Advisory Service. Please keep the entry parking ticket and, on arrival to the Centre, please provide that entry parking ticket to Mrs Marcela Fischer at the registration desk. Marcela will then exchange your parking ticket with replacement pre-paid ticket.

Catering

All catering for the forum will be provided by the venue free of charge to all delegates.

All dietary requirements, that is, vegan, vegetarian, halal, allergies such as dairy free, wheat free, can be catered for; however, *confirmation of your dietary requirements must be completed* on the registration form which must be received by us by the due date Friday 13 May 2016.

Information Display

We encourage you to bring your brochures as a display table will be provided. The opportunity to have a chat and network will be given to all delegates during the breaks and also at the end of the day.
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<td>Enhancing cultural</td>
<td><em>Mr Saveatama Eroni Clarke</em></td>
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<td>Dementia and Sexuality</td>
<td><em>Dr Cindy Jones</em></td>
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<td>Research Fellow with Menzies Health Institute (QLD), Centre for Health Practice Innovation (HPI), Griffith representative for the Queensland Dementia Training and Study (QLD DTSC)</td>
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<td>Trauma and the Soul</td>
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<td>Dementia and the social model</td>
<td><em>Professor Ashley Carr</em></td>
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<td>The Good Life: Ageing and</td>
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Vivienne McDonald
General Manager
Diversicare

Vivienne is a Registered Nurse and has completed an Advanced Diploma in Business, Diploma in Leadership and Management and Work Health & Safety qualifications. Vivienne is an Associate Fellow of Australian Institute Management.

Vivienne’s background is in nursing both in the UK and Australia. For the past 20 years, Vivienne has worked in the area of leading and managing people, business innovation and development, strategic planning and project management within the health and aged care sectors in Victoria and Queensland.

Currently, Vivienne is the General Manager of Diversicare, the Community Care division of The Ethnic Communities Council of Queensland Ltd (ECCQ), a leading home care provider of services to culturally and linguistically diverse (CALD) people in Queensland. Diversicare delivers services to consumers with Home Care Packages (HCP) under the Consumer Directed Care (CDC) model as well as to consumers funded by the Commonwealth Home Support Program (CHSP).

Diversicare has a training and education division that incorporates the CHSP Multicultural Advisory Service (MAS) and Partners in Culturally Appropriate Care (PICAC) teams delivering education, training and information sessions to service providers and residential facility employees on Cultural Awareness. This division also delivers information sessions to Communities on services available to them.

Joseph Caputo OAM JP
Chairperson
Federation of Ethnic Communities Councils of Australia (FECCA)

Joe was elected Chairperson of the Federation of Ethnic Communities’ Councils of Australia (FECCA) on 7 November 2013. Joe has been involved in advocacy for the rights of minorities throughout all of his adult life. During the 1970s and 80s he was involved in promoting the rights of migrant workers. From 2001 to 2011 Joe was a member of the Victorian Multicultural Commission. Joe has also served as Councillor and Mayor in the former City of Brunswick and as Councillor and Mayor in the City of Moreland. Joe is an expert in Industrial Relations and holds a Master of Business from RMIT. Prior to becoming FECCA Chairperson, Joe served as Chair of the Ethnic Communities Council of Victoria (ECCV) between 2011-2013. Joe is still serving as a member of the Executive of the ECCV in the capacity of immediate past Chair.

The issue of ageing well for culturally and linguistically diverse (CALD) Australians is becoming increasingly important. Older Australians make up an increasing proportion of our population, and migrant communities are ageing at a much faster rate than the population at large.

The Federation of Ethnic Communities’ Councils of Australia (FECCA) is the peak, national body representing CALD Australians, their groups, communities and organisation. We have increasingly taken a leadership role in CALD ageing and aged care policy, and my presentation at the Forum will focus on 3 major areas of interest. There are, of course, many more.

Firstly, I will focus on FECCA’s 2020 vision for healthy ageing for CALD people, which talks about our aspirations for older CALD people as they age. Too often, we think of ageing and aged care as being about nursing homes but in reality only a small percentage of older people are in that type of care. We need to look to how we can improve the ageing experience for older CALD people so they can enjoy ageing in their community.

Secondly, recent Federal government legislation was passed by the Parliament which details how the ‘increasing choice in home care’ initiative will be implemented. I’ll give a plain English overview of what impact this might have on CALD communities.

And finally, I will talk about a passion of mine, quality in ageing and aged care services. With more services being provided in the home, how can FECCA influence the assurance of quality?
**Garry Page**  
Chief Executive Officer  
Ethnic Communities Council of Queensland (ECCQ)

Garry Page currently holds the position of Chief Executive Officer of the Ethnic Communities Council of Queensland (ECCQ), the peak body for multiculturalism in Queensland and is responsible for ECCQ’s community care division, Diversicare and residential aged care division, Berlasco Court.

Garry has a wealth of experience with the multicultural sector in Queensland, having previously worked at Multicultural Affairs Queensland for five years in the role of Executive Director. Prior to joining ECCQ, Garry was Chief Operating Officer at Access Community Services, a major settlement service provider in Queensland. Garry has a high level of knowledge of multicultural and settlement issues and is committed to achieving positive and tangible outcomes in these areas.

Garry’s qualifications include a Bachelor of Arts, a Post Graduate Diploma in Social Science and a Post Graduate Diploma in Human Resource Management. Garry’s substantial theoretical base is matched by a strong track record of achievement in the public and private sector, having worked nationally and internationally in the areas of child safety, youth justice, homelessness, domestic and family violence, disability services and in the multicultural sector.

Garry has been recognised as a Paul Harris Fellow for his voluntary international aid work and has represented Queensland on a number of committees including the Queensland Settlement Committee and as the member representative for Queensland on the National Accreditation Authority for Translators and Interpreters. Garry is passionate about promoting the benefits of multiculturalism and developing positive community relations.

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**Saveatama Eroni Clarke**  
Cultural and Relationship Lead, Pacific Addiction  
Workforce, LEVA NZ

My background has been very focused on working with and building Pacific communities. I have worked in pastoral care and support services through the church, in promotions and careers for tertiary education, and personal development at all levels from students and athletes through to corporate groups and one on one training.

I have worked with Tupu Services, Pacific Alcohol and Drug Service Provider, as a regional clinician offering cultural support and practices to our Pacific clients in addictions and mental health.

I am also very privileged to have experienced life as a professional sportsman in rugby, playing for the All Blacks, Samoa Barbarians, Auckland and the Blues over 15 years. The opportunities and life experiences were priceless and I have adopted so much of them in my approach to life.

Since retiring from rugby in 2006 I have had a real desire to return to work with our Pacific communities. In my role with Le Va I provide Cultural leadership & guidance to enhance practise and service delivery. Through leading our Cultural Competencry programme that serves the wider health workforce to responding appropriately to the cultural and health needs of pacific communities and families.

I will also be continuing the implementation of the Pacific Addiction Workforce Strategy. I’m excited to be part of the Le Va team because of the impact it has on Pasifika, particularly health. I aim to expand on this role by using my networks and experience, guided by our teams at Le Va and Matua Raki, and with the wisdom and cultural support of our current networks, Drua.

I am Samoan born, but also of Tongan heritage, from the villages of Saluafata and Vaiala in Upolu and in Tonga the village of Kolomotu’a in Nukualofa. I am married to Siala and we have five beautiful children – three teenagers at high school, Leadership College & Auckland University along with pre-schoolers who are keeping us young and on our toes!

*O le ala I le pule o le tautua.* – *The pathway to leadership is through servitude.*
Dr Cindy Jones  
Research Fellow with Menzies Health Institute (QLD), Centre for Health Practice Innovation (HPI), Griffith representative for the Queensland Dementia Training and Study (QLD DTSC)

Dr. Cindy Jones is a Research Fellow with Menzies Health Institute (QLD), Centre for Health Practice Innovation (HPI). She is a Griffith representative for the Queensland Dementia Training and Study Centre (QLD DTSC). The focus of her work includes an exploration of relationships in long-term care; expression of sexualities by older people; and quality of and evidence-based dementia care. This work is being developed around the key areas of knowledge transfer and workforce training and development. In 2013, Dr. Jones has developed the *Sexualities & Dementia: An Online Education Resource for Health Professionals*, funded by the Department of Health and Ageing via the QLD DTSC.

**Sexualities and Dementia**

Prejudicial attitudes of an asexual older population exist among health professionals. Besides a societal belief that sexual needs and behaviour are only for those who are “cognitively intact”, there is also a lack of regard for the concerns of non-heterosexual people with dementia. Sexual expression by people with dementia within an aged care context is a confronting and challenging issue for service providers and health professionals. This presentation is centred on sexuality and dementia plus caregivers’ role and responsibilities towards the expression of sexuality by PWD and those who identify as LGBTI. The presentation is targeted at increasing health professionals’ awareness and understanding of sexualities for people living with dementia.

Mr Ian Nicol  
Trauma Recovery Counsellor

Most of Ian’s clinical experience with trauma has been gained during 15 years as a torture and trauma counsellor with refugees. This was built upon an initial 10 year trade as a Registered Mental Nurse and a Community Psychiatric Nurse in the UK. Working for 5 years in Sydney, a psychiatric admissions unit evolved into becoming a Clinical Nurse Specialist running a private psychotherapeutic day program. Then a BA majoring in anthropology equipped him both for trauma counselling training with the Institute of Psychiatry and the cross cultural nature of refugee work.

Encounters more recently with the Recovery modality, through a Cert4 in Mental Health, connected with his old school favouring of client centred approaches. Lately he has been counselling at Centacare and involved with their Emergency Relief program. Subsequently he became involved with Partners in Recovery as intake officer. He also runs his own private practice for trauma recovery counselling.

He presents today because of the amount of times any of our clients have a trauma background and so our needing to consciously become more trauma informed practitioners.
Professor Ashley Carr  
Research Fellow in the School of Social and Political  
Science, University of Melbourne

Ashley Carr is a Research Fellow in the School of Social and Political Sciences at the University of Melbourne. He is currently researching the role of regulation in dementia care as part of the NHMRC funded Cognitive Decline Partnership. In this research he has worked in collaboration with aged care service provider organisations, care users and dementia advocates and supporters to explore issues around governing and regulating care, research translation and the policy-making process. As part of the CDPC his current research is being developed around the direct involvement of people living with dementia as both advisors on research panels and as research participants. He is working closely with consumer groups and aged care provider organisations to facilitate the greater participation of people living with dementia in research.

Ashley has also worked as a Research Officer in the Research and Policy Centre at the Brotherhood of St Laurence since 2011. In this role he has conducted research on aged and dementia care, diversity and ageing, intergenerational relations, age-friendly and dementia-friendly environments, and the care workforce. He has completed a number of published articles and evaluations, most of which have involved engaging with users of aged care services, including people living with dementia in community and residential care.

*Dementia and the social model of disability: what are the conceptual, policy and research implications?*

This presentation begins by discussing the social model of disability as applied to dementia and dementia care. Re-casting dementia along the lines of the social model of disability is a recent and exciting trend that is gaining ground, particularly amongst people living with dementia, advocates and some academics. For many, adopting a social model of disability for dementia has the potential to lessen stigma, improve care and support, and provide greater recognition of the voice of people living with the condition. Yet, such transformative change faces significant challenges. Drawing on research as part of the national Cognitive Decline Partnership Centre on the role of regulation in dementia care and previous research conducted on different cultural, historical and social models of ageing, this presentation outlines these challenges to suggest a range of policy, practice and research recommendations. The presentation concludes on how the social model of disability in conjunction with other social/cultural models might address the diversity of people living with dementia and thus enhance care and support.

Trevor R. Parmenter, AM BA PhD FACE FAAIDD FIASSID FASSID  
Professor Emeritus, Sydney Medical School, University of Sydney

From 1997 until his retirement on 4 December, 2009, Professor Emeritus Trevor R. Parmenter held the Foundation Chair of Developmental Disability Studies (CDDS) in the Sydney Medical School, University of Sydney. He is Honorary Professor in the Faculties of Education and Social Work and Health Sciences at the University of Sydney; and Adjunct Professor in the School of Rural Medicine, University of New England. He held the conjoint position of the Director of the Centre for Disability Studies at the Royal Rehabilitation Centre Sydney. Former positions include Professorial Fellow and Director of the Unit for Community Integration Studies at Macquarie University; prior to which he held teaching and administrative positions in the New South Wales Department of Education and Training.

He has published widely on disability issues including employment, supported living, classification of support needs, behaviour support, mental and physical health, quality of life, autism, family studies, ageing, policy development and program evaluation.

In 2005 he was appointed a Member of the Order of Australia for his contributions to research, teaching and services to people with developmental disabilities.

In 2010 the Senate of the University of Sydney conferred on him the title of Professor Emeritus in recognition of his distinguished research and teaching career.
He is a Past President of the International Association for the Scientific Study of Intellectual and Developmental Disabilities (IASSIDD) and former ex-officio member of the Board of the American Association on Intellectual and Developmental Disabilities (AAIDD). He has worked closely with the World Health Organisation (WHO) and the International Labour Organisation (ILO).

He has led several research and evaluation studies related to the health of people with intellectual and other developmental disabilities. He has been a chief investigator on several large Australian Research Council (ARC) and National Health and Medical Research Council (NHMRC) research grants. During his academic career he has been the supervisor of 47 successful PhD, Masters and honours candidates.

Currently he is actively engaged in researching the setting up of natural support networks for people with disabilities in anticipation of the time when their parents will no longer be able to care for them. He is also a member of a research team investigating the needs of people with intellectual disabilities who are ageing.

The Good Life: Ageing and People with and without Life Long Disabilities

This study listened to the voices of people who are ageing with and without life-long disabilities to examine their concepts of ageing, particularly the issue of ageing-in-place.

68 people with and without life-long disabilities in both rural and urban localities in Australia were interviewed to ascertain their understanding of ageing-in-place, and their aspirations and needs for services that allow this goal to be achieved. A thematic analysis was undertaken to highlight core concepts and categories around participants’ perceptions and aspirations for ageing, ageing-in-place, and access to and satisfaction with social and health services.

A key theme identified the complexity or richness of the ageing-in-place concept. Participants indicated that ageing-in-place is not simply about remaining in their home or living in the same place as they have lived in for some time. Ageing-in-place is concerned with not only where to live and how to live life as an older person; it is about ensuring a quality lifestyle or a good life as an older person. Themes such as choice, autonomy, relationships, family and having a role in life were found to be common across both groups.

Ageing-in-place is a complex concept that goes well beyond mere physical considerations. It is notable that the identified themes resonated across those with and without life-long disabilities.

Trevor R. Parmenter, Level 1, Medical Foundation Building, University of Sydney K25, 92-94 Parramatta Rd., Camperdown, 2050, Australia.
Email: trevor.parmenter@sydney.edu.au
Phone: 61-419 408 808
What resources can Diversicare offer you?

**Multicultural Calendar**
Updated each year, this calendar includes culturally significant dates from around the world.

**Little Book of Cultural Tips**
Assists support workers and coordinators by providing tips and information on culturally appropriate support and care to increase awareness in areas of cultural sensitivities.

**Online Community Profiles**
These invaluable profiles give an excellent overview of a diverse range of cultures.

**Food Project Resources**
Research project by Diversicare and Queensland University of Technology.

**Communication Tools**
Links and tools to assist support workers and coordinators with basic communication in different languages.

**Telephone Interpreting Services**
Assists service providers to access various professional interpreters.

Notes:

We welcome your comments about our services. Please contact:

- **p** 1300 348 377
- **f** 07 3846 1107
- **e** info@diversicare.com.au

Diversicare is a division of

www.diversicare.com.au

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**FIND US NEAR YOU**

**FreeCall: 1300 348 377**

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0413 054 642
mas.bne@diversicare.com.au

Brisbane South Region
0413 512 967
mas.brisbansouth@diversicare.com.au

Brisbane North / Sunshine Coast / Fraser Coast / Wide Bay Region
0447 721 968
mas.sunshine@diversicare.com.au

Northern Region (Queensland)
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mas.northern@diversicare.com.au
mcm-a@mo@diversicare.com.au

Peninsula Region (Far North Queensland)
0432 322 154
mas.peninsula@diversicare.com.au

Logan / West Moreton Rural & Remote Regions
0434 254 812
mas.westmoreton@diversicare.com.au

Gold Coast Region
0431 017 943
mas.goldcoast@diversicare.com.au

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**MULTICULTURAL ADVISORY SERVICE**

Information is Power

We can assist you to work effectively with your Culturally and Linguistically Diverse (CALD) Clients

**Talk To Us**

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**MULTICULTURAL ADVISORY SERVICE**

We can assist you to work effectively with your Culturally and Linguisti

We can...

- **✓** Provide free cross-cultural training.
- **✓** Provide free multilingual and multicultural resources to your clients, their families and staff.
- **✓** Provide free consultation around working with CALD clients and communities.
- **✓** Partner with you to promote your services to CALD clients.

**Our Workshops include:**

- Cultural Awareness
- Cross-Cultural Communication
- Culturally Inclusive Services
- Working With Interpreters
- Culture and Mental Health
- Culture and End of Life
- Culture and Disability
- Culture, Health and Wellbeing
- Working in Culturally Diverse Teams
- Cultural Briefings

We can organise specialist presenters to provide workshops for:

- RUDAS: Dementia assessment scale for multicultural clients
- Lifestyle and Leisure Activities for CALD clients
- Supporting CALD older people who have experienced trauma
- Culture and Continence
- Culture and Dementia

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**Cultural Awareness**
Explore the meaning of culture and how it affects perceptions, assumptions and worldviews.

**Cross-Cultural Communication**
Explore how culture impacts on verbal and non-verbal communication. Develop strategies for effective cross-cultural communication.

**Culturally Inclusive Services**
Explore the need for culturally inclusive services by reviewing workplace practices and services.

**Working with Interpreters**
Explore the need for the use of professional interpreters in accordance with legislation.

**Culture and Mental Health**
Explore how culture impacts on mental health and wellbeing of CALD clients. Gain a better understanding of how migration experiences influence holistic care.

**Culture and End of Life**
Explore different end of life belief systems and practices to support provision of culturally respectful care.

**Culture and Disability**
Explore various cultural perspectives about disability and its impact on service delivery to CALD clients.

**Culture, Health and Wellbeing**
Explore how culture influences perceptions on health and wellbeing in maintaining a healthy lifestyle.

**Working in Culturally Diverse Teams**
Explore the impact of cultural diversity in the workplace.

**Cultural Briefings**
Explore specific cultures, their customs, traditions, values, beliefs and the ways of life of CALD communities.
REGISTRATION FORM

FREE PROFESSIONAL DEVELOPMENT FORUM

Forever Young: Better Health and Wellbeing for our Culturally Diverse Older Australians

Thursday 26 May 2016
8.00am to 5.00pm
Cairns Convention Centre

Email completed registration form to:

mas.peninsula@diversicare.com.au

no later than 5.00 pm Friday 13 May 2016

Direct all enquiries to: Mrs Marcela Fischer
Multicultural Advisor
Mobile 0432 322 154
Email: mas.peninsula@diversicare.com.au

PLEASE PRINT IN BLOCK LETTERS.

Please circle title Mr  Mrs  Miss  Ms  Dr  Prof  Other (please indicate) .................................................................

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Organisation ........................................................................ Position ....................................................

Postal Address ..............................................................................................................................................

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Thank you for your registration