



2ND DIVERSITY IN AGED AND COMMUNITY CARE FORUM

15
MAY
2019

Queens Park Environmental Education Centre
Merle Finimore Ave, Ipswich
Qld, 4305



The Multicultural Advisory Service (MAS)

Presents its

2ND DIVERSITY IN AGED AND COMMUNITY CARE FORUM

This is a forum for service providers to strengthen their capacity to provide culturally appropriate services to older culturally diverse consumers in Ipswich.



This event by the Diversicare Multicultural Advisory Service is supported by funding from the Australian Government under the Commonwealth Home Support Programme. Visit the Department of Health website (www.health.gov.au) for more information.

ABOUT THE ORGANISERS



ANYUON LIAI

MULTICULTURAL ADVISOR

Multicultural Advisory Service (MAS), Diversicare

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THANA ROYSMITH

MULTICULTURAL ADVISOR

Multicultural Advisory Service (MAS), Diversicare

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The 2nd 'Diversity in Aged and Community Care' forum is organised by the Multicultural Advisory Service, Diversicare. The objective is to bring together service providers from the different sectors to be informed by a range of experts in various topics to provide a culturally inclusive service.

Anyuon Liai and Thana Roysmith are part of the Multicultural Advisory Service Team of eight members who are geographically located state-wide. Anyuon is based in Toowoomba and covers rural and remote areas including West Moreton, Darling Downs, South West, Central West and Central Queensland. Thana covers North Brisbane to Bundaberg and surrounding areas.

The Multicultural Advisory Service (MAS) is funded by the Department of Health and Department of Communities, Disability Services and Seniors, auspiced by the Ethnic Communities Council of Queensland Ltd and managed by Diversicare.

FOR COMMUNITY CARE & AGED CARE SERVICE PROVIDERS

Diversicare's Multicultural Advisory Service delivers a range of free cross cultural training workshops and promotes community care, aged care and health services to culturally and linguistically diverse (CALD) communities. We develop multicultural and multilingual resources to support the provision of culturally appropriate services and provide cultural support to service providers when working with CALD clients and communities.

FOR MULTICULTURAL COMMUNITIES (OLDER PEOPLE >65 YEARS AND PEOPLE <65 YEARS WITH A DISABILITY, AND THEIR CARERS)

Diversicare's Multicultural Advisory Service delivers culturally sensitive information sessions on how to access community care, aged care and health services to CALD communities. We also facilitate expos and forums for CALD communities during Harmony Day, World Day for Cultural Diversity, Queensland Multicultural Month, and other awareness days.

FORUM INFORMATION

Registration

Attendance to the 2nd Diversity in Aged and Community Care Forum **is at no cost to delegates**, however, **registration is essential**. Please complete and scan your registration form and email to: mas.westmoreton@diversicare.com.au or mas.sunshine@diversicare.com.au **no later than 4:00 p.m. Friday 10 May 2019**.

A confirmation email will be sent within two (2) working days of receipt of registration.

On arrival at the forum venue, Diversicare Multicultural Advisors, Anyuon Liai and Thana Roysmith will be there to assist with any queries you may have throughout the day.

Venue

The Queens Park Environmental Education Centre is housed next to the Queens Park Café in the centre of the city's premier parkland. The Centre has many environmental education exhibits which showcase Ipswich's unique natural environmental and waterways. The interactive displays connect you with nature in your home and around the city.



Parking

The Queens Park Environmental Education Centre has a designated carpark plus ample free street parking. Please be advised that vehicles are not permitted other than designated carpark and street parking areas, and follow on street parking signs.

Catering

Catering for the forum will be provided by Multicultural Advisory Service, Diversicare **free** of charge to all delegates.

All dietary requirements, that is, vegan, vegetarian, halal, allergies such as dairy free, gluten 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 10 May 2019**.

PROGRAM

Wednesday 15 May 2019

8.30am	Registration	Multicultural Advisory Service, Diversicare
9.00am	Welcome to Country	
9.15am	Introduction	Anyuon Lai Multicultural Advisor, Multicultural Advisory Service, Diversicare
9.30am	LGBTIQAP + People Accessing Care with Intersecting Identities	Jade Mirabito Service Educator
10.15AM	MORNING TEA	
10.45am	Working WITH (not for) people with Dementia of CALD (culturally and linguistically diverse) background	Danijela Hlis Dementia Australia Advocate & Bicultural Social Support Worker
11.30am	The Age Services Sector Overview	Chris Edith Member Services Advisor Leading Age Services Australia Ltd
12.15pm	Cultural Competence	Annalise Webb Multicultural Advisor, Multicultural Advisory Service, Diversicare
12.45pm	Close, Thank You and Evaluation Forms	Thana Roysmith Multicultural Advisor, Multicultural Advisory Service, Diversicare
1.00pm	Lunch and Networking	

KEY NOTE SPEAKERS



JADE MIRABITO

SERVICE EDUCATOR

Jade Mirabito is a service educator working with a number of mental health and suicide prevention services including facilitating numerous LGBTIQAP+ support groups across the Gold Coast. He provides education in LGBTIQAP+ issues to enhance cultural competency through workshops and consultations.

Jade has a background in education and teleweb counselling. Jade uses he/him and his pronouns and identifies as agender, trans, queer, femme and flabulous (yes, flabulous with an L). He is passionate about community development, performing, embroidery and collects teapots.

LGBTIQAP+ PEOPLE ACCESSING CARE WITH INTERSECTING IDENTITIES

This interactive presentation will dive into the history and current social and institutional landscape of the Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Asexual and Pansexual communities, including those who don't feel connected to this acronym.

Focusing primarily on gender identity, bodies and intersex variance, this presentation will navigate inclusion through exploration challenging perceptions, stereotypes and the cultural lens.

KEY NOTE SPEAKERS



CHRIS EDITH

MEMBER SERVICES ADVISOR

Leading Age Services Australia Ltd (LASA)

w: lasa.asn.au

Chris provides member support across Queensland, including convening Regional Industry Forums, Residential and Home Care Advisory groups. Chris has a broad and varied background in the Australian Government health sector and the community sector, and extensive experience as a Quality Surveyor with the Australian Aged Care Quality Agency (Agency). Chris is passionate about people, paper and processes, within a continuous improvement framework. Previous roles include project management in health and social programs, human resource manager, case manager and staff trainer. Chris holds a Bachelor of Adult Education and HR Management.

THE AGE SERVICES SECTOR OVERVIEW

This session will give an overview of the current reform agenda and the key recommendations and actions to date. In particular, it will focus on the new Aged Care Quality Standards, with a focus on the consumer and embracing diversity.

It will also cover the current Aged Care Royal Commission and current hot issues in home care, residential care and retirement living.

KEY NOTE SPEAKERS



ANNALISE WEBB

MULTICULTURAL ADVISOR

Multicultural Advisory Service (MAS), Diversicare

w: www.diversicare.com.au/mas

Annalise is Diversicare's Multicultural Advisory Service Gold Coast representative.

Annalise has a Bachelors in Psychology and a postgraduate Diploma in Human Resource Management. She has previously worked as a Learning and Development Manager and Workplace Diversity Manager for two major government departments where her team was the first public service agency to win the Australian Work Life Balance Awards. She has been awarded an Australia Day Medal for her work in human resources.

Annalise has extensive experience in training design and delivery, HR strategy and policy, and working with people with disability, Aboriginal and Torres Strait Islander people and people from multicultural backgrounds. As part of Diversicare's Multicultural Advisory Service since 2014, Annalise shares her knowledge and skills by delivering training with a multicultural focus state-wide.

CULTURAL COMPETENCE

Cultural competence is about skilling services to be responsive to the changing needs of society and to better understand the cultural values, beliefs, worldview and practices of their clients. In this session we will define cultural competence, examine the need for it and ways to improve culturally inclusive service at the individual, professional, organisational and systemic levels

KEY NOTE SPEAKERS



DANIJELA HLIS

DEMENTIA AUSTRALIA ADVOCATE & BICULTURAL SOCIAL SUPPORT WORKER

Danijela Hlis is a retired human resource manager. When both her parents arrived into her care from overseas, she needed to learn all about dementia, aged care, and disability. She also became a qualified diversional therapist and bicultural social support worker.

Danijela has been a vocal dementia Australia advocate and especially known for her passion in assisting people of CALD (culturally and linguistically diverse) background who have dementia or are carers. She is also actively involved in many research projects through NHMRC, Dementia Australia, Flinders University, etc.

In her book *Forget-Me-Nots*, she shares stories about living with dementia and aging in Australia. Her articles on similar topics can often be found in *Australian Journal of Dementia Research*, *FECCA* magazine *Mosaic* and others.

WORKING WITH (NOT FOR) PEOPLE WITH DEMENTIA OF CALD (CULTURALLY AND LINGUISTICALLY DIVERSE BACKGROUND)

This presentation will examine the importance of respecting cultural diversity and inclusion in your work environment, thus ensuring best possible person centred care for the client and job satisfaction for the worker. Financial gains and savings will be easier to achieve when service providers can reduce staff turnover and clients remain with the same provider for longer.

