

# FECCA NCAN NEWS

The National CALD Ageing  
Network Newsletter

## SPECIAL EDITION FOR THE FECCA CONSULTATIONS IN AGED CARE



**99 years young Antoni, originally from Poland talks with FECCA Senior Policy Officer Liz Pugh about his positive ageing experiences in South Australia.**

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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](mailto:ncan@fecca.org.au) if you have something to share through NCAN News.*



## FROM THE FECCA CHAIR

Every year, FECCA undertakes community consultations on ageing and aged care. This provides FECCA with a sound base for discussions with Government (and others) about issues particularly important for older Culturally and Linguistically Diverse (CALD) Australians. We go to different areas of Australia, and include not just a capital city but regional areas too.

The consultations for 2014 focus on how older people from CALD backgrounds access information about aged care services and how information pathways could be improved; their level of awareness about the *My Aged Care* website and call centre; what supports they require to stay in their homes for longer; and their views about culturally appropriate residential aged care.

The first round of consultations was held in South Australia. As first cab off the rank, South Australian organisations responded eagerly to support CALD communities, service providers and volunteers to speak out on matters that were important to them. This is particularly needed in the changing landscape of aged care services.

This issue of NCAN News provides some stories and photographs from the consultations undertaken by FECCA in October 2014 – firstly in the Riverland region, then Adelaide, and finally in Whyalla.

My personal thanks to the organisations in SA that ensured the consultations were a success: Ethnic Link Services – Uniting Care Wesley Port Adelaide, Multicultural Communities Council of SA, Multicultural Aged Care, Co.As.It (SA), Greek Welfare Society SA, and Volunteering SA/NT organised sessions with their respective client and constituency groups so that FECCA could hear from them directly.

FECCA will also be visiting Hobart and Launceston in early November, and Brisbane and the Sunshine Coast in mid-December. For more information please contact Liz Pugh, Senior Aged Care Policy Officer, at [liz@fecca.org.au](mailto:liz@fecca.org.au), or on telephone 02 6282 5755. We are keen to speak to as many people as possible and your support and interest is greatly appreciated.

JOSEPH CAPUTO OAM JP

# AGED CARE NEWS – SPECIAL EDITION

## RIVERLAND CONSULTATIONS IN SOUTH AUSTRALIA

In addition to several of the consultations conducted in metropolitan Adelaide, Ethnic Link Services coordinated sessions with older people from CALD communities in the Riverland and Whyalla where they also deliver services. The added dimension of geographical isolation, compounded by the exodus of younger generations from these regional areas in pursuit of improved economic and employment opportunities, certainly challenges the premise that older people from CALD communities will be cared for by their children.

Consultation participants freely expressed their views and opinions and there was much lively discussion. Some of the key points highlighted by the consultations coordinated by Ethnic Link Services (which included consumers/clients from smaller as well as larger CALD communities, and service providers in the Riverland, Whyalla and metropolitan Adelaide) reinforced that:

- Almost all older people from CALD communities are not directly accessing the *My Aged Care* website and call centre and have limited or no awareness about this 'gateway' to services. They would be reliant on bilingual workers or family members to navigate the process on their behalf.
- Ethnic media (television, print and radio) as well as CALD community and worker networks continue to provide the most effective means of getting information to older people in CALD communities, especially those who are 'hard to reach' – e.g. isolated, housebound or residing in rural and remote areas.
- Culturally responsive aged care services which recognise the importance of communicating with CALD consumers in their own language as well as understanding their cultural values and traditions are essential to the advancement of service equality for older people from CALD backgrounds.
- Meaningful Consumer Engagement and Consumer Directed Care (prolific terminology in the aged

care sector at the moment) cannot be achieved for older people from CALD communities without a capacity on their part to:

- access and understand essential information;
- communicate clearly; and
- make themselves understood

Systemic barriers which prevent effective communication and do not consider people's cultural values and traditions must be addressed before Consumer Directed Care can become a viable option for older people from CALD communities.

South Australian participants appreciated the opportunity to share their views and suggestions and look forward to hearing about the outcomes of the consultation process in due course. Their hope is that FECCA's consultations and subsequent representations to the Department of Social Services will advance improved access to aged care services for CALD communities.



*Tina Karanastasis  
Senior Deputy Chair of FECCA  
Senior Program Manager, Ethnic  
Link Services, Uniting Care Wesley  
Port Adelaide*

*Tina's work in multicultural affairs over many years has included a strong focus on ageing and aged care. She has been involved in research into CALD ageing, as well as the establishment of aged care programs and services for CALD communities in South Australia. Tina continues to have a strong service development role in her current position as Senior Program Manager with Ethnic Link Services, Uniting Care Wesley Port Adelaide. She is a member of FECCA's Healthy Ageing Reference Group and was closely involved with FECCA's National Aged Care Consultations recently conducted in Adelaide. As a carer she also understands the challenges faced by carers in looking after their loved ones, including navigating what can often be complex and changing service systems.*



# AGED CARE NEWS – SPECIAL EDITION

## NATIONAL CONSULTATIONS ON AGEING AND AGED CARE ISSUES IN PARTNERSHIP WITH FECCA

The Ethnic Communities' Council of Victoria (ECCV) and the Federation of Ethnic Communities' Councils of Australia (FECCA) and, are working in partnership to conduct national consultations on ageing and aged care issues. The first rounds of consultations were held in South Australia in early October 2014.

It has been a pleasure to work alongside FECCA and meet with representatives from South Australia's multicultural aged care sector. The work agencies provide for seniors from non-English speaking backgrounds is very inspiring and goes to show how committed people in the sector are. It was great to see how agency representatives made us feel welcome and worked closely with FECCA in organising the consultations. During the three days in South Australia we ran a number of sessions, including at Ethnic Link Services in Port Adelaide and Café 94 at Multicultural Aged Care in Mile End.

### Consultation with Spanish speaking seniors group

Tina Karanastasis, in her dual capacities as Senior Deputy Chair of FECCA and Senior Program Manager of Ethnic Link Services, and I jointly facilitated a consultation with a Spanish-speaking seniors group at the premises of Ethnic Link Services in Port Adelaide. Seniors were asked questions in relation to ageing and aged care.

Some of the findings were:

- With the exception of one person nobody knew about the federal Government's *My Aged Care* website and contact centre.
- Communication was highlighted as the biggest issue in terms of accessing services
- Seniors indicated that a sense of belonging and *cariño* (affectionate care) was very important
- Seniors also pointed out that they wanted to be treated with respect and were concerned about ageist attitudes.
- People wanted to be informed by Government through channels of trust, such as Ethnic Link Services.

### Consultation with Vietnamese seniors group

This consultation was held at the premises of Multicultural Aged Care. Seniors of Vietnamese

origin were asked questions in relation to ageing and aged care.

Key findings of the consultation were:

- Members of the group didn't know about *My Aged Care*
- Older people may not be able to read English well
- Seniors said they would like to receive training on how to use a computer
- The importance of independence and bi-cultural/bilingual workers was raised
- Same language communication is essential for quality services
- Multicultural activities resonated very positive; they enable people to learn about other cultures.

The findings from the consultations will be presented by FECCA to the Commonwealth Department of Social Services. Consulting with people and service providers gave us insights into the 'on the ground' issues. It clearly underlines the importance of engagement, partnership and shared learning across States.



*Nikolaus Rittinghausen, Ethnic Communities' Council of Victoria (ECCV), Aged Care Policy Officer*

*Nikolaus Rittinghausen is currently Policy Officer Aged Care at the Ethnic Communities' Council of Victoria (ECCV), the peak body representing ethnic and multicultural organisations in Victoria. Nikolaus has been actively advocating for improved access of seniors from a non-English speaking background to culturally appropriate services. Nikolaus provides secretarial support to ECCV's Aged Policy Sub-Committee that consists of representatives of ethno-specific aged care agencies, multicultural community organisations and aged care stakeholders. He has represented the organisation in Governmental references groups and aged care network meetings, including the Healthy Ageing Reference Committee of the Federation of Ethnic Communities' Councils of Australia.*

*Nikolaus is the editor of newsletters on ageing in the multicultural community Golden Years and Our Golden Years. He holds a Bachelor of Arts in Political Management and a Master of Arts in International Studies. Based on his life experience Nikolaus is passionate about creating cross-cultural understanding.*

# AGED CARE NEWS – SPECIAL EDITION

## CONSULTATIONS IN SOUTH AUSTRALIA – A GREAT SUCCESS STORY!

Every year, FECCA goes out into the community to talk about Aged Care. We started this year's consultations in Adelaide in October.

In collaboration with Nikolaus Rittinghausen, the Aged Care Policy Officer at the Ethnic Communities Council of Victoria, and with a huge helping hand from local community groups, we were able to meet with a range of people.

We started with a large group from the Greek Welfare Society, then smaller groups through Multicultural Aged Care (MAC) SA, including people from communities such as Italian, Polish, Vietnamese and Greek. Then with the assistance of Ethnic Link Services (ELS) we heard from the Bosnian and Spanish speaking communities around Port Adelaide. Ethnic Link Services also spoke with people in the Riverland district on our behalf, and we look forward to

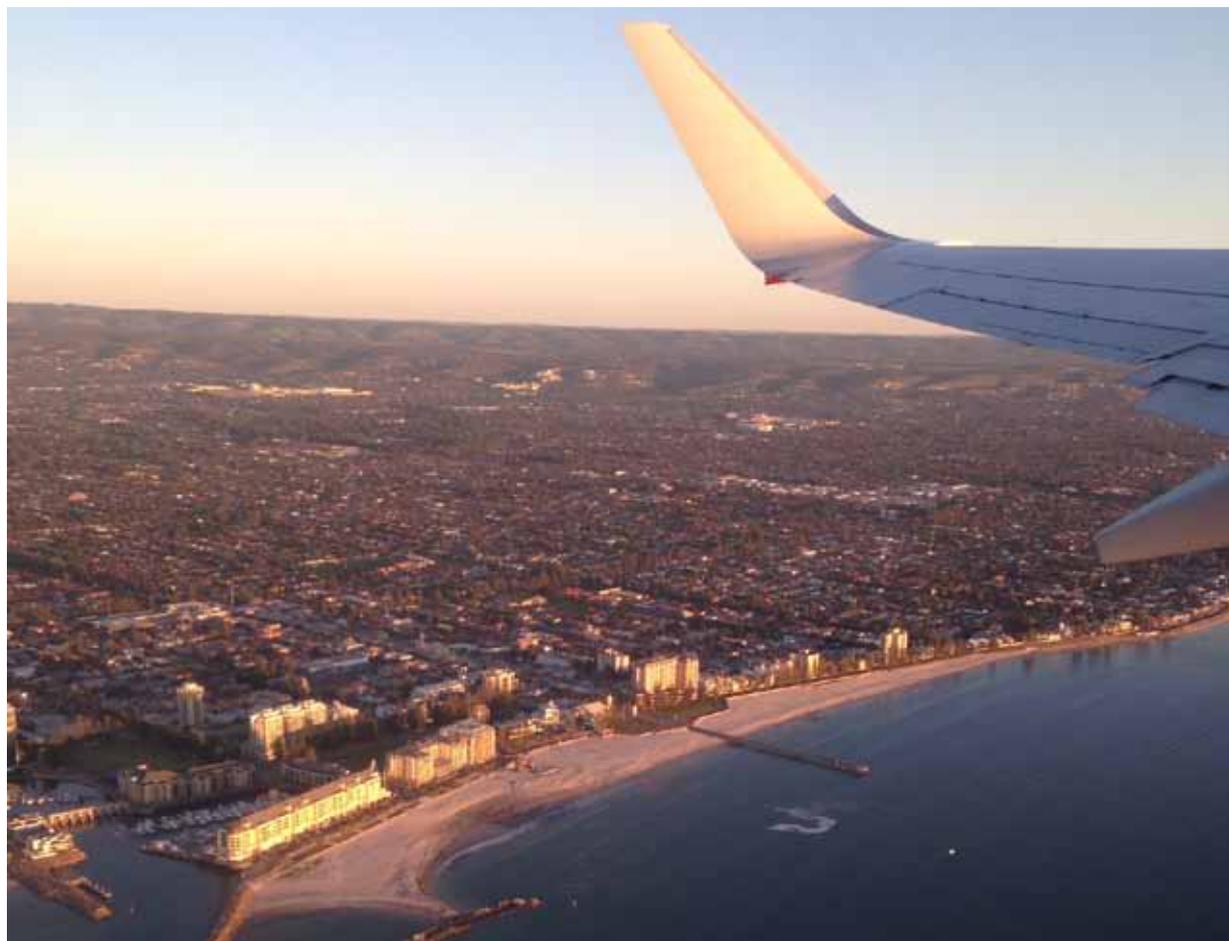
the report on those discussions. We also met through Co.As.It a large group from the Italian community. And in Whyalla we had a multi cultural group.

We were overwhelmed with the generosity of the people who came to the consultations who shared their own stories and openly discussed their concerns about aged care.

Just as importantly, we were able to have meetings with staff and volunteers from a range of organisations in South Australia. We appreciated the opportunity to take over the usual meeting of the CALD Ageing Alliance of SA, through the Multicultural Communities Council of SA, as well as meeting with staff at MAC and ELS.

A huge thank you to everyone who helped organise events and provided venues, and an even bigger thank you to the community members who were so generous with their time.

Liz Pugh, Senior Policy Officer, Health and Ageing  
[Liz@fecca.org.au](mailto:Liz@fecca.org.au)



Goodbye South Australia, thank you for welcoming FECCA and sharing your stories.

# AGED CARE NEWS – SPECIAL EDITION



Consultation with the CALD Ageing Alliance of South Australia (CAASA) at the Multicultural Communities Council of South Australia.



CoAslt group and volunteers group - Italian community organisation CoAslt brought together a group of all ages.



Multicultural Aged Care SA organised 4 community consultation including this Italian group in Mile End Adelaide

# AGED CARE NEWS – SPECIAL EDITION



ELS Bosnian group - Ethnic Links Services hosted this Bosnian community group in Port Adelaide



Photos Whyalla - Community consultation at the Whyalla Public Library



Greek Welfare society - FECCA Senior Policy Officer Liz Pugh talking with the Greek Welfare Society Social Group in Mile End Adelaide.



## Healthy Ageing in a Diverse Tasmania



**A forum to talk about experiences and issues in aged care services for people from a culturally diverse background. All welcome, especially service providers and policy makers.**

**Wednesday 5 November 2014**

**1pm to 3pm**

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

**Please RSVP!**

**Afternoon Tea will be served**

**Please note that a consultation designed just for consumers is being held at 10am – contact Liz for details**

**For more information and to RSVP please contact  
Liz Pugh, Senior Aged Care Policy Officer, FECCA [Liz@fecca.org.au](mailto:Liz@fecca.org.au) or (02) 6282 5755  
Or MCOT on 6224 8838 or [mcot@tassie.net.au](mailto:mcot@tassie.net.au)**





*All Australians must be able to access Government programs and services equally, regardless of their cultural, linguistic or religious backgrounds*



**FECCA is holding community consultations to hear about your experiences in accessing aged care services and engaging with service providers**

***BE HEARD !***

**Hobart: 5 November 2014**

**Launceston: 6 November 2014**

**Sunshine Coast: 15 December 2014**

**Brisbane: 16 December 2014**

For more information please contact:

[liz@fecca.org.au](mailto:liz@fecca.org.au) or (02) 6282 5755

*FECCA would like to acknowledge the contribution made by our partners in the upcoming consultations*

