

FECCA NCANNEWS

The National CALD Ageing
Network Newsletter

IMPLEMENTING CONSUMER DIRECTED CARE

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NEWS AND EVENTS

The National CALD Ageing Network (NCAN) is a web-based communication network that has been designed for all stakeholders who are involved in the CALD ageing sector.

NCAN promotes information sharing on CALD Aged Care.

To join NCAN, simply [Click here](#) to register online.

FECCA would like to thank all who have contributed articles to this edition of NCAN News. Please contact FECCA's Canberra office on (02) 6282 5755 or email ncan@fecca.org.au if you have something to share through NCAN News.

Disclaimer: Any views and opinions expressed within NCAN News are those of the individual authors and do not necessarily represent the endorsement of FECCA.

FROM THE FECCA CHAIR



The second NCAN edition in 2015 features *Implementing Consumer Directed Care*. This is timely as from 1 July 2015 all home care packages will need to be delivered on a Consumer Directed Care (CDC) basis. This edition also includes best practice examples in culturally appropriate care.

Some of the recent highlights of FECCA's work in aged care include:

On 17 March, the Hon Scott Morrison MP, Minister for Social Services, launched the *Review of Australian Research on Older People from Culturally and Linguistically Diverse Backgrounds*. I will be presenting on the findings at the *3rd International Conference on Ageing in a Foreign Land* in Adelaide on 25 June 2015. The report highlights the diversity of the ageing experience for older CALD Australians while also noting the similarities. [The review report is now available online at the FECCA website.](#)

FECCA made a submission to the Senate Community Affairs References Committee's Inquiry on the *Impact on Service Quality, Efficiency and Sustainability of Recent Commonwealth Community Tendering Processes by the Department of Social Services*. FECCA raised concerns over the loss of funding of multicultural community organisations and the adverse impact this is having on client service delivery. FECCA thanks its members and stakeholders for providing significant input into the [submission](#).

FECCA wrote to Department of Social Services (DSS) expressing our concerns about the low number of packages in home care and residential care that were allocated to ethno-specific and multicultural aged care providers in the 2014 Aged Care Approvals Round (ACAR). FECCA's note on the outcomes of the 2014 ACAR is available [here](#).

FECCA attended the sector briefing in Canberra for the 2015 aged care changes. DSS and the Department of Human Services presented on [CDC](#), Means Assessment, *MyAgedCare*, and the Commonwealth Home Support Programme. For further information, please visit the [DSS website](#).

I hope you will enjoy reading this edition.

JOSEPH CAPUTO OAM JP

IMPLEMENTING CONSUMER DIRECTED CARE



HOME CARE TODAY

By 1 July this year all Home Care Packages will be delivered using a Consumer Directed Care (CDC) approach. This government reform means more choice and flexibility for people receiving home care.

If you think you or someone you know might like to have some assistance, you can make enquiries with My Aged Care to find out about your options. If you are already receiving home care but are unsure whether you are getting a CDC package, you can check with your provider.

Consumer direction in home care means more flexibility for people with diverse needs. This could be a positive step particularly for culturally and linguistically diverse communities, as individuals and those close to them will have more say in the support they receive from a Home Care Package.

The information booklet *Your guide to new choices in home care* contains helpful information for accessing home care in a simple, step-by-step format. The booklet has been translated into eleven community languages (Arabic, Chinese Simplified, Chinese Traditional, Croatian, Greek, Hindi, Italian, Polish, Russian, Serbian and Vietnamese) and is available to download from www.homecaretoday.org.au. The English version is also available as a hard copy that can be sent to you for free.

Home Care Today supports home care consumers and providers to work together to make the most of CDC. Home care providers are encouraged to visit www.homecaretoday.org.au for a range of resources and advice on successfully implementing CDC. The new [CHOICES](#) in Aged



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HOME CARE TODAY

CONTINUED

Care project resources provide practical advice on how to work flexibly with each individual and is ideal for providers assisting diverse communities.

If you are receiving a Home Care Package and experiencing issues with your service provider that you cannot resolve directly with them, you can contact the Aged Care Complaints Scheme. If you would like support other than from a friend or relative, you can access advocacy support from the National Aged Care Advocacy Program.

Home Care Today is a national resource initiated by COTA Australia, a national consumer peak advocating on behalf of older Australians that aims to support consumers and providers to successfully transition to CDC. Support for providers is being planned in partnership with aged care peak bodies Aged and Community Services Australia (ACSA) and Leading Age Services Australia (LASA).

More information on CDC, including the booklet [*Your guide to new choices in home care*](#), is available at www.homecaretoday.org.au or call us on (03) 9909 7910. Sign up to our newsletter to keep up to date.

Home Care Today is funded by the Australian Government Department of Social Services.



Ronda Held is the Manager of Home Care Today with COTA Australia. She has extensive experience in community care in a variety of roles, promoting consumer participation and direction in services, innovation, grass roots leadership development and research to inform practice. Ronda was CEO of UnitingCare Community Options for nine years, where she initiated the People at Centre Stage (PACS) Consumer Directed Care Research Project. She is passionate about all people's right to choice, maintaining control of their lives and having full citizenship in our community.

IMPORTANT CONTACTS

For more information on Consumer Directed Care or to order *Your guide to new choices in home care*, visit www.homecaretoday.org.au or call (03) 9909 7910.

For more information on all kinds of aged care, visit www.myagedcare.gov.au or call 1800 200 422 (free call).

To contact the Aged Care Complaints Scheme call 1800 550 552 (free call).

To contact a National Aged Care Advocacy Program provider in your area call 1800 700 600 (free call) for a referral.

IMPLEMENTING CONSUMER DIRECTED CARE



Ethnic Communities
Council of Queensland



TRANSITION TO CONSUMER DIRECTED CARE FOR CALD CLIENTS DURING PILOT PHASE

Diversicare commenced its pilot phase of transition to Consumer Directed Care (CDC) in March 2014. The pilot phase was trialled for seven months and ended in October 2014. Included in the pilot phase were 10 of our CALD consumers that expressed an interest in being involved in the pilot. All were from different background, cultures and languages.

During the pilot phase we reviewed each process at regular check points and the following points were raised and discussed in order for us to transition all our Home Care Packages (HCP) to CDC packages:

What needed to be changed?

- *Staff perception of consumer choice and control:*
This was addressed by education and training sessions focusing on the change in the way services will be delivered and more importantly the change in the way we communicate i.e. change in the 'language' when discussing CDC packages and consumer choice;

- *The departments working collaboratively as one Team:*

The Service Delivery, IT/IS and Finance departments received training on CDC with the goal of understanding each other's roles and creating a synergy for the overall benefit of the consumer;

- *Secondment of a CDC 'Project Officer':*

A bilingual CDC Project Officer was seconded as part of an expression of interest from internal staff to lead the pilot project with a team of four bilingual Community Coordinators;



- *Communication strategy:*

This was developed to inform consumers of changes to their Home Care Package (HCP) and choices;

- *Translation of the CDC agreement into specific languages;*
- *Introduction of individualised consumer budgets including 'Income Tested Fees';*
- *New contract agreements with varied external suppliers for more consumer choice.*

What was successful?

- The realistic number of 10 Level 2 HCP consumers in the pilot phase. This was manageable for the small team to transition initially and allowed us to review the processes during the pilot phase;
- Flexible individualised approach to Service Delivery with goal oriented Care Plans;
- Costings (for level 2 packages) in the consumer budget were correct before we commenced the pilot;

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TRANSITION TO CONSUMER DIRECTED CARE FOR CALD CLIENTS

DURING PILOT PHASE

CONTINUED

- Enhanced IT systems and mobile devices – confirmed home visits and travel (in real time) resulted in accurate statements to Consumers;
- PowerPoint presentation of CDC and individual budget (in Consumers' homes);
- Consumer Focus Group, which included the 10 Pilot Consumers and carers, feedback meetings;
- Communication strategy for Consumers included increased visits to explain statements in detail.

What needed more adjustment?

- More creativity and collaborative approach when creating Care Plans;
- Easier and more user friendly budget template for staff;
- Promotional material enhancement to reflect the change to CDC;
- Adjustment of rostering system to accommodate scheduling of external suppliers.

What was involved in getting our costs and prices right?

The core components of our approach were:

- Establishment of a realistic 'unit cost' for service delivery;
- Cost of care workers direct care hours and travel were based on current statistics (and were included in the unit cost);
- Finance, Service Delivery Managers and Community Coordinators attending CDC training on client budgets and costings via webinars and seminars;
- Electronic timesheet trial that captured all components related to the Service Delivery to establish a true 'unit costing' i.e.:
 - Telephone calls
 - Rostering
 - Referrals to other service providers etc
 - Case notes
 - Data entry
 - Travel (kilometres).

What investment needed to occur for our staff?

- Secondment of Project Officer for pilot program;
- Formal and ongoing CDC training – External/Internal;



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TRANSITION TO CONSUMER DIRECTED CARE FOR CALD CLIENTS

DURING PILOT PHASE

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- Staff training in completing CDC budget tool in the home;
- Investment in IT hardware and software including mobile computing devices and smart phones.

Strategies that we discovered necessary for transitioning to CDC:

- Employee engagement throughout the CDC journey;
- Explore and develop partnerships including suppliers;
- Understand organisational costs in detail;
- Approach CDC as a significant organisational project;
- Prepare to invest in infrastructure, training, technology and communications;
- Customer Satisfaction Survey.

It is crucial that organisations understand the guidelines and ensure they are complying with the rules and procedures i.e. *The 6 Guiding Principles* of the *Home Care Package Guidelines* which are accessible on the Department of Social Services' (DSS) website on www.dss.gov.au/sites/default/files/documents/08_2014/home_care_packages_guidelines_2014.pdf

The HCP guidelines ensure the following:

- *Empower the consumer*
- *Allow consumers greater control*
- *Greater flexibility*
- *Consumer chooses care or services*
- *Delivery of services "Who" and "When".*

In summary

The flexibility of HCP operations is to be able to respond to consumer preferences and their choice and maintain transparency in the management of the individual budgets. It is imperative that the budget process is clearly outlined where expenditure has been distributed by issuing regular monthly invoices and statements. Time spent in recruiting operating staff with appropriate training and qualifications to enable delivery of CDC packages using communication strategies that the consumer clearly understands. This results in the consumer putting their trust in the staff allowing a smooth transition to the new package and allows them to have access to resources available to take full advantage of the opportunities that CDC presents for them.



Vivienne McDonald is General Manager of Diversicare, Community Care division of the Ethnic Communities Council of Queensland Ltd (ECCQ). Diversicare is delivering direct care services to culturally and linguistically diverse (CALD) people, in their homes, in Queensland as well as delivering education, training and information sessions to communities and service providers.

Vivienne's background is in nursing both in the UK and Australia. For the past 20 years Vivienne has worked in the area of managing people, business development, strategic planning and project management within the health and aged care sectors in Victoria and Queensland.

MEMBER UPDATES



GWC COMMUNITY SERVICES CELEBRATES 40 YEARS

GWC Community Services (Greek Welfare Centre NSW) is the welfare and community services arm of the Greek Orthodox Archdiocese and this year is celebrating 40 years of service to the Greek community and the community at large.

As members of the Greek migrant community have aged, so the services of the GWC have adapted to meet the needs that are brought on by ageing and compounded by migration. For an ageing migrant, these needs are culturally bound and compounded by the lack of language proficiency. It is well established that the Greek post-war migrants and refugees were committed to retaining their Greek identity, religion and culture. Whilst they have shown a strong work ethic, working long hours in factories or small businesses, learning English proved more difficult. Generally, this group of Greek migrants learned basic English and often conducted their affairs entirely in Greek or with reliance on younger family members to interpret.

As a consequence, there has been a lack in health literacy and associated issues. The experience of ageing relates to a period when they were in Greece over 40 years ago, when services were either non-existent or only available in big cities. The Greek culture reflects a collectivist framework which determines the family and community provide care when needed by other 'clan' members e.g. the aged.

Greek migrants have for many years been under-represented in mainstream services largely because access has been difficult. This has been due to either lack of knowledge of services, poor understanding of certain concepts or conflicting attitudes between service providers and clients.

GWC Community Services through the Greek Welfare Centre has been providing services to the community since 1975. The strengths of the organisation are that services provided are bi-lingual, with a strong understanding of Greek cultural and religious needs. The services are provided in a multi-dimensional manner, and accessing all of the infra-structure of the organisation.



MEMBER UPDATES

GWC COMMUNITY SERVICES CELEBRATES 40 YEARS

CONTINUED

The following case study highlights the importance of providing services which are culturally appropriate.

'Athena' is an 88 year old Greek woman who has lived in Australia for over 50 years and speaks English well. She was in receipt of a level 2 package until this year. She was in dire need of additional services and was assessed for a level 3-4. 'Athena' refused to use other services because they were not Greek. The process to assist 'Athena' to transition to a level 3-4, was time consuming and labour intense. GWC needed to have numerous conversations with her and her family, both over the phone and face to face. The conversations needed to be in Greek and required explanations on the meaning of CDC, the process, the budget, on setting goals and making choices. Having converted to a CDC package 'Athena' is now accessing a wider range of services which are better co-ordinated and managed. As a consequence 'Athena' is enjoying a better quality life and is continuing to live independently with the support of a Home Care Package provided by GWC Community Services.



Maria Petrohilos is a psychologist who has worked with the Greek Welfare Centre and for the Greek community since 1977. Maria has worked in a wide range of roles including casework, group work, community education and community development. Subsequently, she has gained extensive experience in working with people of CALD backgrounds and developed a good understanding of the issues faced by many migrants including the role of culture and barriers to accessing services. Recently, Maria has been involved in a Project under the Aged Care Service Improvement and Healthy Ageing Grant where information sessions were provided to the Greek-speaking community and cultural briefings to service providers.

MEMBER UPDATES



THE SENIORS/AGED CARE COMMUNITY EDUCATION PROJECTS OF ETHNIC COMMUNITIES' COUNCIL OF VICTORIA

The Ethnic Communities' Council of Victoria (ECCV) has a longstanding commitment to advocacy and policy work which promotes culturally and linguistically sensitive and appropriate aged care services.

This article showcases ECCV's current seniors/aged care Community Education Projects: Elder Abuse Prevention in Ethnic Communities; Preventing Homelessness in Older Culturally and Linguistically Diverse Communities; Advance Care Planning; and Culturally Responsive Palliative Care.

All of these projects are informed by an in-depth and collaborative community specific approach which seeks to capitalise on the invaluable expertise and knowledge of Victoria's diverse multicultural communities.

Elder Abuse Prevention Community Education Project

This three-year (2012 – 2015) community education project aims to empower, inform and resource culturally diverse seniors and ethnic community support services by raising awareness about seniors' rights and elder abuse prevention. Delivered in partnership with Seniors Rights Victoria (SRV), the project focuses on six culturally diverse communities: Greek, Chinese, Filipino, Macedonian, Serbian and Turkish.

Community Advisory Groups from the target communities have helped to develop the following culturally appropriate resources:

- a community education resource kit;
- bilingual workers trained to deliver elder abuse education;
- brochures with translated key messages to raise awareness about elder abuse;
- [*Within My Walls*](#) – a short film based on the narratives contained in the community education resource kits and overdubbed into seven languages.

Preventing Homelessness in Older Culturally and Linguistically Diverse Communities Project

This joint 12 month project with Housing for the Aged Action Group (HAAG) is targeted at seniors from non-English speaking backgrounds who receive government pensions and find themselves in the increasingly unaffordable and unattainable private rental market.

Four language groups have been identified as having high proportions of older renters and being at risk of homelessness: Chinese (Mandarin and Cantonese), Arabic Speaking, South Asian (Punjabi, Hindi, Urdu and Tamil), South Slavic (Serbian, Croatian, Bosnian).

MEMBER UPDATES

THE SENIORS/AGED CARE COMMUNITY EDUCATION PROJECTS OF ETHNIC COMMUNITIES' COUNCIL OF VICTORIA

CONTINUED

The key initiatives of the project include:

- Increasing access to and awareness of HAAG's free information, advice and referral service: Home at Last;
- Increasing Home at Last's capacity to respond in a culturally appropriate manner;
- Improving the ability of older people from CALD backgrounds to navigate the housing/homelessness system.

Advance Care Planning Community Education Project

This 12 month community education project works with targeted culturally and linguistically diverse communities to raise awareness of advance care planning (ACP).

ECCV has established and convened community reference groups from the Macedonian and Filipino communities and delivered a professional education session on ACP with members of the Croatian, Turkish, Chinese, Filipino, Greek, Macedonian, Arabic and Bosnian communities to build their confidence and knowledge of ACP.

Further consultations by ECCV will identify some common themes and considerations around ACP, as well as a communication strategy that will ensure that messages, resources and information dissemination methods are relevant, appropriate, and meet the needs of the participating communities.



From left to right: Diana Sterjovska (CEO, MCWA); Consul-General Beti Korunovska; Odette Waanders (CEO of PCV); Eddie Micallef (Chairperson of ECCV) and Sir James Gobbo AC CVO KStJ QC (Former Governor of Victoria and Patron of PCV) enjoy the celebrations at the launch of the Culturally Responsive Palliative Care Project in the Macedonian community, at Deer Park Hall.

MEMBER UPDATES

THE SENIORS/AGED CARE COMMUNITY EDUCATION PROJECTS OF ETHNIC COMMUNITIES' COUNCIL OF VICTORIA

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Culturally Responsive Palliative Care Community Education Project

This ongoing joint project with Palliative Care Victoria (PCV) raises awareness of palliative care services in the following communities: Polish, Croatian, Greek, Macedonian, and Arabic speaking.

Recent research undertaken by Palliative Care Victoria (PCV) indicates that members of culturally and linguistically diverse communities are significantly underrepresented as clients of community-based palliative care services in Victoria.

ECCV and PCV are currently providing ethno-specific groups or clubs from with the opportunity to have trained health-educators visit them and provide their clients and members with culturally appropriate, relevant and in-language information about palliative care services.



Eddie Micallef is the current Chairperson of the Ethnic Communities' Council of Victoria (ECCV), the peak policy and advocacy body representing diverse multicultural communities in Victoria.

Prior to serving as Chair of ECCV, Eddie served for two years as the Chairperson of ECCV's Drugs Task Force and Convenor of ECCV's Health Policy Sub-committee. He actively participates in other ECCV internal committees and is an active member on many external committees representing ECCV, such as the Health Services Review Council (Ministerial appointment), Board of Hepatitis Victoria and Australian Drug Foundation Advisory committee.

He served in the Victorian Parliament from March 1983-September 1999 during which he held numerous responsibilities covering Health, Industrial Relations, Work Cover and Multicultural Affairs.

Eddie has a background in Occupational Health, with more than 30 years' experience in Community Health, where he supported policy and programs enabling culturally diverse communities to respond to the drug and alcohol challenge. He is currently a Director at Inner South Community Health Service.



From left to right: Odette Waanders (CEO of PCV), Voula Messimeri AM (CEO of AGWS), Michael Bramwell (Chair of PCV) Gabrielle Williams MP, Parliamentary Secretary for Carers and Volunteers, Marion Lau OAM JP (Dep. Chairperson of ECCV) and Eddie Micallef (Chairperson of ECCV) celebrate the launch of the Culturally Responsive Palliative Care Project in the Greek community at the Hellenic Museum.

MEMBER UPDATES

CO.AS.IT.SA

'CIAO' APP LAUNCHES INTO AGED CARE SECTOR

CO.AS.IT. (SA) is pleased to announce their new 'Ciao' Application (App) for iPad and iPhone which has recently been developed by CO.AS.IT. (SA) Inc. for the aged care and health care sectors. It is specifically designed and tailored to educate and support staff and volunteers to communicate more effectively with Italian speaking clients in an aged care setting. It can also be used by anyone wanting to learn some basic Italian words and phrases and has even been utilised in schools.

The language words are split into many categories for ease of searching for a word or phrase. Workers can create their own shortlist of favourites relating directly to their role e.g. medical staff, carers etc. All the categories have visual prompts, text and voice recordings. Some examples of the categories included are greetings, feelings, family, religion, instructions and health care.



'Ciao' is an instant resource that supports workers and volunteers quickly when communicating with Italian speaking people. It allows workers and volunteers to communicate more

effectively, giving older people a real feeling of appreciation and acknowledgement.



The App also has direct links to Italian agencies so anyone can call, email or source information online instantly in relation to Italian cultural information

or services available. These links include CO.AS.IT (SA), ANFE, CIC, PISA, Bene Aged Care and St Hilarion Aged Care.

The App is highly innovative and the first of its kind. We hope other community groups will be able to use this model to develop similar Apps to support different groups in the community. It is free of charge

to download. Our main goal is for as many people to benefit from this application as possible and for older people to benefit from a culturally responsive service.

The application concept and trials were developed in collaboration with Domiciliary Care, the Department for Communities and Social Inclusion and has received wide support from both Italian and mainstream agencies, hospitals and schools. We are very happy with the positive response so far from providers and older people and we hope to provide further updates and cultural information to continually meet their needs. We also hope to have an android version available in the near future.

The Official Launch of 'Ciao' will take place in April 2015. For more information please contact Luisa Greco, Project Manager at CO.AS.IT. (SA) on (08) 8346 9393 or Luisa@coasitsa.org.au



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Luisa Greco is the Project Manager of CO.AS.IT. (SA) Italian Assistance Association, Luisa has been with CO.AS.IT. since its inception in 2004 and has been instrumental in developing the organisation into a peak body for Italian aged care services in South Australia and supporting community groups who service Italian speaking clients.

Luisa's background and studies have been in Project Management and Community Development. Luisa has worked with mainstream aged care providers and Italian specific agencies and supported other culturally and linguistically diverse communities. She is bilingual and brings a wealth of knowledge and experience in supporting the sector to provide culturally appropriate services.

MEMBER UPDATES



CÜRA COMMUNITY SERVICES ESTABLISHES CARE BASE IN MORETON BAY

CÜRA Community Services is the Aged and Community division of Multicultural Communities Council Gold Coast Ltd (MCCGC). CÜRA Community Services provides care to people under the Commonwealth Home Support Program, Consumer Directed Care as well as a suite of home support offerings to suit those with basic needs through to more comprehensive or clinical needs.

Is 75 or 85 the new 65?

The older residents of Queensland's Moreton Bay region may agree to disagree on age because so many still enjoy a healthy lifestyle and look after themselves and their partners. But when some of those every day routines become too difficult and their lifestyle is compromised it's time to consider some help.

CÜRA Community Services have been helping people to live safely and independently for over 30 years. They have a rich history and heritage which began by assisting people from a culturally and linguistically diverse background to have equal access to services for their health and wellbeing. They have a team of highly skilled, accredited and if required, multilingual, home care workers who can provide domestic assistance, meal preparation, personal care through to post hospital clinical care.

CÜRA has served the Gold Coast and surrounds with a range of Government supported services as well as individually provided home help services for many years. This year they established a care base in the Moreton Bay area and appointed Carly Rana to manage the business. They currently have on offer a number of Commonwealth Funded Home Care packages that cater for low, intermediate and

high level care needs. In addition Carly will be able to have a conversation about care options and help connect people with the services that are available to ensure the best outcome. It can start with a discussion to determine if care is warranted and will take the individual's needs and desires into account.

If there has been a crisis or event that has changed someone's situation Carly can help, and as a Nurse, discuss actions with the family to develop a sustainable care plan. As a care advisor Carly can connect people with a range of expert services and manage the scheduling at times that work best for the consumer.

From the beginning of July, consumers will have greater freedom of choice and CÜRA Community Service can help guide you through the options available, discuss eligibility, costs and service providers. Government changes to the Commonwealth Home Support Program encourage people to stay in their homes longer, identify their health goals and gives greater control over the services which will form the basis of an agreed care plan.

Call CÜRA Community Services on 07 5527 8011 or visit the CÜRA web site at www.curacares.com.

*Article submitted by Rob Thompson,
Growth and Relationships Manager for CÜRA
Community Services.*

NEWS AND EVENTS

DSS MULTICULTURAL ARTS & FESTIVALS GRANTS 2015

The Australian Government is commencing a selection process to deliver services under the Strengthening Communities – Multicultural Arts and Festivals Grants - Open Funding Round for the period 01 July 2015 to 30 June 2016. Funding of up to \$5,000 is available for individual projects for events to be held during that year.

Multicultural Arts and Festivals Grants provide community organisations with assistance to host multicultural arts and festivals projects, providing opportunities for Australians of all backgrounds to come together and experience different cultural traditions.

For more information, please visit the DSS website on <https://www.dss.gov.au/grants/multicultural-arts-festivals-grants-2015>.

DIVERSICARE FORUM



Ethnic Communities
Council of Queensland



Ageing and Belonging: Enjoy the Journey

Partners in Culturally Appropriate Care (PICAC) Forum 15 May 2015

Rydges Hotel, Brisbane

FREE for participants, funded by the Australian Government

For information and registration: <http://diversicare.com.au/picac-forum-ageing-and-belonging-enjoy-the-journey-may-2015/>



Sector Leadership and Management Forum

Implementing culturally appropriate aged care practices

The Forum provides an opportunity for leaders and managers to learn about and discuss the best ways to integrate culturally appropriate aged care practices into everyday activities.

Thursday 21 May 2015

11.30 am to 1 pm

**Venue - Barossa Park Lodge
17A Clydesdale Ave, Glenorchy**

Please RSVP by 14 May.

A light lunch will be provided.

**For more information and to RSVP please contact
Nikolaus at FECCA nikolaus@fecca.org.au or (02) 6282 5755
Or Hans at MRC on 03 6221 0999 or hschmid@mrchobart.org.au**