



Welcome to the third edition of our 2020 newsletters.

The Multicultural Advisory Service (MAS) newsletters are designed to provide up-to-date information relevant to read at any time of the year. We encourage you to save these newsletters so you can keep them as a handy reference.



Our newsletters are also a great tool to use during staff training days. The *Aged Care Standards and Diversity and Inclusion* newsletter has been widely distributed. Some providers have printed out the newsletter for their staff to read. In April, the MAS team specifically developed and distributed over 1000 Culture, Health, and Wellbeing newsletters across Queensland, including rural and remote regions.

MAS has also produced and distributed both hard copies and electronic copies of the thank you and acknowledgment cards for staff and CALD (culturally and linguistically diverse) consumers during COVID-19 while implementing safe drops of resources during this period.

We want to pay our respect to the people that have been affected by COVID-19 and acknowledge the excellent work carried out by aged care providers and the health services. We live in a whole new world with many challenges and changes that affect individuals, families, carers, the community, the nation, and the rest of the world.

2020 is a time when we have changed our work patterns, including how we meet aged care providers' training needs. We have recorded snapshot webinars, launched our mobile application, developed a range of resources, held Zoom sessions, encouraged more one-on-one and small group sessions for our CALD communities, and still managed to deliver 50 face to face workshop from January to November, attended by 600 participants. Currently,

providers are booking numerous face to face workshops for the coming year - contact your local MAS Advisor soon so that you don't miss out on your preferred dates.

With thanks,

Julie Fraser

Team Leader

Diversicare MAS Team

Here is some of the MAS team's feedback across QLD about our interactive face to face workshops.

17th Feb 2020

"I have had a chat with the Director of Governance & Risk who organised the event, and she was very positive about your input and some of the learnings she had through it" and "I just saw our CEO, this morning by chance and he was raving about the workshop – particularly the real examples which he said they really 'got' and he is also keen that we have a similar presentation to the Strategic Management Group"

Feedback from aged care manager from Brisbane.

5th March 2020

"It's a good training, we had it regularly for the last three years, and it's my understanding that Bolton Clarke has made it mandatory for staff in all sites to have access to Diversicare MAS training all over the State"

Feedback from the service manager in Toowoomba at LASA Conference.

28th Sep 2020

"Thank you for conducting the training in Maryborough earlier this week. The team really enjoyed it!! I also would like to commend you on your ability to work around issues and required changes. Once again thank you for fulfilling this need for our community team!!"

Group Manager – Service Delivery, PresCare

29th April 2020

"It was simple, easy to read, yet profound in understanding and approaching different cultures. Thank you. I honestly appreciate you have sent it to us"

Feedback from the Managing Director of Fiba Care Disability Services

5th November 2020

"Thank you so much for your time on Tuesday and the wonderful presentation. It was a great reminder of how we have to be continually reviewing our practices so that we can be as inclusive and respectful as possible. We also need to be flexible with our case managing and assessing clients – in particular allowing adequate time in advance".

Clinical Nurse Consultant – Transition Care Program
TRANSITION SERVICES - CISAS
Sunshine Coast Hospital and Health Services
Qld Health

What can we do for you?



We are developing a quick and easy evaluation system so you can rate our resources and programs. This is vital for us to continue to improve our delivery and report to our funding department. It also offers you an opportunity to let us know how we can support you better and improve on the resources and tools we currently offer. Keep an eye out for it soon.

Culture & Diversity is Thriving in Rural & Remote QLD



A happy participant attending a MAS training event (please note this was taken prior to social distancing)

Rural and remote Queensland is becoming increasingly culturally diverse. Diversicare MAS is working hard to cover every town across five regions: Darling Downs, West Moreton, South West, Central West and Central Queensland. We are reaching out to the CHSP and Aged Care providers to ensure that staff have access to cross cultural training in order to acquire cultural competence skills that enable them to work effectively with their CALD coworkers and CALD clients.

It has been observed that rural and remote regions have experienced an increased demand for cross cultural training by CHSP and other aged care service providers, particularly after the introduction of the new Aged Care Quality Standards in June last year. In January this year, for instance, several service providers requested and booked cross cultural training workshops for their staff in all five regions.

(The majority of these booked workshops have been rescheduled to a later date due to the outbreak of COVID- 19 pandemic).

There are ten more workshops booked in Toowoomba, Ipswich, Rockhampton, Cunnamulla, Charleville and Roma to be delivered within the next six months until May 2021.

It is worth noting that delivering these workshops is not free of challenges. Some examples of these challenges include the vastness of the regions covered and long distances between towns, which requires good planning, coordination and booking multiple workshops at one given time so that our MAS officer does not have to travel for hours or days to deliver one or two workshops.

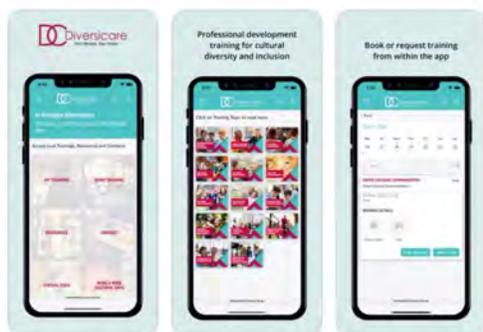
Low numbers of staff attending workshops are another challenge that has been addressed by offering open workshops that can be organised in the town, that can be attended by staff from multiple small organisations.

MAS rural and remote is here to help with cross cultural training, no matter where your location is, so please contact us if you would like to book your next training between now and May 2021.

With the relative easing of the pandemic, MAS Rural and Remote undertook a liaison with service providers to deliver a total of nine workshops within the last five months in Toowoomba (Darling Downs); Rockhampton, Wowan (Central QLD); Charleville, Roma (South West) and Blackall (Central West).

**For Rural and Remote training:
Contact Anyuon Lai on 0434 254 812
or email
mas.westmoreton@diversicare.com.au**

Expand Your Knowledge from Your Mobile Phone!



Did you know the Multicultural Advisory Service now has an App?

You can find it FREE in the Apple Store or Google Play by searching "Diversicare MAS"



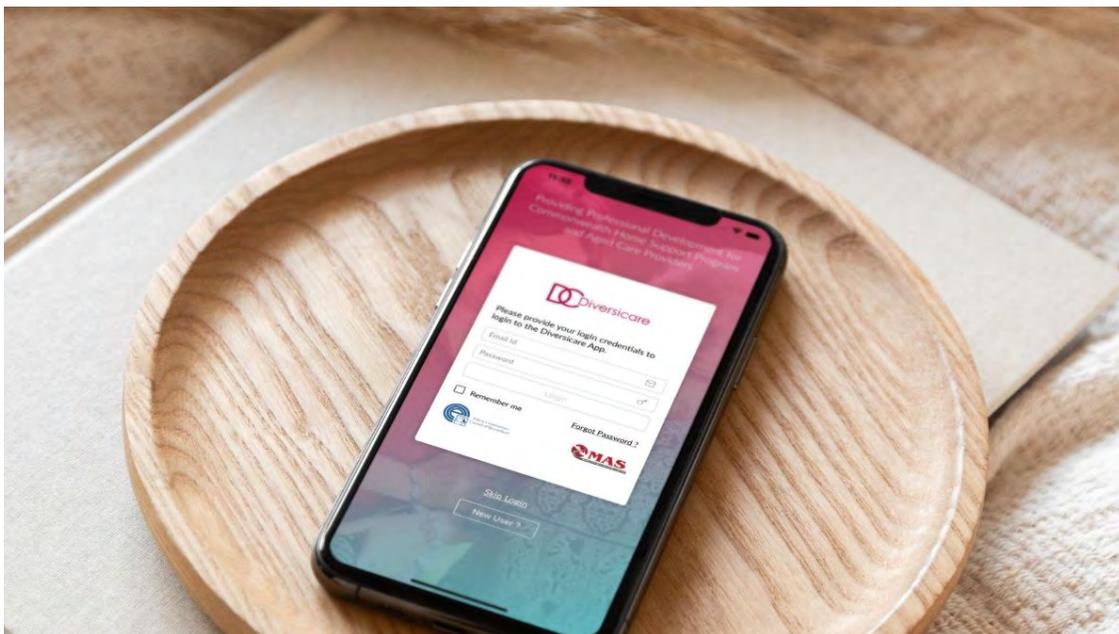
Come and expand your cultural knowledge with us – without even leaving your desk! In these unprecedented times, we are here to support your cultural capability in innovative ways.

The App is super easy to use and full of contacts, resources, a virtual home tour, a calendar of Cultural Days, and you can even book your training quickly and easily on the App.

Other ways we come virtually to you include:

- downloadable resources on our [website](#) including booklets for service providers and community and diversity and inclusion posters
- our beautiful [multicultural calendar](#)
- recorded sessions and webinars
- some of our Forums have moved online - our 2020 / 2021 Forum themes include Diversity and Inclusion, Culture & End of Life and *Forever Young: Better Health and Wellbeing* for our Culturally Diverse Older Australians.
- live small group training via Zoom – simply [contact us](#) to book

Of course, we can still come to you to deliver training – please note we do have a CovidSafe Plan and will work with you to deliver training with every safety measure in place.



Maintaining Cross-Cultural Training During a Pandemic

Keeping ourselves and culturally and linguistically diverse (CALD) consumers healthy and well during a pandemic

by Marcela Fischer

The Multicultural Advisory Service (MAS) has been working extensively during the pandemic, developing culturally appropriate resources for service providers to support CALD consumers.

We all know that it can be stressful to comply with the Aged Care Quality Standards, but keeping your staff up to date with Cross-cultural training does not have to be.

MAS has developed a snapshot on Culture, Health and Wellbeing to help you understand the importance of keeping ourselves and CALD consumers healthy and well. Understanding how culture impacts on our understanding of health and wellbeing which assist us to better develop individual plans customised to the CALD consumer's needs.



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.

[Click to Play the Video](#)

Delivering culturally inclusive services to CALD consumers in a holistic way is based on a comprehensive cultural assessment and drawing on multi-disciplinary approaches to enhance consumers' physical, emotional, social, and psychological wellness.

Culture helps us to understand CALD consumers' views on health and wellbeing, cultural beliefs on health and illness treatments and health decision making. Research shows that when CALD consumers first seek help, they often do this during crisis.

Consider when they make their first approach, and who should be involved in this process.

To find more about our training download the MAS App and book your FREE training session.

You can also download a **comprehensive cultural assessment** by clicking the button below, or from our app.

[Download Comprehensive Cultural Assessment](#)



FREE CROSS CULTURAL TRAINING

For CHSP and Aged Care Providers
Fees apply for other providers



Is your organisation compliant?
According to the new Aged Care Quality Standards, it is essential for organisations to address cultural diversity.

BOOK YOUR TRAINING
Increase cultural competence, maintain compliance and develop the skills and resources to serve your community even better.

0407 045 203

OR BOOK VIA THE APP




TAKING BOOKINGS FOR 2021

How to support CALD consumers during a pandemic

by Taryn Quach

Effective communication is key to supporting your CALD clients during a pandemic. There may be a range of reasons that may affect their understanding of COVID-19, these may include: English language proficiency, literacy in first language, lack of access to information in their own language, and differences in cultural perceptions of health.

Culture plays a huge part in a person's understanding of health. Health issues are often interpreted and treated differently in different communities. The extent to which service providers understand and respond to these cultural differences can affect the level of community engagement they have with their CALD clients.

With this in mind, it is very important to use a range of communication methods with your CALD clients. Get to know them and their culture to better understand how you can best communicate information to them. At the Multicultural Advisory service (MAS) we have been using a range of mediums to support and communicate with CALD consumers during this time.

- We have produced a Health and Wellbeing newsletter which we have distributed both electronically and as posted hard copies.
- Distributed information about COVID 19 in a range of languages
- Posted out cards to let CALD consumers know that we are there to support them during this time
- Made zoom calls and telephone calls to check in with CALD contacts and their family
- Accessed interpreters to facilitate communication when needed.

We have also been supporting CHSP service providers through the provision of resources, training and information. However, in order for service providers to truly engage and provide a culturally safe environment of care for their CALD clients, service providers must recognise their own cultural perceptions, so they can better recognise cultural difference and respond appropriately when it occurs. Cultural competency training is essential for this to happen.



Have you downloaded our Diversity and Inclusion posters yet?
Click on the images above to download the PDF files.

More resources on their way!



COMING SOON Wellness Booklet for CALD Consumers - our latest upcoming addition to our growing list of multicultural resources!

The MAS team is currently in the process of compiling a booklet for CALD consumers. This booklet will provide an insight into CALD consumers' world in health care and ageing matters and will inform consumers on topics relating to aged care, the current COVID-19 Pandemic, health and wellbeing and other related topics. It highlights what is important to CALD consumers, provides an overview of their holistic, cultural needs and preferences and informs how services should best be delivered to them.

It is about empowering consumers to communicate their cultural and other health related needs to service providers.

Although this booklet is for consumers, it will also be useful for service providers in understanding CALD consumers' specific needs and perspectives on aged care, health and wellbeing and related topics. It will enable service providers to reflect and contemplate on how they could deliver services considering consumers' cultural perspectives and in accordance with the Aged Care Quality Standards.

Keep a look out in the next newsletter for the release date of this new resource!

Have you got these resources in your toolkit?

The 2021 Multicultural Calendar will shortly be released and available for distribution.

As soon as it arrives we will let you know!

We love receiving feedback from you about how resourceful this calendar is every year!

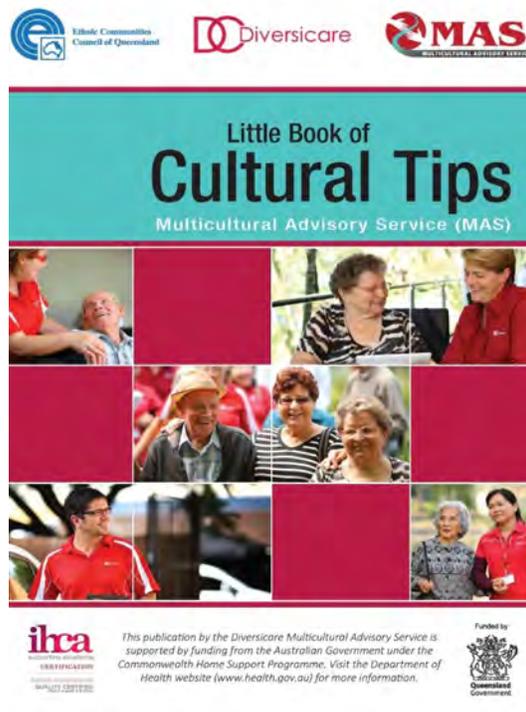


Cultural Perspectives on Ageing

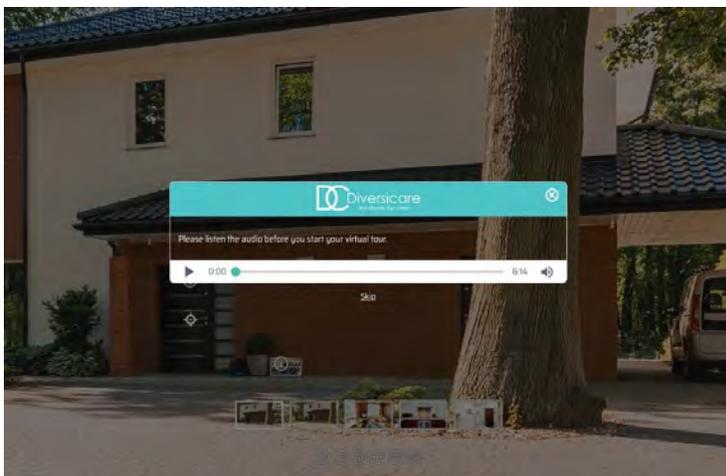




A reminder about the Aged Care Quality Standards introduced in 2019. This handy document gives an easy to understand summary of the standards, responsibilities and compliance measures.



Always a favourite, the Little Book of Cultural Tips is full of great information about working with the CALD community, understanding their needs and what it means to really listen.



Have you taken the virtual tour yet?
As part of the Diversicare MAS App, we have created a 360 degree virtual tour based on the content within the Little Book of Cultural Tips. You can view it online too.

[View Virtual Tour Now](#)

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