

AGEING WELL IN AUSTRALIA

YOUR PRACTICAL WELLNESS GUIDE

A community resource developed by the
Multicultural Advisory Service (MAS)



WELCOME

Disclaimer

This publication has been written with the aim to increase awareness about healthy ageing in Australia. The information has been drawn from a wide range of sources believed to be reliable. Diversicare gives no guarantee that the sources are correct and accepts no responsibility for any resultant errors contained herein or for decisions and actions taken as a result, and any damage that may result. This resource does not replace advice from your doctor or health care professionals.

Diversicare

Diversicare was founded in 1989. It is the community care division of Ethnic Communities Council of Queensland Ltd (ECCQ). Diversicare provides high quality community based and coordinated in-home care for older people, carers and people with disabilities to enable people to enjoy life and maintain independence, good health and wellbeing in their own home and in the community. Diversicare offers culturally appropriate services in many languages.



The Multicultural Advisory Service

Diversicare's Multicultural Advisory Service is supported by funding from the Australian Government under the Commonwealth Home Support Program (CHSP). Visit the Department of Health website (www.health.gov.au) for more information. The team provides professional development training, education and information to CHSP providers to enhance their delivery of culturally appropriate care to older people, people with disability over 65 and their carers from culturally and linguistically diverse (CALD) communities.

The MAS team further provides support for CALD consumers in the following ways:

- Coordinate and deliver information and education sessions on a range of aged, health and disability topics
- Raise awareness, knowledge and understanding of the CHSP
- Assist with navigating the “My Aged Care” system
- Promote aged care and health services
- Develop and provide multilingual and culturally appropriate resources to consumers and their families

This workbook has been designed to be read from start to finish in order, or to simply be picked up and opened at any page.

An advertisement for the Diversicare MAS App. It features a smartphone displaying the app interface, a tablet, and a booklet titled 'The Little Book of Cultural Tips'. Text on the ad includes 'resources. training. contact. at your fingertips', 'THE DIVERSICARE MAS APP IS NOW AVAILABLE TO DOWNLOAD', and '360 degree virtual tour of a home visit, based on The Little Book of Cultural Tips'. It also mentions 'Available on the App Store' and 'GET IT ON Google Play' and provides contact information for the MAS team: 'Contact the MAS team for assistance on 0407 045 203'.

The MAS team has recently released an app, available to download free of charge. There are many useful resources including websites, documents, and videos to view and download. Simply search 'Diversicare MAS' on Google Play or the Apple store.

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INDEPENDENCE AND YOUR CARE



WHY ARE INDEPENDENCE AND QUALITY OF LIFE SO IMPORTANT IN AUSTRALIA?

What is normal in your culture may not be normal in another culture. In some cultures, single people may live with their parents until 40 or 50 years old. It is normal for them but uncommon in Western society.

In many cultures, children take care of their elderly parents. In Australia, migrants often send money to their parents or siblings. Sharing and giving money to family is a way of life they have grown up with. In Western societies, many people are raised to look after themselves first before helping others. Being independent is especially important to them.

In aged care, studies show that being independent helps you enjoy a longer, better-quality life.

However, many people have chronic illnesses that can reduce their independence and quality of life. Age and disease related muscle loss can slow you down. It can make moving around the house difficult. Studies have shown that muscle loss leads to an increased risk of falls and fractures, with a longer recovery time. Staying healthy and active can help you to recover from any illness or fall more quickly.

This workbook covers a lot of information about staying healthy and taking care of your wellbeing while keeping your cultural traditions and values. It also discusses ways to stay independent longer if that is what you choose.

INDEPENDENCE AND YOUR CARE

INDEPENDENT CARE

Independent care services offer support to elderly individuals who would like to live in their own homes for a while longer. Some of these services can include cooking, cleaning and maintaining a comfortable home.

Although these tasks might seem simple and easy, getting help with them can improve your quality of life in many ways. It means more time for socialising with friends and family or doing hobbies that you love and enjoy.



QUICK TIP

Keeping up with small daily tasks are important for your health. If home care workers do all the cleaning and make you a cup of tea while you sit down, your body can become used to sitting, and you may lose muscle mass. Your body may become stiff, making it harder to get up. However, with assistance you can get up to make the tea. If the teapot is too heavy for you, the home care worker will fill the jug while you get the items ready. It seems simple but makes a big difference for your healthy independence.

WHAT DOES IT MEAN TO BE INDEPENDENT?

To live independently means you get to stay in your own home for much longer. It means you have more control over your lifestyle. Even if you receive aged care support, you can still be living independently. You can make your own choices about your health, daily activities and cultural traditions.

Receiving care means you can tell your service providers what is important to you. They will happily listen to your needs and encourage healthy cultural traditions which help you feel independent and in control. Talk to your care provider or support person and decide together what will help keep you safe, mobile and independent.

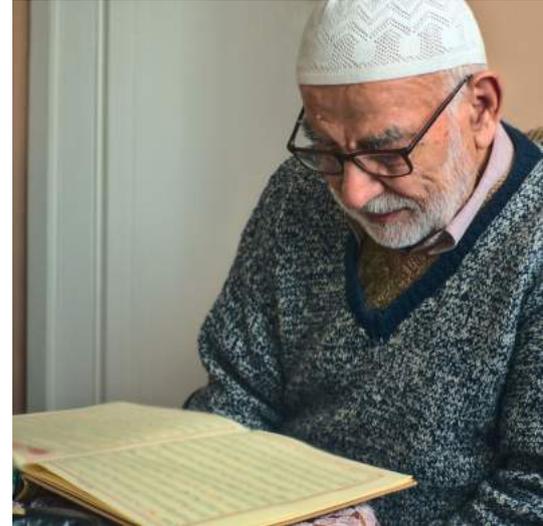


INDEPENDENCE AND YOUR CARE

PERSON CENTRED CARE

Person centred care considers what you believe is important and includes these values in your care plan. It is your plan, so you can direct how you want it to be. You can request for cultural traditions to be included, certain foods to be avoided, and even assistance in joining local religious or interest groups that you may enjoy.

Person centred care ensures that each person being cared for is respected. Their values and wishes are acknowledged so that each person's emotional, spiritual and religious needs are met.



WHAT DOES PERSON CENTRED CARE MEAN TO YOU?

As discussed, person centred care means you can choose how you will be cared for. Your personal and cultural needs are considered most important so that you may have a happy, comfortable and healthy life.

Living independently means you have control over the important parts of your life. These include things like everyday rituals, community and social commitments, hobbies and other favourite pastimes. Importance is also placed on culture-sensitive details like the food you eat, how you prefer to dress and your overall environment.

Good communication between yourself, your family and your care providers is very important so that person centred care can work for you. Your family's

input is encouraged and accepted; however you will always be at the center of your care plan. You can talk with your family about what care you would like, consider their thoughts and ideas, and share these with your provider. Just remember, you and your wishes are most important when it comes to how you are cared for.

Communicating with your care staff and service provider means sharing your values and what is important to you. Let them know your personal, cultural and traditional needs so that they can include these in your plan. If ever you feel uncomfortable or disrespected, you can always reach out and let them know so changes can be made.

This workbook will help you to understand what is important to you, the type of care available and what resources or support tools are available to help you take control of your care.

STANDARDS OF CARE

DECIDING TO RECEIVE CARE

Deciding to receive care is one of the biggest decisions you will need to make in your life. If you decide to receive care, there are some important things to think about. Financial, cultural and environmental factors should all be carefully considered, consulting with family and applying for funding if needed. The choice to receive care is yours alone because it is about what is most important to you.

AGED CARE QUALITY STANDARDS

Care providers must follow a set of rules that make sure people are cared for well and equally, even if their needs are different.

The Australian Government Department of Health has created the **Aged Care Quality Service Standards** to help make sure that you have rights and get a high quality of service.

There are eight standards that are a part of aged care, helping you to be as safe and healthy as possible.



	Quality Standard	What this means to you
	1. Consumer dignity and choice	<i>"I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose."</i>
	2. Ongoing assessment and planning with consumers	<i>"I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and wellbeing"</i>
	3. Personal care and clinical care	<i>"I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me."</i>
	4. Services and supports for daily living	<i>"I get the services and supports for daily living that are important for my health and wellbeing and that enable me to do the things I want to do."</i>
	5. Service environment	<i>"I feel I belong and I am safe and comfortable in the organisation's service environment."</i>
	6. Feedback and complaints	<i>"I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken."</i>
	7. Human Resources	<i>"I get quality care and services when I need them from people who are knowledgeable, capable and caring."</i>
	8. Organisational governance	<i>I am confident the organisation is well run. I can partner in improving the delivery of care and services."</i>

If you have questions or would like a more detailed explanation of the Aged Care Quality Standards please contact your local MAS Advisor, we are here to help.



WHAT IS WELLBEING?

The Oxford Dictionary defines wellbeing as “the state of being comfortable, healthy or happy”. It is what most people want for their lives. However, being comfortable, healthy and happy in life is not always easy. This becomes clear as we grow older.

As our bodies get weaker, we are more vulnerable to illness and depression. We can become unhappy as we suffer the loss of loved ones, career and sometimes our independence. We may feel uncomfortable trying to change our lifestyle when it is so different to what we are used to. Although it is natural to worry about the problems, there are several things we can do to keep our spirits high and wellbeing intact. We can choose to have a more positive outlook on life, stay connected to family and friends and stay active.

The following pages of this workbook look at different key areas of life and how to increase feelings of wellbeing:

- Environmental
- Mental
- Emotional
- Spiritual/Religious
- Physical
- Financial

Increasing your sense of wellbeing in each of these areas can lead to positive improvements in your life.

YOUR WELLBEING

LIVE WELL, FEEL WELL, BE WELL

Knowing what is important to us is the key to living a long, happy and meaningful life. To do this, we need to listen to what our mind and body are trying to tell us.

Below are different types of wellbeing and what they mean. By considering each area of wellbeing in the decisions we make, we may begin to take steps towards a happier healthier life.



ENVIRONMENTAL WELLBEING

Is feeling safe and comfortable at home, outdoors and in your community.

MENTAL WELLBEING

Is feeling optimistic, confident and strong to face the demands of everyday life. It is being able to cope and manage any stress positively.

EMOTIONAL WELLBEING

Is feeling involved, valued and supported by your loved ones and community. Remaining connected with those we value gives us confidence to face each day with a smile.

SPIRITUAL WELLBEING

Is feeling a sense of greater meaning and connectedness with the world around you.

PHYSICAL WELLBEING

Is feeling strong and capable within your body. Remaining active just 30 minutes a day improves physical health and can assist with every other aspect of wellbeing.

FINANCIAL WELLBEING

Is feeling secure that you have enough money for what you need, such as paying bills and enjoying activities with confidence.



ACTIVITY: WELLBEING CHECK

ENVIRONMENTAL WELLBEING

How safe do you feel in your home and community?

1 2 3 4 5

How accessible is your community?

1 2 3 4 5

Can you enjoy the outdoors in your community? Yes / No, if no, why?

MENTAL WELLBEING

Are you happy with how your life is?

1 2 3 4 5

How well do you manage your stress levels?

1 2 3 4 5

Are you happy and content on most days?

1 2 3 4 5

Do you feel mentally stimulated every day?

1 2 3 4 5

SOCIAL WELLBEING

Are you happy with how often you see friends and family?

1 2 3 4 5

How comfortable do you feel around other people and in social situations?

1 2 3 4 5

Do you invite friends or family to your home regularly? Yes / No, if no, why?

SPIRITUAL WELLBEING

Are you able to participate in your church/mosque and/or temple? Yes / No, if no, why?

Do you feel a sense of purpose and meaning in your life? Yes / No, if no, why?

Do you feel content with the world around you? Yes / No, if no, why?

ACTIVITY: WELLBEING CHECK *continued*

PHYSICAL WELLBEING

Do you often eat healthy food? Yes / No, if no, why?

Do you exercise? Yes / No

Yes: list the activities

No: Why not?

How often do you do these activities?

What activities would you do if you could?

Daily Weekly Fortnightly

Monthly Every now and then

Do you think you are as healthy as other people your age? Yes / No, if no, why?

FINANCIAL WELLBEING

Are you able to manage your finances on your own? Yes / No, if no, who manages them for you?

Are you able to cover your financial needs? Yes / No, if no, why?

How stressed do you feel when thinking about your financial position?

1 2 3 4 5

This wellness check has been adapted from the Sunrise Senior Living article, *What are the Dimensions of Wellness in Ageing?*

Based on your answers, if you feel your wellbeing could be improved, it would be a great step to contact the MAS advisor in your area for more advice and information on how you can improve your overall health and wellbeing.

PHYSICAL WELLBEING

BEING ACTIVE

Experts report that having an active lifestyle improves our physical, mental and emotional wellbeing. Exercise releases “feel good” chemicals in the brain, called endorphins.

These chemicals help improve our mood, ease depression and anxiety, and boost our confidence. Regular exercise fills our bodies with energy throughout the day.

Being active keeps us physically healthy and sharpens our memory to make meaningful life decisions.



Benefits of regular exercise:

- helps reduce stress, anxiety and depression
- elevates mood
- assists in making better lifestyle choices
- builds self confidence
- improves social skills
- improves quality of sleep
- helps our body to relax at the end of the day
- reduces risk of heart attack and diabetes
- helps manage weight
- potentially lowers blood pressure
- lowers the risk of falls
- encourages social connections

YOUR PHYSICAL ACTIVITY:

Over the course of a week, how often do you exercise?

- Not at all
- Every now and then
- 2-3 days a week for at least 30 minutes
- Every day for at least 30 minutes

If you exercise, what activities do you regularly do and enjoy?



To increase your daily activity, you can make small changes to your day. If you go out, park the car a little further away so you have to walk. Take 5 minutes in the morning and evening to lightly stretch your body. Do some arm stretches when waiting for the kettle to boil.

PHYSICAL WELLBEING

TYPES OF ACTIVITIES

Any activity is better than no activity. Even household chores and gardening are great ways to ensure your body is moving through the day. It is recommended to do at least 30 minutes of moderate exercise every day to stay healthy.

What activities can you think of that you would like to introduce, or keep doing, in your life? Write in the blanks below. *(There are already some suggestions for what you may like to do).*

swimming	yoga	
water aerobics	walking	bowls
		tai chi
pilates	personal training	cycling
gardening		

TAKE BACK YOUR INDEPENDENCE

Regular exercise is another way for older people to maintain their sense of independence. Simple things like walking or stretching will improve your movement and increase your strength. This may prevent you from needing help with activities like eating, bathing, cooking or dressing as you get older.

STAY MOTIVATED

If you really don't like to exercise, or you find it difficult to stay motivated, try to think of ways you can introduce exercise into activities you already do.

For example:

- When you go shopping, park the car further away so you walk a longer distance
- Take photographs while on a bush walk
- Instead of sitting with a friend over coffee, go for a walk together.

EXERCISE SAFELY

Always talk to your doctor before making any changes to your exercise routine. You can make an appointment on the phone or go and see them. You can also contact Fitness Australia on 1300 211 311.



Do not let what you cannot do interfere with what you can do

~ John Wooden

PHYSICAL WELLBEING



HEALTHY EATING: EAT WELL TO AGE WELL

We know, from the research of health experts and nutritionists, that a well-balanced diet leads to a healthier lifestyle. Enjoying meals that are high in fibre, minerals, vitamins and nutrients can supply our bodies with the strength and energy we need. Eating healthy also keeps our bodies in the best shape to combat illnesses. If you are having a hard time preparing meals yourself, you may want to store some easy-to-make foods that will not only last on your shelf and freezer but also help meet basic nutritional needs.

Some examples include:

- canned fruit
- frozen vegetables
- canned or frozen meat and fish
- canned soups
- baked beans and bean mixes
- pasta; rice, spaghetti, macaroni
- flour, baking powder, baking soda
- rolled oats and breakfast cereals
- UHT milk
- sauces (such as reduced fat soy sauce) and pastes
- spreads (such as peanut butter, vegemite, honey)
- oil; olive oil, canola oil or vegetable oil



HELP WITH MEALS

Sometimes it may be hard to prepare meals for ourselves. It may be due to never learning to cook, difficulty moving around the kitchen, or accessing the supermarket. If you are finding meal preparation stressful, you can contact the Diversicare MAS team, and we will put you in touch with services that can help.

MY PHYSICAL WELLBEING PLAN

My morning routine:

eg.
Wake up at 7am
Stretch for 5 mins
Shower, get dressed
Mindfulness activity for 10 mins
Make tea and breakfast
Go for a walk for 15 mins

I commit to the following exercise at least 3 times a week (after consultation with my GP if applicable)

eg. swimming

eg. yoga

eg. walking with a friend

My favourite healthy meals are:

You could use this space to write down the recipe book and page number too

Ways I will manage my wellbeing and health:

- Keep track of appointments using a calendar or planner
- Involve a family member, friend or carer to help me
- Call the Diversicare MAS team to understand what support is available to me



My evening routine:

eg.
Enjoy a cup of tea to relax
Stretch for 5 mins
Read a book for 20 mins
Think of what I am grateful for about the day
Go to bed by 10pm

MENTAL WELLBEING

WHAT IS MENTAL WELLBEING?

Mental wellbeing is about the health of your mind and your ability to manage day to day living. The following are aspects of your mental health:

Cognitive functioning- the logical functions of your mind such as learning, decision-making and how you think through things.

Emotional resilience- how well you can express your feelings, emotions and relationship with others

Social connection- how you engage with the world outside your home.

Just as our bodies get sick, our minds can too. That's why it is just as important to stay mentally active as to be physically fit. Good mental health helps us make healthy decisions and understand the possible outcomes of those decisions.



Benefits of mental wellbeing

- a more positive outlook on life
- increased learning and creativity
- the ability to 'bounce back' from stress and sadness
- the clarity to set and fulfil goals
- positive relationships with others
- the ability to engage with life and daily activities
- lower stress
- keeps a healthy perspective



As we grow older we may face many difficult challenges in life, often involving loss and change. Losing loved ones, careers, or our health can be difficult to deal with. We may feel emotions such as grief, loss, fear, sadness and anxiety.

We may worry about the future and the decisions that we now need to make.

At these times, it is important to remember that we can reach out to friends, family and other support people for help. While stress and negative emotions may seem unavoidable, the important thing is staying as healthy and positive as possible.

MENTAL WELLBEING

UNDERSTAND WHAT IS IMPORTANT TO YOU

An important part of having good mental health is knowing what is important to you. To truly understand your mind you must know the values that are most important to you.

These values can include:

- health
- family
- dignity
- connection
- tradition
- religion

Understanding and respecting your values can lead to a more meaningful lifestyle. We cover more about personal values later in this workbook.

KNOW YOUR SUPPORT NETWORK

Having a positive support network is important when facing life's stressful situations. Often it is our family and friends who provide this support, but not everyone has this opportunity. No one should have to face difficult situations alone. If you are having a hard time reaching out, there is a list of additional resources at the back of this book. You can also contact the Diversicare MAS team who will connect you with local organisations in your area.

UNDERSTAND THE SIGNS

Anxiety and depression are mental illnesses that often go unnoticed until it is too late. It is essential that we note possible warning signs.

Some of these warning signs include:

Feeling tired for no good reason
Feeling nervous for no good reason
Feelings of hopelessness

Feeling like everything is 'too hard'
Not wanting to connect or socialise
Unable to relax

Unable to set goals for the future
Feeling anxious and overwhelmed
Feeling worthless



If you are feeling anxious or depressed, **visit your GP**. They can help you by providing a mental wellbeing plan that is right for you. You can also visit the Beyond Blue website and complete the Anxiety and Depression Checklist. The checklist is commonly used by Australian GPs and mental health professionals. You can find it at beyondblue.org.au/the-facts/anxiety-and-depression-checklist-k10
This does not replace a visit to your GP, it is an additional tool.

MENTAL WELLBEING

10 WAYS TO PROTECT YOUR MENTAL WELLBEING

Sleep and Rest

Sleep renews cells in our bodies that were damaged during the day. Getting enough quality sleep has a positive effect on all levels of wellbeing.

Hobbies

Hobbies can take our minds off unpleasant things in life. If you make time each day to do something you enjoy you'll feel better afterwards.

Health

Physical and mental wellness go hand in hand. Boost your mood by enjoying healthy food and exercise to get your heart pumping.

Relationships

Having friendly relationships with others is the key to a happy life. Keeping in regular contact with friends and family can help to reduce feelings of loneliness and isolation.

Creating a healthy mindset is an investment in your overall wellbeing



COMMUNITY

Relax

Relaxing is one of the best ways to combat stress and fear. Gentle activities such as yoga, meditation, reading and writing can help to calm the mind and relieve stress.

CONNECTION

Connect

A sense of belonging is one of our basic needs. Joining sports groups, book clubs and cultural communities may provide you with a sense of connection and acceptance.

GROWTH

Learn

Learning stimulates the mind. One of the best ways to promote mental wellness and a sense of achievement is by learning something new.

SELF CARE

Know Yourself

There is always more to learn about ourselves. Continued self-discovery leads to a happy and fulfilling life.

Goals

As we get older, we might lose our drive to set goals for our future. However, setting realistic goals renews our sense of purpose and keeps us moving forward.

Support

Sometimes life can be difficult, but we do not have to face it alone. Reaching out for support helps us connect with loved ones and overcome our everyday struggles. At the back of this booklet, there are additional resources to help you seek the support you need.

MY MENTAL WELLBEING PLAN

Please note, this DOES NOT replace any existing mental health plan you have in place with your GP or medical professional.

I feel at my best when I get at least _____ hours of sleep.

I commit to the following regular activities to benefit my mental wellbeing:

eg. writing a letter to a friend

eg. gardening

eg. learn to play chess

One new skill/hobby/project I want to learn/do is: _____

To do this, I will need to take the following steps: _____

Eg. _____

- Find where I can learn (community group, online tutorial, ask MAS team to help locate appropriate organisation)
- Decide if learning alone or with partner/friend
- Determine if transport needs to be arranged
- How I will implement my new learning

Three goals I want to achieve:

eg. Maintain healthy blood pressure

eg. Connect with a community group

eg. Read one new book every week

Ways I will manage my mental wellbeing:

- Ask for help when I need it
- Develop/maintain strong friendships and connection
- Call the Diversicare MAS team to understand what support is available to me
- Other



My support network includes:

Make a list of the people you can call on for support, this can include family members, friends, support workers, organisations

Name:

Contact Details:

EMOTIONAL WELLBEING



WHAT IS EMOTIONAL WELLBEING?

Emotional wellbeing is about knowing and expressing your feelings. It also means having a lifestyle that aligns with your personal values and beliefs.

Mental wellbeing and emotional wellbeing have a lot in common as both happen within the mind. Mental wellbeing is based on how we make decisions and deal with the world around us. Emotional wellbeing is about our internal feelings and responses. Both are important, as poor mental or emotional health can lead to anxiety and depression.

The *Well for Life* resource published by the Victorian Government identifies five areas essential for maintaining emotional wellbeing:

- Resilience and coping
- Being productive and making a contribution
- Social connections
- Basic needs and comfort
- Enjoying sensory enrichment

Emotional wellbeing comes from understanding our feelings and expressing them positively instead of keeping them inside.



EMOTIONAL WELLBEING

HOW TO DEVELOP EMOTIONAL WELLBEING

Maintain a sense of freedom

You can maintain a sense of freedom despite difficult physical changes by taking control of how you do things. Face changes in your routine like a puzzle and look for new ways to approach challenging situations.

Engage in physical activity

We already know that exercise is good for our physical and mental wellbeing. It also boosts our confidence and releases “feel good” hormones in our bodies. This can have a great impact on our emotional wellbeing too.

Take time for yourself

Even as we get older it can be a natural habit to think about our 'to-do' list as we approach each day. Remember to take time in the day for you to enjoy something that you find relaxing and enjoyable. Some activities might be:

- Read a book
- Watch a tv show
- Go for a walk
- Do some yoga
- Listen to music
- Read a magazine
- Sit in the sun
- Enjoy your garden

Volunteering

Volunteering is one of the best ways to connect with your community and a supportive network of people. Volunteering can increase feelings of belonging, self-confidence and purpose. Try asking your local cultural or religious communities for opportunities to volunteer.

Spend time with grandchildren

If you have grandchildren, connecting with them regularly can help you enjoy life, manage stress, and focus on what truly matters. Make lasting memories with them by sending letters, visiting during weekends and special holidays, or just call to say hello.

Find new hobbies

Finding a new hobby is a great way to learn, grow and meet new friends. It is never too late to try new things and learn new skills. Try attending a book group, sports club or art and cultural group.



Case Study:

Olga lived in a house with a garden. For as long as she could remember, her garden was her pride and joy. She grew a wonderful vegetable garden and loved being able to share her fresh vegetables with her children, and grandchildren when they came to visit. She was also proud of her roses and lovingly tended to them. Olga was in her garden every day.

One day, Olga and her husband decided to move to an apartment building to save money and live independently for a while longer.

Despite this change in living arrangements, Olga decided that she must continue her gardening hobby. She knew she would be unhappy if she did not. Since there was no space in the apartment for a garden, Olga made use of a small balcony that she had instead. She purchased potted plants and tended to a small herb garden. She even bought a bonsai plant and, with help from her daughter, watched video tutorials on the internet to learn all about keeping bonsai. This became a hobby she thoroughly enjoyed.

When her grandchildren visited they always brought her a bunch of fresh flowers and enjoyed helping her tend to her beautiful fresh smelling herbs in her new indoor garden.

EMOTIONAL WELLBEING

KNOW WHAT'S IMPORTANT



Once you get to know more about yourself, you may find some things are more important to you. These important things in your life are your values.

Values form a large part of your identity. Personal values guide us in making decisions. We make sure that each part of our life lines up with what we value. Knowing our values helps us feel strong and confident about the actions we take in life.

Our background, culture, religion, upbringing, spirituality and life experience define the things that become important to us.

When your life does not line up with your values, you may feel frustrated and unhappy. Knowing yourself and your values will help with setting goals and boundaries. When you are clear about what is important, you can communicate your needs and wishes with ease.

The following are different types of values:

Social values; what we believe is important as a society

Cultural & Religious values; what we believe is important within our culture/religion

Organisational values; what we believe is important within the workplace

Family values; what we believe is important in our family

Personal values; what we believe is important in our personal lives

There are no right or wrong values, only what is important to you. For example:

a) You might feel it is important to be independent in your own home OR you might prefer to live with and be supported by your children's family.

b) You might feel it is important to make your own decisions about your personal care OR you might feel it is important to have your family involved in that decision-making process.

Neither of these two examples are right or wrong! What is right for you might not be right for others. Knowing your values gives you the clarity to speak up and communicate what is important for your care and wellbeing.

EMOTIONAL WELLBEING

COMMUNICATE YOUR NEEDS

If you are receiving care from others, they will have their own set of values. These can be a combination of personal, organisational and social values. Many service providers will also hold general Australian values, which place a high importance on independence. Your care provider may have different values to you, but it does not mean they are wrong. What matters is what is right for your care. Feel confident to communicate your desires.

You may have strong family values and are used to your family being involved in big decisions. However, your service provider may prefer to deal with you directly, rather than your whole family. They will always make sure you, your values and your preferences are at the centre of your care plan. If you prefer to involve your family in the decision making, you have every right to request it. It is important to communicate your needs clearly so your family and service providers can offer the type of care you are comfortable with.



ALWAYS REMEMBER:

You have the right to communicate your needs to your care provider. You can always reach out and say:

- This is not the way we do things in my culture
- I don't feel like I'm being heard
- It is important to me that my cultural values are respected
- I'd like some time to talk with my family

However, if you are still not satisfied with your care, you can always request to work with another person. It is important that your personal values and needs are met so you can be comfortable and happy.

AUSTRALIA'S DOMINANT VALUES

Every country has their own set of dominant values, and Australia is no different. See if you identify with any of the values listed below:



Value	Applies to me	Value	Applies to me
Being independent		Being health conscious	
Being glamorous		Being financially secure	
Being powerful		Being there for family	
Being my own boss		Being there for friends	
Being a leader		Being confident	
Being a follower		Being a good parent	
Being recognised as an expert		Being a good partner	
Doing what is expected of me		Having a good income	
Helping others		Being optimistic	
Being liked by others		Working in a team	
Working for social justice		Always learning	
Promoting understanding		Accepting people as they are	
Working for women's rights		Standing up for what I believe in	
Protecting the rights of children		Doing a good job	
Protecting the rights of disadvantaged groups		Fitting in to the group	
Working to change society		Developing inner peace and harmony	

EMOTIONAL WELLBEING

THE IMPORTANCE OF ROUTINES

Routine is doing the same basic activities at the same time every day. Routine promotes wellness by offering a sense of stability and certainty. Having a routine can help you reduce stress and anxiety. It also improves sleep and eating habits.



Benefits of Routine

Stress and anxiety reduction

Routine allows you to spend less time planning what to do and more time to enjoy your day.

Sense of safety and security

Having some control over what will happen in your day will increase your sense of safety and security.

Healthier eating habits

Planning your weekly shopping and meals can help you track your diet and daily intake of nutrients necessary for your health.

Improve sleeping patterns

Ageing adults require 7-8 hours of sleep each night for their bodies to heal appropriately. Routine helps you to sleep regularly, improving your overall health and wellbeing.

My Routines:

Write down your morning and evening routines in the space below. If there is something you would like to start doing, write that down too and make the commitment to begin.

AM

PM

MY EMOTIONAL WELLBEING PLAN

I will practice my top three values in my life by:

Value One:

eg. maintaining my independence

Value Two:

eg. My family connections

Value Three:

eg. Maintaining my health

I commit to doing more of what makes me happy which includes:

I would like to explore the following groups, clubs or hobbies:

Ways I will manage my emotional wellbeing:

- Follow my morning and evening routines
- Communicate my values and what's important to me



HELP ONLINE

It's normal to feel upset, sad or depressed sometimes. If it's extending for too long however, talk to your GP, a family member or visit some of these online resources:

- mindspot.org.au
- thiswayup.org.au
- ecouch.com.au
- beyondblue.com.au
- headtohealth.com.au

FINANCIAL WELLBEING



Regardless of our age and background, financial matters impact all areas of our lives. Financial wellbeing is about having healthy money habits and financial security. This means less stress about paying monthly bills or running out of savings.

Healthy money habits ensure we can manage when sudden expenses appear. It is also important to have savings so we can enjoy our lives and not have to worry about paying the next bill.

It is normal for our finances to change as we age. Here are some examples of financial changes that we can be prepared for:

Retirement

Retiring is one of the biggest life changes we can make. With this, our financial wellbeing is heavily impacted as we can no longer expect a regular income to cover our expenses. It is important that we plan and prepare for this.

To prepare for this change, you might like to consult family members and financial counselors before retiring. Ensuring you have enough money for daily expenses, and savings for emergencies will help you feel in control during retirement.

Downsizing into a smaller home

Moving into an apartment or a smaller home is another change to consider. Having your children move away, losing your partner, or choosing to save money are some common reasons why people choose to downsize. Although this can be overwhelming, there are certain advantages to moving to a smaller home. This decision comes with advantages such as less space to clean and more budget-friendly. Moving can also create opportunities to meet new people and have a fresh start in life.

Accessing Superannuation and Government Benefits

After the age of 66, you may start receiving your Age Pension and other benefits provided by the Australian Government. Often the application for these and other benefits may feel overwhelming and confusing. However, you can request assistance from your care provider or other organisations. If you need further assistance in accessing these benefits, you may contact the MAS Diversicare team for support or check the back of this booklet for a list of helpful resources.

Change in Living Circumstances

Most of the time, unexpected changes in living circumstances can lead to unplanned spending and expenses. These can include losing a partner, poor health conditions, or early retirement. By being financially prepared, you can fully focus on the situation while knowing that you have enough money and security.



FINANCIAL WELLBEING

Financial stress can significantly impact your health and relationships with others. Some common signs to look out for include:

- Arguing with people close to you about money
- Withdrawing from others
- Feelings of guilt about spending money on non-essential items
- Worrying a lot or feeling anxious
- Difficulty sleeping
- Headaches
- Tiredness and lowered energy
- Struggling to feed yourself and/or your family
- Increasing debt from credit cards or loans
- Receiving legal action for debt recovery
- Fear of eviction by being behind in rent or loan repayments
- Income does not cover expenses

You can measure your financial wellbeing by looking at how you're doing in each of these four areas:



Everyone deserves a fair and good quality of life. Australia is a country that supports our older generation by offering emotional, mental and financial support when needed. Services Australia provides financial assistance through many different payments. You can contact them to see what your entitlements are:

Services Australia 132 300 www.servicesaustralia.gov.au

Seniors First 1300 745 745 www.seniorsfirst.com.au

Moneysmart website www.moneysmart.gov.au

Financial Counselling Australia National Debt Helpline 1800 007 007

Community Legal Centre in your area

FINANCIAL WELLBEING

ISOLATION, LONELINESS AND GAMBLING

As we age, we may experience changes that we do not like. As our bodies and minds change, some of our routines or hobbies become difficult to do. Sometimes we choose to give them up which can lead to feelings of frustration, isolation and loneliness.

Studies show that these feelings can lead to unhealthy habits like gambling. Gambling is an increasing concern in Australia, where more people are losing their money. This comes from the fact that Australia has more Electronic Gambling Machines than anywhere in the world.

When we are feeling lonely or isolated it is easy to become vulnerable to the idea of gambling. Since gambling provides a temporary and instant source of excitement, it can be mistaken for happiness, but is unhealthy and dangerous.

If you find yourself in a position where you are making choices that you know are not financially healthy, there are things you can do and people who can help.



MAKING HEALTHY CHOICES

If you feel you might have a gambling problem, or if you simply want to make healthier financial decisions, start with these steps:

1

Self Awareness

Acknowledge you have a problem, or that your current actions may become a problem.

2

Communicate

Reach out and talk to someone about how you are feeling. A close friend, family member, or your GP.

3

Get Back On Track

Contact the Gambling Help hotline to put a plan in place to help you back toward financial wellbeing.

Do you have a gambling problem?

Gambling can take the form of pokies, lotto, scratchies, card games, racing or other forms of betting.

Contact the Gambling Help hotline

1800 858 858

SPIRITUAL & CULTURAL WELLBEING



WHAT IS SPIRITUAL WELLBEING?

Maintaining cultural and spiritual wellness means connecting with and cherishing our unique heritage. It is balancing respect for the culture of your current community while still practicing the cultural and religious beliefs important to you.

Being culturally and spiritually well means that we can regularly practice these belief systems without the fear of being discriminated against, repressed, or judged for doing so.

MAINTAINING CONNECTION WITH YOUR CULTURE

Feeling confused in a new unfamiliar environment (culture shock) often happens after moving to a new country. It is natural to compare our previous community and way of life to the new one. Adapting to lifestyle changes and foreign customs is not always easy. It is important to maintain some connection to our own belief systems and familiar culture. This connection keeps us grounded and able to accept a new way of life.

Speaking your native language at home and with friends can help you feel more comfortable in an unfamiliar situation. Enjoying favourite foods from your home country can also bring a sense of comfort. Some may carry keepsakes from back home like cultural tokens, religious artefacts and other souvenirs.

Maintaining a connection with our culture and traditions may help to ease the sadness and longing, that often comes with growing old in a foreign country.



SPIRITUAL & CULTURAL WELLBEING

KEEPING CULTURE ALIVE AS YOU AGE IN A FOREIGN COUNTRY

Ageing in a foreign country may seem overwhelming at first. There are a lot of things that are done differently that you may not be used to.

The good news is, there are things that can be done to help you adjust and feel more secure. The following are some ways you can keep your own culture alive, as you age in an unfamiliar country:

Reconnect with people back home

Technology today makes staying connected between countries very easy. Even though you are here in Australia, keeping in touch with your loved ones is still very possible.

Stick to your traditions

Living in a new country means you will adapt to some of their traditions and practices. However, it is important to keep celebrating your original cultural and religious festivities as well. It is only your environment that changed, not your identity.

Meet new people with similar backgrounds

You could join local clubs, communities, and cultural or religious groups to make new friends with similar backgrounds.

Share your culture with new friends and acquaintances

Sometimes moving forward in a new country means making new friends and sharing your culture with them. Having diverse friendships means you get to share your culture with them and learn from theirs as well.

DAILY RITUALS AND ROUTINES

Keeping your daily religious or cultural rituals and routines can keep you feeling connected, no matter where you are. You may even find these rituals in your list of personal values from the previous section. Rituals and routines are everyday activities that remind you of your heritage and purpose in life. Most rituals stem from spiritual and religious practices.

Common cultural rituals include saying a prayer of thanks before each meal. Other routines can include kissing the cheeks of your friends and family as a greeting or touching an elder's hand to one's forehead as a sign of respect. Silently doing the sign of the cross upon encountering a sad event or bad news is another religious ritual that we can practice, no matter where we are. These small acts of ritual may seem simple but are effective ways to carry our culture and beliefs with us anywhere.



SPIRITUAL & CULTURAL WELLBEING



MAINTAINING A SPIRITUAL PRACTICE

Freely practicing personal religion is a right for all who live in Australia. Your local community may not have a dedicated shrine, church, or temple for you to practice your religion. If you are unable to visit your place of worship, you can always dedicate a space in your home for this purpose. It may be an entire prayer room, a shrine, a small altar, or sacred artefacts and artwork. Sacred space is personal and special for each individual.

Ageing in a foreign country might mean moving to an entirely new place or living in a nursing care facility. Dedicating a sacred space (whether it be on a bedside table, in a corner of your room, or at the foot of your bed) can help bring you closer to the traditions you value most.

CULTURAL VIEWS ON AGEING

Every culture treats the process of ageing differently. In family-oriented cultures, the eldest child often takes in the parent when they become old. Many Asian cultures deeply respect elders in the community, seeing them as people who possess knowledge,

wisdom and experience. In these communities, elders hold important leadership roles, offering guidance and understanding.

Many Western and European-influenced cultures promote independence and freedom among their senior members. As their children grow and make lives of their own, the elderly parents are expected to live independently and enjoy the rest of their lives as they choose. These seniors often have grand retirement plans, they may establish small businesses and occupy themselves with hobbies and interests.

Though some may fear the changes that come with growing older, this phase can also be a great source of pride and dignity. Some cultures that celebrate old age include:

Indian

Indian elders are usually appointed as the head of the family. Their opinions are respected and they have a voice in the family's decision-making process.

Korean

Families celebrate their senior members as they reach the age of 60, the time when the Korean elderly are said to reach old age.

Japanese

Japan has a large population of elders, and their culture is dedicated to providing the best possible healthcare and lifestyle for them.

Aboriginal

Aboriginal elders are highly respected and are considered the knowledge and wisdom holders of the community.



MY SPIRITUAL & CULTURAL WELLBEING PLAN

What Spiritual Wellbeing means to me:

Three ways I can introduce/maintain my spiritual practice are:

If I am feeling disconnected, or alone, I can do the following knowing it always makes me feel better:

Eg. Visit your local church or place of worship, call a spiritual advisor, speak to a member of a group you belong to, go for a walk

Cultural and/or religious days that are important to me are:

Name:

Date:

<hr/>	<hr/>

Ways I will manage my spiritual wellbeing:

- Maintain my daily practices
- Communicate my spiritual beliefs when needed



ENVIRONMENTAL WELLBEING



WHAT IS ENVIRONMENTAL WELLBEING?

Environmental wellbeing is having a safe, secure, and welcoming home where we can comfortably spend the rest of our lives. This is even more important as we get older and want to continue to live independently.

Safe proofing our house is important to avoid unwanted slips, falls and other accidents. We may also need living aids and tools to make moving around easier as we become less mobile. Using these aids also means we can live in our homes longer.

Both at home and in the wider community; feeling at peace, happy, safe, cared for, listened to and respected are all parts of environmental wellbeing.

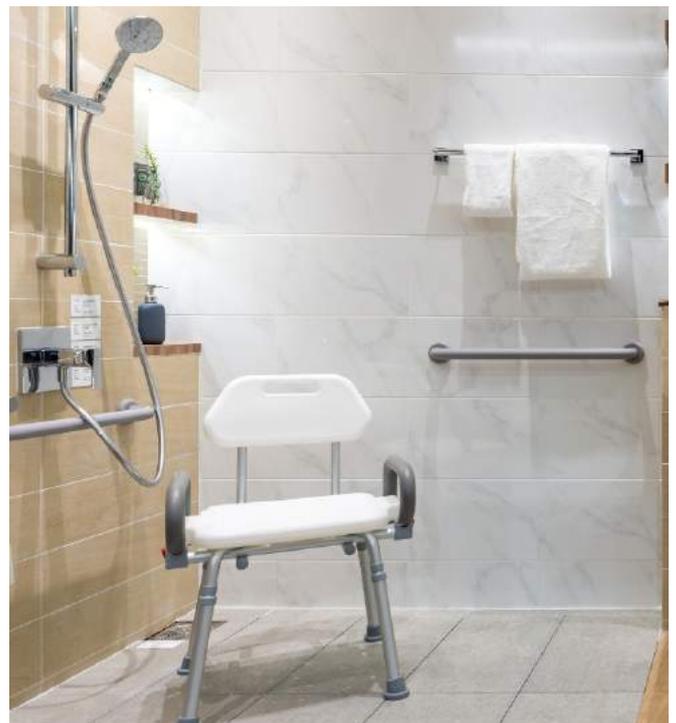
A SAFE HOME AS YOU AGE

As we grow old, it is natural that accidents, slips, and falls will become more common. We are not as steady on our feet and our muscles are not as strong as they once were. It is important to make changes in our

home to keep us safe, while adjusting to changing physical needs and abilities.

Below are some suggestions:

- Avoid using rugs, carpets or fabrics to cover your floors as they may cause you to slip or trip. If you must use them, ensure they are fastened to the floor using tapes or other adhesives.
- Change doorknobs, handles, and faucets that are uncomfortable for you to use. Over time, some develop rust making them brittle and hard to turn. Replace them with ones that are ergonomic in nature.
- Keep all areas well lit. Install light switches in easy-to-reach places. We might need more lighting so we can see clearly as we age. Installing light switches near staircases and doors is a good reminder for us to turn lights off when not in use.
- Invest in grab-bars, handrails and non-skid mats or stickers. As our mobility declines, it is helpful to have something we can hold on to as we move. Smooth floors can also be difficult to navigate, speak to someone about how this can be adjusted for your safety.
- Install ramps instead of steps. Instead of installing steps to the front door, on walkways, in the garden or other outdoor areas, make use of inclined ramps instead. This helps us take small steps at a time and softens the impact of shifting our weight when we go up the steps.



ENVIRONMENTAL WELLBEING



LIVING AIDS

Living aids are tools, equipment, and special devices that help make everyday tasks easier. Many of us want to live independently as we age. However, living alone can be difficult. Physical changes can make housework and other daily routines challenging. To make independent living easier, consider using these aids for comfort:

1

Mobility Aids

This type of equipment makes moving around easier. Simple examples include canes, foldable walkers and rollators. Some sophisticated mobility tools are wheelchairs and mobility scooters.



2

Gripping Aids

As bones in our hands soften, we may have a looser grip and drop things more frequently. Gripping tools are handheld aids usually made from rubber material to provide a firmer grip.



3

Hygiene Aids

Some tools exist that can even make cleaning and dressing ourselves a bit easier. There are shower chairs, so we can avoid slipping in the shower. Over toilet aids help us ease onto the bowl. Dressing sticks and button hooks allow us a better reach behind to dress ourselves comfortably.



4

Mindful Tools

Mindful tools help us keep a routine. These aids can remind us of small things if we become forgetful. Some examples are kitchen timers, automatic pill dispensers and talking alarm clocks or calendars.



ENVIRONMENTAL WELLBEING

WHAT SUPPORT IS AVAILABLE?

In your culture, people may rely on family members, such as partners, children/grandchildren, relatives and friends to help them at home. In Australia, the government provides funding to some aged care organisations to help the elderly stay at home longer. Though programmes may change, help and support are always available. The first step is to register with My Aged Care – a Federal Government aged care programme. You can register by using your computer and visiting their website at www.myagedcare.gov.au.

Everyone's needs are different, so support is provided on different levels. The levels are basic, low, intermediate, or high. The government provides extra money for people that need more help.

The support offered is designed to help older people maintain good health and wellbeing. This helps them to meet individual needs, goals and independence at home for as long as possible.

THE COMMONWEALTH HOME SUPPORT PROGRAMME

The Commonwealth Home Support Programme helps you by providing small amounts of support services to live in your home or community for longer. It is the starting point of getting short term help at home and delays the need for a higher level of care.

The types of care include services that keep you safe in your home, services that keep you connected with your community, services that keep you well and independent, and services for people experiencing homelessness.

THE HOME CARE PACKAGES

The Home Care Packages provides older people with a higher level of care which is ongoing. You get to pick the service with help from the provider. The provider works with you to manage a budget to meet your needs. Also, the provider makes sure you receive inclusive care. It is important for you to make notes, ask questions and tell them about what is important to you about your culture (refer to page 6). People that are frail and have difficulty managing at home can access the Australian Government-subsidised residential aged care.



Some examples of help available to you include:

- **Personal services**
Assistance with activities such as showering, toileting, mobility & communication.
- **Nutrition and meal preparation**
Assistance with preparing meals, using eating utensils and eating.
- **Transport & personal assistance**
For shopping, visiting health practitioners and attending social activities.
- **Management of skin integrity**
Assistance with bandages, dressings and skin emollients.
- **Assistive technology**
Assistance with devices for mobility, communication and personal safety.
- **Aids and equipment**
Help using tools that assist a person with their daily living tasks.

A full list of help available can be found at www.myagedcare.gov.au

ENVIRONMENTAL WELLBEING

BEING ASSESSED FOR CARE

An assessment is needed to best determine what level of support and care you need.

Often, this process comes after you have contacted My Aged Care to apply for support.

There are two kinds of assessments available:

1 Home Assessment with a Regional Assessment Service.

This is offered to individuals who need basic to low level support and care. This support is through the Commonwealth Home Support Programme. It suits people who need a little help for everyday tasks. (Refer to page 38).

2 Home Assessment with an Aged Care Assessment Team.

This is offered to individuals who need a high level of support or need everyday care to live comfortably. This assessment determines if you need a Home Care Package, Short Term Restorative Care, or Aged Care Nursing Home services.

Remember, you don't have to do this alone. You can have a friend, family member, carer or even an interpreter present if needed.

The Older Persons Advocacy Network can also give you information about your rights. This is a free service available to everyone.

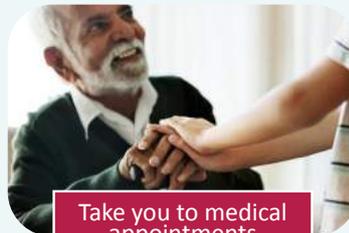
They can be contacted on 1800 700 600.

SHORT TERM RESTORATIVE CARE (STRC)

Living independently for as long as possible is a goal for many older Australians. The STRC programme provides support for up to 8 weeks to help older people stay independent. The support is offered for a short term period and can take place in your home, aged care (nursing) home or a combination of both. You may be eligible for this programme if you are challenged by any of these daily activities:

- bathing
- dressing
- feeding yourself
- shopping
- cleaning
- driving

Some more examples of help that is available:



TRANSITION CARE PROGRAM

This is a short term care for older people who need extra support after a hospital stay. It helps to get you back on your feet and avoid any ongoing care.



ENVIRONMENTAL WELLBEING

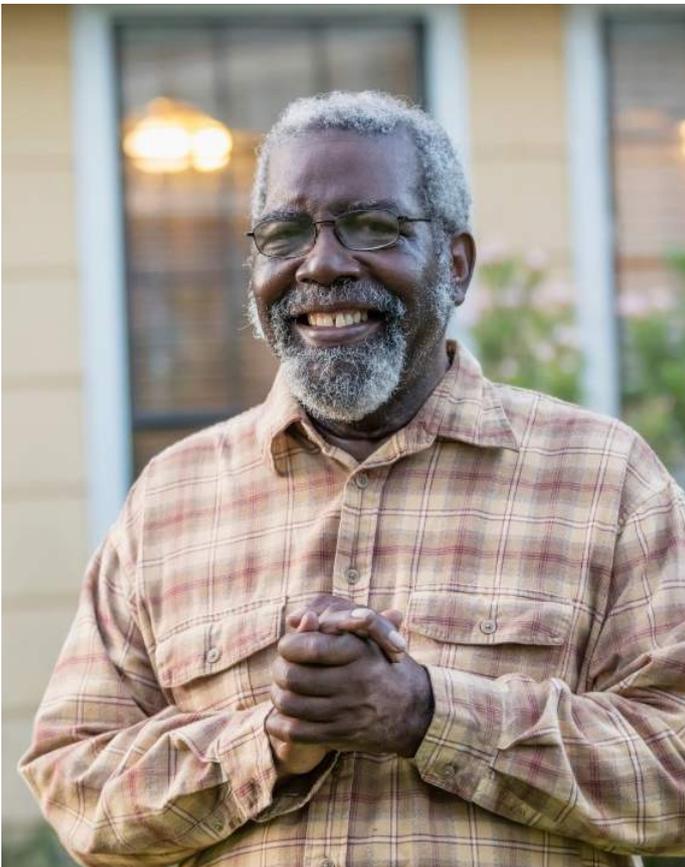
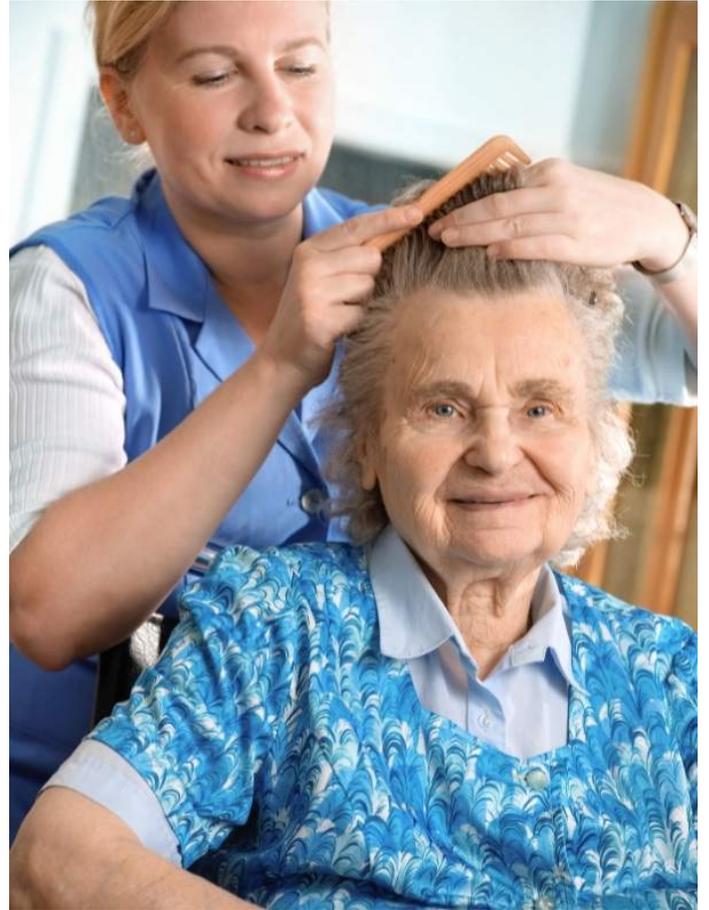
AGED CARE (NURSING) HOME

An Aged Care Nursing Home is a Residential Care Facility where older people, who can no longer care for themselves independently, can choose to stay. Here they can receive regular support and care to live a dignified and comfortable life.

The facility provides you with somewhere to live as well as staff to take care of you. You may also request services that would help you keep in touch with your culture such as connecting you to a religious or cultural community.

It is understandable to worry about the cost of living in an aged care nursing home however, the government offers some financial support to help you pay for these services. Of course, you need to apply for an assessment and be approved as a resident first, but know that there is always help available to you.

If you wish to know more about the process for government financial support, you, or a friend or family member on your behalf, can contact My Aged Care on 1800 200 422 or visit the website, www.myagedcare.gov.au.



INDEPENDENT LIVING

Independent living arrangements are housing options exclusively for seniors. These houses and communities are designed to cater to the needs of the elderly. Here you will find accessible roads and walkways with clear readable signs. These homes are small, hazard-free spaces making them safer and easier to maintain.

An independent living arrangement is ideal for those who wish to live in their own way for longer. These environments are best for those still managing to meet their day to day needs and routines.

Multicultural Interactive Planning Solutions (MIPS)

Start to create a plan to make your home safer and more comfortable as you get older using the information in the MIPS online tool.

Visit www.mips.org.au

ENVIRONMENTAL WELLBEING PLAN

To feel more comfortable, safe and independent in my home I could do the following:



eg. remove anything (like rugs) that I could trip on



eg. install handrails in the bathroom and by the toilet



eg. move the bedroom to a downstairs room

I could do with some help with the following:

Eg, grocery shopping, transport to and from my medical appointments, the garden



My biggest concern about getting old in my home is:

eg. getting up and down the stairs, the large garden, or not being near someone I know and trust

What I will do so I don't have to worry about this anymore is:

eg. talk to someone from My Aged Care about the problem and see how it can be solved

Ways I will manage my environmental wellbeing:

- Find out how I can safety proof my home
- Look at the help available on myagedcare.gov.au or call on 1800 200 422
- Ask My Aged Care what cultural group is in my area that I could join





"this phone drives me crazy!"

"I don't understand it,
and I don't need to"

"I don't need to learn how to use a computer!"

"it's just for youngsters, they're always
on their phones, I'm not like that"

"it's just so frustrating!"

Do the statements above sound familiar to you? Have you ever felt the same way? As changes in technology can be overwhelming, it is natural for us to feel anxious and uncomfortable. Studies have found that seniors can develop a “technology phobia”, because they do not understand what the technology does, or how to use it. This does not have to be the case for you. Most gadgets are invented to provide comfort and convenience for users. Learning how to use these devices will help you in the long run.

THINGS YOU CAN DO ON A COMPUTER

- Connect to your culture through websites and apps
- Send and receive emails
- Watch movies and TV Series
- Listen to music
- Do your banking and manage your finances
- Pay your bills and register for online services
- Play games, either by yourself or with others online
- Video chats with family and friends
- Shop online
- Upload your photo album
- Research your family history
- Learn how to do something new



TECHNOLOGY

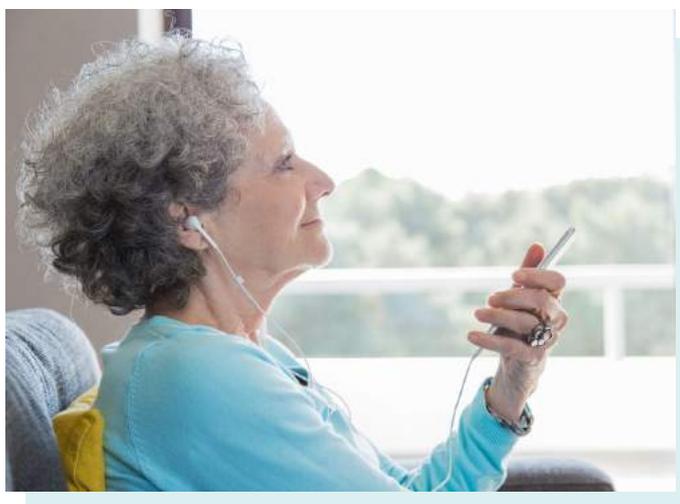
We are now living in a digital world where technology is everywhere. These days, phones are made of glass screens, computers are small and portable, and there seems to be an 'app' for everything - banking, food delivery, movies and music.

This can be a confusing world for older people to live in, especially when technology changes almost every day. New inventions and technological developments emerge fast, making it hard to keep up with what they do and how to use them.

Although this might seem intimidating at first, you may find these gadgets can make life a lot easier. The saying "you're never too old to learn something new" means technology is for you too. Modern technology can make your life more convenient, comfortable and connected.

DID YOU KNOW...

In the last 20 years, (2000-2020), there have been some very exciting technological developments, including:



- **Skype**

We are now able to hear the voices and see the faces of our loved ones as we chat. Thanks to Skype, Zoom and other programs, we can now reach people all over the world and speak to them as if they are with us. All this and more can be accessed almost for free!

- **E-Readers**

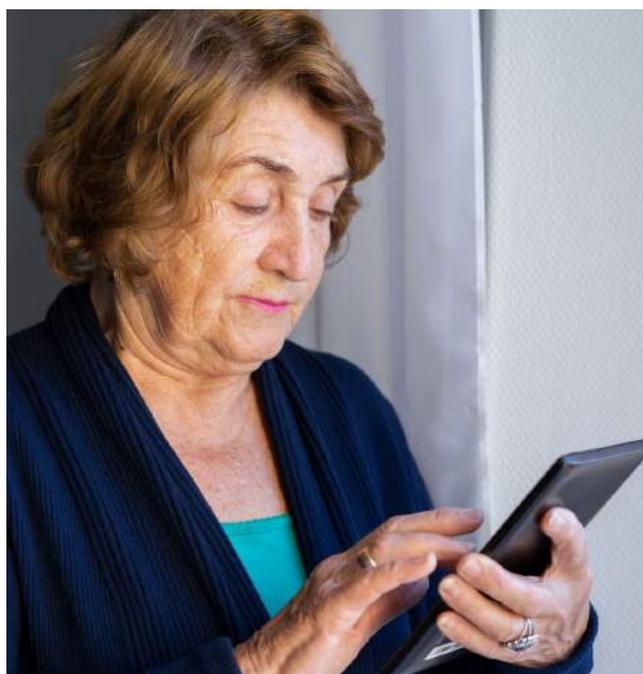
E-readers are like small portable libraries, where you can store and read hundreds of books on your device. It also has a dictionary function, so you can look up difficult words. It has a magnifying function, so you can read small texts. The latest version also has a light, so you can read in the dark.

- **Search Engines**

A search engine lets you search for information on the internet much like an encyclopedia. Anything you want to know more about, just type a keyword or a question in the space provided, and a long list of answers and relevant resources will be displayed for you to learn more.

- **Smartphones**

Many mobile phones are often called "smartphones" because of all the extra things they can do. You can make calls, and send messages. You will also find things like a flashlight, radio, music or movie player, games and internet access already built in.



TECHNOLOGY

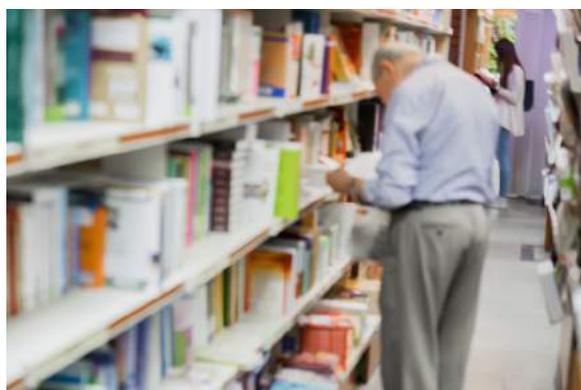
DEVELOP YOUR SKILLS

Since most phones and computers are built to be user-friendly, it can be quite fun learning how to use them. Here are some ways to get you started:



Ask a family member or friend to help

The most effective way to learn about these gadgets is to see them in action. Ask family and friends to show you the basics. They can help with making and taking calls, sending messages, using the internet and setting up accounts. You can even use the opportunity to bond with your grandkids, as they know more about these gadgets than anyone else!



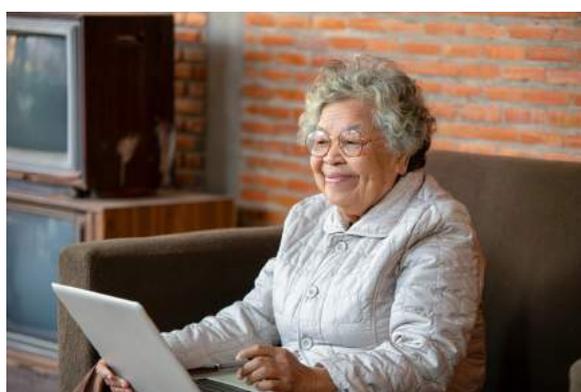
Learn from books

Books have a lot of helpful information about how computers and smartphones work. Look for books with a lot of illustrations and helpful step-by-step instructions so you can follow along easily. One day you might even know more than your grandkids!



Attend a computer class

Attending a computer class is a great learning experience. Meeting other people who are also learning can boost your confidence and help you learn faster. You can enquire about computer classes at your local library, TAFE or contact the Diversicare MAS team for assistance.



Learn online

Another way to learn about computers is with the computer itself. Try typing www.youtube.com in your internet search bar. Once you have opened the Youtube page, type “computer basics for seniors”, press enter, and a lot of video lessons will be displayed. Click on one and start learning by watching and taking notes.

TECHNOLOGY

ASSISTIVE TECHNOLOGY

Today's technology can also be used to promote a comfortable lifestyle. Besides smartphones and computers, there are also useful tools like assistive technology.

Assistive technology (AT) refers to any tool or device that makes difficult tasks easier to do. Some AT devices are simple and low tech, like jar or can openers. Other tools are more advanced like automatic doors, motion sensors, and voice activation to turn on lights.

These devices can provide comfort and make life easier. Currently there are memory aids, visual aids, and communication aid tools available for seniors.

EXAMPLES OF ASSISTIVE TECHNOLOGY

Personal Alarms

Personal alarms, also known as life alarms, are small devices that can be used as a pendant, keychain, or be carried inside your pocket. It has a small button that when pressed makes a loud, alarming sound, attracting the attention of your carer. Other models have additional functions like location-tracking and voice channels. This can be useful in seeking help, especially when the user has trouble calling for help or moving around.

Home Safety and Security

These technologies help make your home a secure and safe place without stress. Some examples are lighting activated by motion-sensors, smart doorbells and remote-controlled locks.

Memory Aids

Memory loss is one of the natural effects of ageing. This is not something to be afraid of, just prepared for. Tools like pill dispensers labeled with days of the week, digital calendars or planners, and alarm systems can help you keep and remember routines.

Communication and Visual Aids

These tools promote accessibility of information and services to all despite any disability. Nowadays even our phones are equipped with a lot of helpful functions such as magnifying small texts and images, translating languages or even converting text to speech audio.

Mobility Aids

Issues in mobility become common as we age. Thankfully, technology has paved the way for mobility aids that can help us move around more easily. Today we have high tech wheelchairs that are easy to operate and scooters or rollers to steady us as we walk. Handrails, grab bars and stair lifts allow us to go up and down the stairs more safely.

Peter's story



Peter is 79 years old and has recently undergone a hip replacement. Due to not being able to walk as far or as easily as before, Peter now uses a motorised scooter to get around when outside the home.

Pavita's story



Pavita's husband passed away recently and Pavita is determined to continue living in the home she shared with him. However, she was scared of being alone in the home so for safety and in case of emergency, she organised for a personal call alarm system.

AGEISM AND DISCRIMINATION



WHAT IS AGEISM?

Ageism is a form of discrimination where a person is denied certain benefits and rights due to their age, especially old age. Age discrimination is experienced in two different ways:

1. Discrimination towards an elderly person

Elderly people often feel discriminated against when they are being mocked about the stereotype of being physically fragile. Making fun of shaky hands, weak knees and slow movement are often some examples of this.

2. Discrimination towards the idea of ageing.

Negative attitudes towards the idea of ageing are also forms of discrimination. For example, forcing workers to quit their jobs when they reach a certain age. Giving older people less responsibility, and by taking away some freedoms. Removing their choice to make decisions comes from the assumption that they have a weak mind.

The Age Discrimination act of 2004 exists to protect the elderly “from discrimination on the basis of age in employment, education, accommodation and the provision of goods and services.”

This ensures that you will be treated fairly and equally in society. Your right to dignity, security, high quality services and community participation is respected. Your rights are maintained regardless of culture, religion, age, disability, income and other social or economic factors.

“*Young, old and everyone in between – Australians of all ages have the right to be treated fairly and to enjoy the same opportunities as others.*”

~ Australian Human Rights Commission

AGEISM AND DISCRIMINATION

HOW TO KNOW IF YOU ARE BEING AGE-DISCRIMINATED

Often, ageism can be felt right away by inappropriate comments and rude behavior toward the elderly person. However, there are also less obvious ways you may be age-discriminated, here are some examples:

①

Being overlooked for challenging tasks. Elderly individuals are often overlooked and are not being considered for challenging tasks and projects. This is due to the assumption that elderly employees cannot do better than or as well as their younger co-workers.

②

Not being given learning opportunities. It is a common stereotype that elderly individuals no longer have the capacity to learn. Training, educational opportunities and other learning privileges are often offered to the younger generation instead of senior employees.

③

Sometimes, elderly individuals are left out of gatherings and get-togethers among family and coworkers as they are prejudicially deemed as boring and serious. If they do get invited, they would often report feelings of isolation as no one talks to them.

④

Inappropriate comments about age. Perhaps the most commonly reported discriminatory act, elderly individuals often hear a lot of inappropriate comments, questions and back-handed insults about their age and how it relates to their work, their achievements and milestones in life.



Case Study:

Mei, a 60-year old woman, has worked a regular job at the same company for several years. Mei's job involves meeting with clients and representing the company in various projects. During her first few years, Mei did well in her job and got along with her supervisor and colleagues.

However, as Mei aged, her supervisor began commenting that she should go on the pension. She would also hear comments from colleagues about needing to get her eyes checked and being slow. Mei tried not to let these comments bother her and decided to focus her energies on doing better at work.

One day, Mei noticed that she received less projects and was not being assigned client meetings anymore. Her supervisor sat her down advising that her working hours were being reduced because of her age and the cost to employ her. She later discovered the hours she lost were awarded to a younger employee.

Mei's case shows how age discrimination happens in the workplace. Instead of being accommodated, elderly employees are often set aside and replaced with younger workers. Comments can target the elderly's age-related issues. Slowing mobility, physical fragility, declining health and mental capacity are criticised.

If you ever feel that you are being targeted because of your age, it is important to reach out. Human resources, local government authorities and other non-profit organisations can help resolve the situation. Age discrimination is very real, threatening our health and wellbeing if we do not take action.

AGEISM AND DISCRIMINATION

MYTHS AND STEREOTYPES ON AGEING

Discrimination happens for many reasons. Our society does not value growing old.

Ageing stereotypes and myths are negative beliefs that pass from generation to generation until they become a part of the culture. These beliefs have no scientific proof, many people just assume they are true. Here are some false myths about ageing:

Ageing leads to depression.

Most people assume that ageing eventually leads to depression because of social isolation and physical weakness. However, many older adults report a happy and comfortable life. They volunteer in community groups and spend time doing things they enjoy.

Ageing results in isolation.

Another unhealthy stereotype is that ageing leads to social isolation. However, most elderly individuals reach out to family members, friends, colleagues, and community groups. Meeting like-minded people brings connection and companionship.

Older people can't learn new things.

Many people believe the elderly have weaker minds, poor memory and cannot learn new things. However, with more time and helpful technology available, elderly individuals enjoy learning new skills well into old age.

Old People have slow minds and bodies.

Another common myth is that mental capacity and physical strength decline with age. However, with a well-balanced diet, proper exercise and mental stimulation, older individuals can be just as alert and healthy as younger people.

Aged individuals cannot live alone.

Often, it is assumed that at a certain age we can no longer live on our own. However, with in-home care services and community support, older individuals can live independently for much longer than people think.



EFFECTS OF AGE STEREOTYPES ON YOUR WELLBEING

False stereotypes can lead to negative effects on our health and wellbeing. Studies show that 96% of the elderly in 196 countries feel the negative effects of age discrimination. It can lead to mental health issues such as anxiety, depression, isolation and low self-esteem. Being stereotyped may cause some to withdraw from certain places and activities. Believing their bodies are weak and fragile, they no longer see the benefit of physical activity.

If you can relate to feeling this way, remember that stereotypes are false. You have control over your attitude towards ageing. Choosing to be active and have fun offers you a happy, healthy life.

“We don't stop playing
because we grow old.
We grow old because
we stop playing.”

~ George Bernard Shaw

HUMAN RIGHTS

We all have the right to be treated with respect and dignity regardless of our age, wealth, culture, sexual orientation, physical strength or mental ability.

The **Universal Declaration of Human Rights** recognises that peace, freedom and justice means being treated with dignity and respect. Knowing that you have rights is very important to live a joyful and successful life.

WHAT DO RIGHTS MEAN?

“Rights are legal, social, or ethical principles of freedom or entitlement; that is, rights are the fundamental normative rules about what is allowed of people or owed to people according to some legal system or social convention.”

As we get older, our capacity to make decisions declines and we may think we don't have rights. However, some human rights are particularly relevant to older people.

You have the right to:

- an adequate standard of living including access to residential care, CHSP, adequate food, clothing and housing.
- high standard of physical and mental health
- work and fair working conditions even when doing volunteer work
- be safe and free from violence including free from financial abuse
- be free from cruel, inhumane or degrading treatment by anyone including your family members
- privacy including the privacy of your private information, emails, address, phone number and privacy of our bodies against invasive procedures.
- family life including the right to establish a family outside the conventional family standards

THE CHARTER OF AGED CARE RIGHTS

The Charter of Aged Care Rights protects the rights of people receiving aged care. It applies to all aged care services that are funded by the Australian Government. The Charter is a legal document. It is also available in other languages.

Service providers need to:

- sign and provide a copy of the Charter to each person receiving aged care
- help each person to understand the Charter
- give them time to understand and sign the copy
- comply with record keeping requirements relating to the Charter

If you feel your rights are not being respected and you would like to talk to someone, you can call the Australian Human Rights Commission QLD

1300 369 711



FAMILY CARERS

CARE FOR THE CARER

Caring for an elderly relative is a responsibility many family members face at some point. As our parents and grandparents grow older, we may want to repay their love by caring for them if we can. We want them to stay at home longer and spend more time with family members.

However, it is important to keep in mind that caring for a senior family member is not easy. As their carers, we must be mindful of our own health and wellness. Self-care ensures we avoid burn out or falling ill ourselves. We cannot expect to care for others if we do not care for ourselves first.

Taking care of our own physical, mental, emotional and spiritual needs makes us a better support for others. When we are at our best, we can provide great care and support to our elderly loved ones. When we are not, we might feel irritable and stressed. This can negatively impact how we care for our elderly relatives.



ROLES FAMILY MEMBERS AND SUPPORT CARERS PLAY IN YOUR CARE PLAN

In most family-oriented cultures, it is common for adult children to repay their parents' love by taking them into their own home.

It is normal in many Asian cultures for the grandparents to live with their children's families and even help look after their grandchildren. In cases like these, children of ageing parents are the first in line to be their caregivers.

Since they know their parents' needs, culture and health history, children and other family members play an important role in supporting their elders. Sometimes adult children cannot care for the elderly themselves. In this case, they may help provide guidance to service providers on how best to care for their needs.

Care providers offer extra support to family members, stepping in and out as needed. Care providers offer a wide range of home care services when children cannot be there due to other personal commitments.

It is important that family members and care providers know the elderly individual's specific needs, culture and preferences, when sharing the responsibility. It is also important that the elderly person be comfortable in receiving care from both family and care providers. Working as a team can provide a healthy, happy and safe environment for them.



TIPS FOR THE CARER

1	Find out what equipment or home changes might help	If you will be living with an elderly person in your care, consider installing helpful equipment like ramps, grab bars and anti-slip flooring to help care for your ageing parent better and avoid accidents.
2	Take time for yourself and your own needs	Caring for another person can be quite exhausting. It is important that you take time for yourself and listen to your own body. Taking care of your own health helps you take care of your loved ones.
3	Consider getting some help at home for yourself	Caring for an elderly person can be a challenge. You might want to get extra help with meal preparations, home repairs, cleaning and chores. Look into possible home care options that would best suit you and your elderly parents' needs.
4	Make an emergency care plan	Health emergencies may be a common occurrence when you care for an elderly loved one at home. Having an emergency care plan can be helpful. This puts all important health information and their needs in one place, ready to go in case of emergency.
5	Consider what legal arrangements you may need to make	When caring for an elderly individual, consider the legal documents that you need to prepare for them. Determine if you need help setting up advance care plans and exit-documents like wills or powers of attorney, just in case.
6	Find out how to deal with challenging behaviour	As our loved ones get older, they become prone to challenging behaviours caused by their deteriorating health. They may become irritable, aggressive or stubborn. You will need to deal with them calmly and compassionately.
7	Find out what respite care you can get	Living and caring for a senior loved one is a big responsibility and you may want to take a break sometimes. Respite care lets you step away for a break, while a support carer helps take care of your loved one.
8	Set limits for what you can do	When taking care of an older adult, it can be quite confusing for us too, especially if they have specific medical needs. Admitting your limits and seeking professional help is one way to give the best care possible.
9	Join a support group	We can learn about best practices, challenges and what to do in emergencies by joining support groups for carers of elderly family members.

CARE AS YOU AGE

RESTORATIVE AND REABLEMENT CARE

We mentioned short term restorative care in the Environmental Wellbeing section of this booklet. It is a short-term program designed to help you develop tools and physical ability. This can keep you doing the things you love.

As we age, it is normal to experience different diseases and illnesses that affect our wellbeing. As our bodies grow old, our immune system may have a hard time fighting off illnesses. This means we may need immediate medical care.

Restorative care assists elderly individuals who need support with home care and medical needs as well. Restorative care is focused on the awareness of current health, medical needs and support for possible future disease.

The aim of restorative care is to help sick individuals experience a happy, healthy and comfortable life.



Case Study:

George loved swimming. He would often go to the beach in the morning and be the first one in the cold surf. Last year George had a heart attack and although he recovered well, he found it difficult to get back into the water.

George got in touch with My Aged Care who recommended the short-term restorative care program. He was happy with the program that was created just for him. This plan combined rehabilitation exercises at home and supported swimming at his local pool. George regained his muscle strength and confidence to get back to the surf. He may not be the first one in the cold surf these days, but he is back to his favourite hobby of swimming.



END OF LIFE CARE

Also commonly referred to as “comfort care”, this type of service aims to provide comfort and peaceful living conditions for those near the end of life.

The main purpose for end of life care is to provide relief, in the way of medical attention and support, from suffering. Physical, mental and emotional support helps individuals live the rest of their lives with dignity.

As elderly individuals are often prone to severe disease and illnesses, end of life care begins when they no longer choose to proceed with medical treatments. Instead they may decide to enjoy the rest of their time in peace, with people they care about. Wherever possible you can have end of life care where you and your family want. This can be at home, in hospital, in a hospice or a residential aged care facility.



WHAT IS PALLIATIVE CARE?

Palliative Care is person and family centred care for a person with a life-limiting or terminal illness. This is an advanced illness that has little or no prospect of cure, and the person is expected to die from the illness.

The aim of palliative care is to provide quality of life for these individuals. This is done by helping them live the rest of their lives with dignity, according to their wishes. Most of the time this includes support to relieve pain, spending time with friends and family, offering support and assistance to family members, and preparing the important exit-plan and other documents to complete any unfinished business.

It is important to communicate your cultural beliefs around end of life care with your family, friends and carers. This will allow care providers to best support you and to ensure that your beliefs and values are respected.

For many, death is a spiritual and/or religious, as well as physical event. Your culture will probably influence many of your choices and beliefs around end of life care. It may influence:

- whether or not to use resuscitation measures
- what medication to take or not to take
- whether to use medical interventions
- whether or not to withhold nutrition and fluids
- who is with you or your loved one at the time of passing
- whether you or your loved one will choose to die at home, in the hospital or in a hospice facility.
- what foods can be eaten
- what clothes should be worn during the rituals and ceremonies that accompany and come after death

LEGAL ASPECTS OF YOUR CARE

PREPARING YOUR EXIT-PLAN DOCUMENT

Preparing your exit-plan document is one of the most important preparations you need to make in your end of life journey. Your exit-plan document refer to important legal instructions that you will leave behind when you pass away. It is important to prepare this document early, so your family can spend time considering each wish, request or instruction. Some examples of exit-plan documents that you need to prepare include:

WILLS

A will is an important opportunity and a legal document for you to specify your wishes and instructions to loved ones in the event of your passing. Your will should also include those who would inherit any material property or possession that you have. It is important to discuss this with family members and a legal expert to avoid conflict or confusion when you pass away.

POWERS OF ATTORNEY

A power of attorney is a formal legal document that authorises and lets another person (usually a trusted family member, attorney or legal expert) make personal or financial decisions for you. A person who is awarded the powers of attorney has the responsibility to enact your will and wishes in the case of your death. They may also take responsibility if you lose the mental capacity to make sound decisions for yourself.

ADVANCE CARE DIRECTIVES

Much like a will, an advanced care directive also highlights your wishes and instructions. However, advanced care directives list wishes and instructions about how to care for you. This includes caring for your health records and vital information on your culture and personal beliefs. These directives help in making a care plan and any important medical decisions in the future.

An advanced care directive is a list of your care and cultural needs that another person needs to know so they can make sound decisions for you and your care.



Support is available

There is a lot to consider and sometimes it can feel overwhelming. Support is available to help guide you through this process.

There are free legal advice centres for seniors that are there to help you create these documents.

COMMUNICATING YOUR NEEDS

THE IMPORTANCE OF COMMUNICATION

We all have a unique culture. Our experiences, expectations and preferences are all different. Your cultural difference may influence how you seek help. You have the right to choose who you talk to.

It is important to ask questions from doctors and organisations. You can ask the doctors about the medication you are taking. Find out what the medicine is for and what are the potential side effects. It is okay to tell your health practitioner if you have any concerns about the medicine. Think about how it might affect your beliefs, customs or practices. Remember, providers do not know everything about you. They only know what you tell them.

It is also important to keep talking to someone, especially your doctor or health practitioner, about your everyday health. It is okay to ask questions that come from experiences, feelings, emotions or physical symptoms that are new to you.

Remember, there are no silly questions when it comes to your health and wellbeing!



INTERPRETERS

Sometimes it is hard to talk to service providers. We may need help understanding them, and being understood. That's where interpreters can really help.

It can be tempting to ask a family member or friend who is good with English and can speak your language to interpret. However, important conversations may be too hard for that person and big mistakes can be made. There are professional people who have the right training and skills to interpret for others. Your service

provider can arrange an independent interpreter for you. They do not work for your service provider, but your service provider will pay them to interpret for you. Using an interpreter won't cost you anything.

An interpreter can be there in person or on the phone, depending on who is available. The interpreter will only say exactly what you say to the other person (and the other way around). Interpreters have rules and must keep everything that is said private. They will not add things to the conversation, they cannot advise you or speak on your behalf.

See the resources section at the back of this booklet for contact information.



STAYING WELL DURING A PANDEMIC

DEFINITIONS

Coronavirus or COVID 19

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.

Pandemic

A pandemic is the worldwide spread of a new disease.

(World Health Organisation)



HOW CAN YOU GET COVID-19?

If an infected person coughs or sneezes, these droplets allow the disease to be spread. These droplets can be transferred to you if you touch their hand, other infected surfaces or if the droplets land on you.

WHO IS MOST AT RISK?

Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

WHAT ARE THE SYMPTOMS?

The most common symptoms of COVID-19 are fever, dry cough and tiredness. Other symptoms that are less common and may affect some people include loss of taste or smell, aches and pains, headache, sore throat, nasal congestion, red eyes, diarrhoea or a skin rash.

HOW CAN YOU PROTECT YOURSELF AND YOUR COMMUNITY?

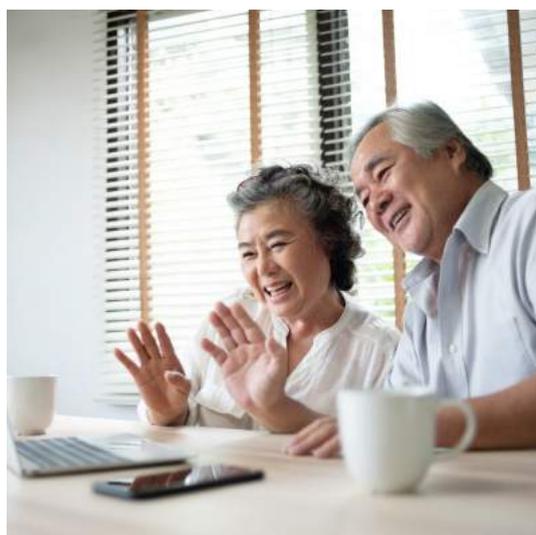
- Physical distancing – it is recommended you stay 1.5 meters apart from other people
- Wear a mask in public places
- Keep rooms well ventilated
- Avoid places that are crowded, closed or involve close contact
- Meet people outside if you can
- Clean your hands regularly (with soap for 30 seconds or an alcohol based hand sanitiser)
- Avoid touching your eyes, nose and mouth
- Cough or sneeze into a tissue or bent elbow
- Clean and disinfect surfaces regularly, especially those that are often touched, such as door handles
- Stay home if you feel unwell

A great health resource online is www.healthdirect.gov.au

STAYING WELL DURING A PANDEMIC

TIPS FOR MANAGING THROUGH A PANDEMIC

- Ask for help if you need it!
- Listen to your local community radio station, or read community newspapers to find out the most up to date information in your language
- Access translated resources about coronavirus, social distancing and hand hygiene
- Stay connected with family and friends through phone calls, video calls or email etc.
- Stay active. Exercise can help decrease stress, boost your mood and increase your energy levels
- Access counselling services in your language if needed
- Connect with your neighbours
- Do activities that bring you enjoyment
- Ask your church, temple or place of worship for reading material or access any online services
- Access programs such as 'I speak your language' where a volunteer will call you in your language to have a social chat and see how you are (QLD)
- Call your local library to find out if they have a mobile library service, so you don't need to leave your home.
- Take the time to learn a new skill, this will help to keep your mind active
- Access food delivery services such as Meals on Wheels – MAS can help you to do this



The most important thing is to keep up to date with trusted and reliable information through local and national health authorities. There are a range of resources available in a range of languages on the internet:

COVID-19 Pandemic Resources for CALD Communities:

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/translated-coronavirus-covid-19-resources>

<https://www.communitydoor.org.au/information-for-clients/resources-in-languages-other-than-english-and-easy-english-guides>

<https://www.sbs.com.au/language/coronavirus>

<https://covid19inlanguage.homeaffairs.gov.au/>

COVID-19 AND MENTAL HEALTH

Mental health services

Lifeline: 13 11 14 or lifeline.org.au

Suicide Call Back Service: 1300 659 467 or suicidecallbackservice.org.au

Beyond Blue: 1300 224 636 or beyondblue.org.au

ReachOut: reachout.com

SANE Australia: 1800 187 263 or sane.org

www.healthdirect.gov.au

<https://www.dhi.health.nsw.gov.au/transcultural-mental-health-centre>

<https://metrosouth.health.qld.gov.au/qtmhc>

COVID-19 Symptoms

<https://www.healthdirect.gov.au/symptom-checker>

RESOURCES

Aged Care Services

Able Australia
www.ableaustralia.org.au
1300 225 369

Aged & Community Services Australia
www.acsa.asn.au

Aged Care Guide
www.agedcareguide.com.au

Aurous
Social Connection for Seniors
www.auros.org.au
1800 287 687

Centrelink/Services Australia
www.servicesaustralia.gov.au
132 300

Council on the Ageing
www.cota.org.au

Department of Social Services
www.dss.gov.au

My Aged Care
www.myagedcare.gov.au
1800 200 422

National Seniors Australia
www.nationalseniors.com.au
1300 765 050

Older Persons Advocacy Network
www.opan.org.au
1800 700 600

Seniors First
www.seniorsfirst.com.au
1300 745 745

Senior Services Guide
www.seniorservicesguide.com.au

Support for Carers

Carer Gateway
www.carergateway.gov.au
1800 422 737

Carers Australia
www.carersaustralia.com.au

National Health Services

Advance Care Planning
www.advancecareplanning.org.au
1300 208 582

Cancer Council Australia
www.cancer.org.au
131 120

Dementia Support Australia
www.dementia.com.au
1800 699 799

Department of Health
www.health.gov.au

Diabetes Australia
www.diabetesaustralia.com.au
1300 136 588

Garvin Institute
www.garvan.org.au

Get Healthy
www.gethealthynsw.com.au
1300 806 258

Health Direct
www.healthdirect.gov.au
1800 022 222

Live Better
www.livebetter.org.au
1800 580 580

Meals on Wheels Australia
www.mealsonwheels.org.au
1300 909 790 (QLD)

National Dementia Helpline
www.dementia.org.au
1800 100 500

National Disability Insurance Scheme (NDIS)
www.ndis.gov.au
1800 800 110

National Heart Foundation
www.heartfoundation.com.au
1300 362 787

Stroke Foundation
www.strokefoundation.org.au

Multicultural Services

Centre for Cultural Diversity in Ageing
www.culturaldiversity.com.au
03 8823 7979

Centre for Culture, Ethnicity & Health
www.ceh.org.au
03 9418 9929

Ethnic Communities Council of QLD
www.eccq.com.au

Every Culture
www.everyculture.com

Harmony Place
www.harmonyplace.org.au
07 3412 8282

Multicultural Aged Care
www.mac.org.au
08 8241 9900

Multilink
www.multilink.org.au
07 3808 4463

World Wellness Group
www.worldwellnessgroup.org.au

Senior Rights Services

Aged Care Quality and Safety Commission
www.agedcarequality.gov.au

Australian Human Rights Commission
www.humanrights.gov.au

Elder Abuse Phone Line
www.health.gov.au
1800 353 374

Elder Abuse Prevention Unit
www.eapu.com.au/helpline
1300 651 192

NDIS Quality & Safeguards Commission
www.ndiscommission.gov.au

Senior Rights Service
www.seniorrightsservice.org.au
1800 424 079

Retirement & Financial Planning

Financial Counselling
Australia National Debt
Helpline
1800 007 007

Moneysmart
www.moneysmart.gov.au

Super Guide
www.superguide.com.au
1800 955 753

Retire on Track
www.retireontrack.com.au
1300 734 462

Depression, Anxiety & Suicide Prevention

Beyond Blue
www.beyondblue.org.au
1300 224 636

Mindspot
www.mindspot.org.au
1800 614 434

Head to Health
www.headtohealth.gov.au

This Way Up
www.thiswayup.org.au

Life Line
www.lifeline.org.au
13 11 14

Grief, Loss & End of Life Support

Australian Centre for Grief & Bereavement
www.grief.org.au
1800 222 200

Palliative Care
www.palliativecare.org.au
07 3842 3242 (QLD)

Grief Line
www.griefline.org.au
1300 845 745

Care Search
www.caresearch.com.au

Interpreting Services

Australian Institute of Interpreters & Translators
www.ausit.org
1800 284 181

Support with Interpreting, Translating & Communication (SWITC)
www.switc.org.au
07 3892 8559

National Accreditation Authority for Translators & Interpreters Ltd (NAATI)
www.naati.com.au
1300 557 470

Translating & Interpreting Service (TIS)
www.tisnational.gov.au
131 450

Download the Diversicare MAS APP



Diversicare Head Office

Diversicare Head Office

49-51 Thomas Street, West End, Brisbane
PO Box 5199, West End QLD 4101
Phone: 1300 DIVERSE or 1300 348 377
info@diversicare.com.au
www.diversicare.com.au

The Multicultural Advisory Service

MAS Team Leader, Statewide

Mobile: 0407 045 203
Email: j.fraser@diversicare.com.au

Cairns Peninsula Region

Mobile: 0432 322 154
Email: mas.peninsula@diversicare.com.au

North Brisbane, Sunshine Coast, Wide Bay Regions

Mobile: 0447 721 968
Email: mas.sunshine@diversicare.com.au

Brisbane Region

Mobile: 0413 512 967
Email: mas.brisbanesouth@diversicare.com.au

West Moreton Rural & Remote

Mobile: 0434 254 812
Email: mas.westmoreton@diversicare.com.au

Gold Coast Region

M: 0431 017 943
E: mas.goldcoast@diversicare.com.au

North Queensland Region

Mobile: 0407 045 203
Email: mas.northern@diversicare.com.au



Ethnic Communities
Council of Queensland

