



The Lao/Vietnamese group riverside enjoying an outing at New Farm Park

West End **CONNECT** bringing people together

It's official, a University of Queensland study has revealed that the Diversicare respite centre, West End CONNECT is providing essential social and cultural connectedness and general wellbeing to its culturally and linguistically diverse clients.

Key findings from the study show that the participation of Diversicare clients in cultural and wider social groups provided the means for older immigrants to feel supported and more integrated into the Australia community.

The study led by Shuang Liu and her team from the University of Queensland and supported by the Australian Research Council Linkage Scheme, interviewed Diversicare respite attendees to get their feedback on the benefits of the respite centre.

The study showed that participation in social activities such as going on day trips, regular gatherings with friends at respite activities, and engagement exercise as a group, were perceived by Diversicare clients as beneficial to physical and psychological well-being.

Taking part in respite activities facilitated the building of social networks for older CALD people, connecting them to their home culture and the larger Australian community.

For example, participants from different heritage cultural backgrounds expressed that being able to interact with people from their own generation provided a unique type of social connectedness that their younger family members could not offer.

"I feel balanced after. So when I go to the other places during the week, I feel balanced because of the contact with people. It's a medical necessity...in my mind. You know you need contact with people because no one is an island. (#36 male, German).

Other respite visitors commented that respite days offered much needed variety and a welcome break from the routine.

This comment from a German female attendee: "I think it has improved my overall well-being because it gives me variety. And I think that's what people need when they get older. They need variety, they need companionship."

Your Feedback is Important to Us



Providing the highest quality service to you and your loved ones is important to us. Your feedback helps us to provide the care you deserve to allow you to live a more independent, relaxed and happy life.

If you have any feedback, compliments or concerns, please let us know. We encourage

you to talk to your home care work or your coordinator. We also have an email address that is monitored seven days a week. Please email us at feedback@eccq.com.au.

We encourage you to let us know what you think. The service we provide should be the service you need.

Over the coming weeks we will provide more information on how this process can work for you.

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Spreading the MIPS word

From Melbourne to Hobart and then on to Canberra, Sydney and Darwin, the Multicultural Interactive Planning Solutions (MIPS) program continues to be rolled out across the nation.

The team has been busy over the last several months and have successfully carried out some 29 roll out sessions and met with almost 700 seniors nationally so far.

In Perth, the MIPS team met with seniors and carried out 7 to 8 roll out sessions throughout the city, sharing the program with seniors and service providers alike.

Second stop was Adelaide where the team spent two weeks and carried out some 15 to 16 sessions with seniors, service providers, social work teams, and occupational therapy teams from all of the hospitals. They loved the program.

Along the way they shared lots of the MIPS educational merchandise, including the booklets, USB's, squeeze houses and shopping bags which the seniors LOVE!

MIPS Program Officer Tuija Lindstrom delivered a MIPS presentation at the Ageing Well in a Foreign Land conference in Adelaide in June.

If you would like to share this program and have the MIPS team visit your seniors group then please contact Tuija on 0439 224 970 or email mips@diversicare.com.au. Website www.mips.org.au



Aged Care Quality Standards



Aged Care Quality Standards

1800 951 822
agedcarequality.gov.au

As with everything in life, times are changing and this is definitely happening within Aged Care and the new single standards that come into effect on 1st July 2019.

The new standards have taken the focus off systems and procedures and placed it with the client; after all that is why we do what we do in the first place!

Over the coming months you will see some changes in the way we talk to you about the forms and procedures that we use. Also, we want to know more about who you are and where you have come from, as well as where you want to go.

All our home care workers and staff will complete training in these new standards. If you would like more information on what this is all about you can talk to your coordinator or email your questions to feedback@eccq.com.au and we will provide you with any information you would like.

Alternatively you can go to the MyAgedCare website as they have a great deal of information and links to a range of brochures, etc. that can help you understand what these changes will mean for you.

Diversicare – your Home Care Package provider

Don't forget, if you have been receiving Commonwealth Home Support Program services but your care needs have changed and you require a higher level of care, Diversicare can help.

Please contact your Diversicare coordinator who will talk you through the steps of receiving a Home Care Package designed to your needs.

You will need to be assessed by an ACAT (Aged Care Assessment Team) from My Aged Care to receive a Home Care Package. During the ACAT assessment, mention that you would like to nominate Diversicare as your preferred service provider.

Once you've had your assessment you will then be given approval for a package. Next, simply contact Diversicare on 1300 348 377 and speak to a coordinator with the letter stating you have been approved for a home care package and confirming the level of package you will receive.

Our team will explain and guide you through the next steps of receiving your Consumer Directed Care Home Care Package.





Entertainment at the 25th anniversary event held in 2014 at Parliament House

Diversicare celebrates 30 years of service

Thirty years ago, Diversicare started as a small pilot program known as the Community Options Program after it was successful in obtaining funding from the Commonwealth.

It was founded by Nick Xynias AO BEM and his team from the Ethnic Communities Council of Queensland and was initially housed in Yungaba, a historic building at Kangaroo Point.

From its humble beginning under the Story Bridge, Nick and his staff were able to assist frail aged culturally and linguistically diverse people to stay in their own homes.

The funding for five specific programs for people from the Baltic States, Poland, The Netherlands, Croatia and Vietnam, allowed ECCQ to employ one coordinator and five case managers to care for 50 clients in metropolitan Brisbane. By 1990 as the organisation grew, there were 53 home care workers caring for 140 clients.

In the year 2000, the program was renamed Diversicare and in 2002, a second branch of Diversicare was opened on the Sunshine Coast.

A few years later, further funding meant that Diversicare was able to run programs such as the Multicultural Advisory Service (MAS) and Partners in Culturally Appropriate Care (PICAC) - information, training and education projects in Cairns and Townsville, which later expanded to the Sunshine Coast, Gold Coast and Brisbane.

Today, Diversicare has offices in West End, Mt Gravatt, Sunshine Coast, Townsville, Cairns and the Gold Coast. The respite centre, West End CONNECT officially opened in January, 2014. Diversicare also runs a transport service for seniors in Toowoomba, run predominately by volunteers.

Currently, Diversicare has clients from over 65 different ethnic backgrounds representing over 45 different languages. It has 229 staff (including 161 home care workers), 122 clients and approximately 30 volunteers. Diversicare currently holds 230 Home Care Packages.

Would you like to be a winner?

To celebrate our 30th anniversary, Diversicare is giving away three \$30 gift vouchers. Be one of the first three people to answer the following question. What year did the Diversicare respite centre, West End CONNECT open?

Put your answer as well as your name and phone number on the back of an envelope and address it to Diversicare, Reply Paid 87809 WEST END QLD 4101.

We'll be in touch if you're a winner!

Berlasco re-development update



ECCQ will later this year undertake its biggest project to date with the redevelopment of Berlasco Court Caring Centre, ECCQ's residential care division.

Berlasco Court has been offering high level care and dementia care for its residents, from different cultural and linguistic backgrounds since 1988.

The rebuild will deliver a state-of-art building and facilities with a contemporary design that fosters social connection, sense of belonging, and a sense of home. The project increases the 60 beds to 115 along with 18 supported-living units.

It is estimated that the new build will take about 18 months to complete and will commence in September 2019. During this time the Berlasco Court community will move to Carinity Brookfield Village where a stand alone building has been renovated to replicate Berlasco's unique service offerings.

The new building will offer use of the most modern and advanced technologies and residents can look forward to the same quality of care delivered in a stunning and contemporary setting.

Speak My Language

Speak My Language Queensland state coordinator ECCQ/Diversicare Tracey Porter last month made the journey to Perth along with ECCQ Latin American bilingual facilitator Claudia Diaz, Indigenous representatives Aunty Cecilia Taylor and Indigenous home care worker Kamber Taylor, to join representatives from other states.

The meeting was part of the national Speak My Language program, in which community ambassadors and multilingual facilitators are using radio programs and podcasts to give first-hand information in languages to communities about aged care and ageing well.

The Queensland delegation met with Ken Wyatt AM, the then Minister for Senior Australians and Aged Care and Minister for Indigenous Health (now the Minister for Indigenous Australians since the last



federal election) and with other CALD and Aboriginal seniors from across Australia to discuss topics such as dementia, elder abuse, isolation and how to age well in multicultural Australia. Representatives of different communities, including Indigenous elders, had a very personal and informative conversation about how the Speak My Language program is helping Seniors members in our CALD communities.

Website: www.speakmylangradio.com

The Speak My Language program is an initiative funded by the Commonwealth Government under the Dementia and Aged Care Services Fund Research and Innovation Grants 2017. It is proudly supported by ECCNSW and its primary partners ECCV, ECCQ (Diversicare) and our national broadcasting partners SBS and NEMBC.



5 minute profile

Name: Tracey Porter

Job title: Program Coordinator

How long have you worked for Diversicare?
4 years

What does your role entail?
I coordinate two wonderful programs – The Speak My Language radio program and the Community Visitor's Scheme

Where were you born/culture?

I am an Indigenous woman from the Kamilaroi tribe (New South Wales)

What is the most rewarding aspect of your job?

Being able to support and enrich the lives of all consumers no matter what their backgrounds.

Fun fact about you:

I love chocolate

How do you relax?

Spending time with family and enjoying the simple things in life.

