



PICAC CONNECTIONS

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

AUTUMN 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.

CONTENTS

National Palliative Care Week, Silvia Borges	Page 2
WHO Definition of Palliative Care	
Caring for Carers Amanda Bowden	Page 3
Upcoming Events	Page 4
PICAC Team Contacts	Page 4

Diversicare is a division of Ethnic Communities Council of Queensland Limited

The Ethnic Communities Council of Queensland Limited is funded by the Australian Government



ELDER ABUSE FROM A CULTURALLY AND LINGUISTICALLY DIVERSE (CALD) PERSPECTIVE

Mary Andrew, PICAC Project Officer

Elder Abuse, as defined by the World Health Organisation (WHO), is a single or repeated act, or lack of appropriate action occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person.

Elder abuse can include physical, financial, emotional, social or psychological abuse – and is often a hidden problem. All older people, including those from CALD backgrounds, have the right to live safely – free from harm, abuse and exploitation.

June 15th has been designated by the United Nations as World Elder Abuse Awareness Day (WEAAD) – a day when the whole world voices its opposition to the abuse of older people. In line with WEAAD, the Elder Abuse Prevention Unit will be hosting free webinars open to providers, or any organisation working with older people. These webinars are scheduled throughout the month of June, including the topic *Supporting Older People from CALD Backgrounds* on 14th June. For further details please visit www.weaadqld.com.

Having an understanding of when a behaviour directed towards a CALD older person may be abusive / neglectful, or when it may be a specific cultural idiosyncrasy / norm can be a challenge for aged care workers. Because there can be a very fine line between the legal and cultural aspects, aged care workers need to be culturally competent so they can identify the differences and respond in a sensitive, appropriate and effective manner.

PICAC Queensland is considering running a workshop for aged care providers (subject to interest) to identify and develop knowledge on how best to respond, in a culturally appropriate manner, when dealing with mistreatment of older people from CALD community groups.

Please contact a PICAC team member (see details on page 4) if you might be interested in attending such a workshop.

IT IS NATIONAL PALLIATIVE CARE WEEK 22-28 MAY 2016

Silvia Borges, PICAC State wide Team Leader

National Palliative Care Week is an annual awareness raising week organised by Palliative Care Australia and supported by the Department of Health to raise awareness and understanding about palliative care in the Australian community and amongst people working in health and aged care.

Talking about Death and Dying is still a taboo in most cultures, yet research suggests that most people have fears around 'not being prepared' for it. A lot of Palliative Care professionals agree that 'preparing for the journey' can provide great relief for all involved. The Partners in Culturally Appropriate Care (PICAC) team can support community members and people working in the aged care industry in their journey.

In the past few years, the PICAC team has facilitated several community information sessions focused on Advance Care

Planning, Wills, Enduring Power of Attorney and Support for Carers. For a lot of migrants, these concepts are foreign, as, in some cases there isn't an equivalent in other countries. Community information sessions are delivered with the help of professional interpreters to overcome language and cultural barriers.

For people working in aged care organisations, the PICAC team can deliver professional development sessions about 'Culture and End of Life'. The aim of this workshop is to help people working in community and residential aged care support their clients as they go through the end of life journey.

For more information about events during National Palliative Care Week, please visit

<http://palliativecare.org.au/national-palliative-care-week/#>

WHO Definition of Palliative Care

Palliative care is an approach that improves the quality of life of patients and their families facing the problem associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychosocial and spiritual. Palliative care:

- provides relief from pain and other distressing symptoms;
- affirms life and regards dying as a normal process;
- intends neither to hasten nor postpone death;
- integrates the psychological and spiritual aspects of patient care;
- offers a support system to help patients live as actively as possible until death;
- offers a support system to help the family cope during the patients illness and in their own bereavement;
- uses a team approach to address the needs of patients and their families, including bereavement counselling, if indicated;
- will enhance quality of life, and may also positively influence the course of illness;
- is applicable early in the course of illness, in conjunction with other therapies that are intended to prolong life, such as chemotherapy or radiation therapy, and includes those investigations needed to better understand and manage distressing clinical complications.



CARING FOR CARERS

Amanda Bowden, PICAC Project Officer

Full-time carers of frail aged or disabled family members face many challenges. These challenges are made even more gruelling if they are from a non-English-speaking background, an emerging community, and have a refugee history.

As part of our community education program, Partners in Culturally Appropriate Care (PICAC) has been working with Carers Queensland to provide information to a group of Dari-speaking women from Afghanistan who are the primary carers of



elderly or disabled family members. The group, which has been convened by Sam Takada of Carers Queensland, provides the women with the comfort of discussing problems and solutions with each other in their mother tongue. The group also offers a brief respite from heavy family responsibilities which they must usually bear in isolation, as well as the opportunity to learn about services available to help them.

Stress from their round-the-clock carer duties leads to exhaustion and sometimes depression, especially when compounded by the trauma of fleeing their home countries and resettling in a foreign land. These women get very little time for themselves, either for leisure or to deal with their own problems. Most suffer from chronic back pain, insomnia, headaches and other stress-related conditions. PICAC organized for Bronwynne Jettoo from Arafmi—Mental Health Carers to talk to the group about stress-management and self-care. Always friendly and cheerful, Bronwynne demonstrated some calming exercises the women could continue to practice at home, as well as advice on perspective-changing. The group expressed gratitude at having the opportunity to learn new and helpful self-care techniques, as well as enjoying lunch, conversation and a little break together.

There were three main issues the women discussed as intensifying the stressful nature of their circumstances as full-time carers. One is the difficulty of finding a Dari-speaking carer who would be available to provide in-home care over several days, should one of the women need to take leave for medical or personal reasons. Another is the problem of transport for those who do not drive. The inability to read or speak English means disorientation, physically as well as socially, and makes catching public transport to TAFE (for English classes), to attend appointments, or go to the mosque unduly difficult. A third issue is housing and lack of accessibility for disabled residents. Several women in the group have a parent or spouse who are wheelchair-bound and their houses need modifying to cater to them.

If your organization can provide services to address needs such as these carers encounter, PICAC can link you with the relevant communities and organisations. Please contact a PICAC team member—see page 4 for details.

UPCOMING EVENTS

Contact PICAC Team, details below, for more information

MONTH	EVENT	DETAILS
28 MAY 10:00am— 5:00pm	AFRICA DAY FESTIVAL	INFORMATION STALL 10 Jean Howie Drive Morningside
28 MAY	PHILIPPINE FESTIVAL	Sunnybank State High School
7 JUNE 15 JUNE 23 JUNE	IN-HOUSE PROFESSIONAL DEVELOPMENT TRAINING	CULTURE & HEALTH BELIEFS plus a CULTURAL PROFILE Flexi Care Inc Mansfield
23 JUNE 9:30—11:30am	VIETNAMESE INFORMATION SESSION	INFORMATION SESSION New Inala Hall Inala
28 JUNE 10:00am— 3:00pm	INALA MULTICULTURAL YOUTH DAY	INFORMATION STALL Inala PCYC 37 Swallow Street Inala
19 JULY 9:30—11:30am	VIETNAMESE INFORMATION SESSION	INFORMATION SESSION New Inala Hall Inala
21 JULY	IN-HOUSE PROFESSIONAL DEVELOPMENT TRAINING	WORKING EFFECTIVELY IN DIVERSE TEAMS Opal Greenfern Place Browns Plains
26 JULY 10:30am— 12noon	IN-HOUSE PROFESSIONAL DEVELOPMENT TRAINING	CULTURAL AWARENESS Able Australia 7 Jacaranda Street East Ipswich
18 AUGUST 9:30—11:30am	VIETNAMESE INFORMATION SESSION	INFORMATION SESSION New Inala Hall Inala
15 SEPTEMBER	IN-HOUSE PROFESSIONAL DEVELOPMENT TRAINING	WORKING EFFECTIVELY IN DIVERSE TEAMS Opal Greenfern Place Browns Plains

PICAC TEAM CONTACTS:

PO Box 409, Mt Gravatt Qld 4122

Ph: 07 3343 7499

Fax: 07 3343 7599

Amanda Bowden

PICAC Project Officer

Mobile: 0413 112 961

E: picac2@diversicare.com.au

Silvia Borges

PICAC Team Leader—State wide

Mobile: 0407 589 675

E: picaced@diversicare.com.au

Marilyn Topp

Administration IET Programs

Ph: 07 3343 7499

E: ietadmin@diversicare.com.au

Mary Andrew
PICAC Project Officer
Mobile: 0458 031 164

E: picac1@diversicare.com.au