



FECCA

Federation of Ethnic Communities' Councils of Australia

NCAN News

The National CALD Ageing Network Newsletter - Issue 3/2014

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.

Welcome to NCAN News Issue 3/2014



Welcome readers to Issue 3, 2014 of NCAN News, the bi-monthly e-newsletter that brings together news, ideas and opinions from the culturally and linguistically diverse (CALD) aged care sector across Australia.

The last month has seen the commencement of very significant round of reforms within the aged care sector. Over the last few weeks, commencing on 27 May in Melbourne, the Department of Social Services has provided briefings to interested aged care stakeholders on the aged care reform changes being implemented on 1 July 2014, and the *Key Directions for Commonwealth Home Support Program Discussion Paper*.

Participants were provided with up to date information and an opportunity to ask questions regarding the forthcoming changes to the aged care system including: changes to accommodation payment arrangements, care and services, and changes to means testing in home care and residential care.

FECCA has attended these briefings and will provide regular updates through NCAN as new information emerges.

In other news, the 2014-15 Federal Budget delivered mixed outcomes for CALD Australians with the announcement of continuing support for many critical services and major cuts to other core areas. FECCA welcomed the Federal Government's commitment to deliver the National Disability Insurance Scheme as planned, and reiterated the importance of ensuring that the scheme is accessible and adequately services all Australians in need, including those from CALD backgrounds.

FECCA also welcomed the Government's continued commitment to provide better aged care for older CALD Australians, and the initiative to fund dementia research.

FECCA congratulates the Partners in Culturally Appropriate Care (PICAC) NSW/ACT for hosting a successful annual regional forum "*CALDWays: Collaboration for Success*" held in Canberra on 6 May 2014. FECCA staff were in attendance and Liz Pugh, FECCA's Aged Care Policy

Officer, addressed the forum on the current collaborative work that FECCA is undertaking in partnership with Uniting Care Ageing and PICAC NSW/ACT.

FECCA also attended the Cultural Diversity in Ageing 2014 Conference held in Melbourne on 12-13 June 2014. Ms Eugenia Grammatikakis, FECCA's Senior Deputy Chair, made a keynote address at the conference. You can read more about this in the News section of this issue.

In addition, Assistant Minister for Social Services, Senator Hon Mitch Fifield, announced at the Cultural Diversity in Ageing 2014 Conference, the launch of the Australian Government's \$1.5 million project to help CALD organisations to compete in the annual Aged Care Approvals Round.

FECCA welcomes this new development which may improve the chances of CALD-specific organisations receiving ACAR funding. I would like to congratulate the Centre for Cultural Diversity in Ageing for putting together such an excellent and varied conference program.

As a member of the National Cross Cultural Dementia Network (NCCDN), FECCA would also like to congratulate the Dementia Consumer Research Network within Alzheimer's Australia for funding a project to develop a nationally-focused website and campaign to promote Advance Care Planning and other aspects of planning ahead. The campaign and website is called *Start2Talk*.

Finally, one of our priorities is to ensure that older CALD people and their families share their stories with NCAN News. In this issue, we invite you to read about the story of Krishna Arora, a pillar in the Victorian Indian community, whose tireless work in the community led her to be awarded the Order of Australia Medal.

Joseph Caputo OAM JP

FECCA Chair

In this Issue:

- ▶ [PICAC updates](#)
- ▶ [Eugenia Grammatikakis: Speech to the Cultural Diversity in Ageing Conference](#)
- ▶ [Start2talk](#)
- ▶ [My Home Living Care](#)
- ▶ [Changes to Australian Working Life Residence rules 2014–15](#)
- ▶ [Palliative care demystified in community education sessions](#)

STORIES

- ▶ [Ageing in Australia: The story of Krishna Arora](#)



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.

The Federation of Ethnic Communities' Councils of Australia (FECCA) is the peak national body representing Australians from culturally and linguistically diverse backgrounds (CALD). For more information please visit: www.fecca.org.au

FECCA NEWS

FECCA Welcomes Pina Leyland



Pina joined the FECCA Team as Senior Aged Care Policy Officer in June 2014 from Co.As.It. Sydney. In this position, Pina will be working closely with Liz Pugh, the Aged Care Policy Officer, and other FECCA staff, to deliver projects funded by the Department of Social Services aimed at strengthening the capacity of CALD communities to access and deliver aged care services.

Pina’s focus for the next two years will be on supporting the National CALD Network (NCAN) and developing projects relating to CALD Dementia and CALD Carers. She and her team will be liaising with key stakeholders such as the Healthy Ageing Reference Committee, Alzheimer’s Australia, Carers Australia and the PICAC (Partners in Culturally Appropriate Care) network.

Her role also includes advocacy and sector development, bringing stakeholders together for collective responses to issues, and preparing advice on and responses to proposed government initiatives relating to aged care and the multicultural sector.

Pina has extensive work experience in government and non-government organisations in SA, Queensland and NSW. She holds a Bachelor of Arts in Social Work degree, a Graduate Diploma in Writing, and a Master of Arts in Creative Writing. She is passionate about social justice for CALD communities, particularly in relation to aged care.

Cultural Diversity in Ageing 2014 Conference Update

On 12 and 13 June 2014, the Centre for Cultural Diversity in Ageing held their 6th biennial conference, in Melbourne.

With the theme ‘Shaping Inclusive Services’, FECCA’s participation included a keynote address by Eugenia Grammatikakis, Senior Deputy Chair of FECCA.

Another presentation was by Dr Helen Feist, part of the University of Adelaide’s research team that was commissioned by FECCA to undertake a study on Australian research on older people from CALD backgrounds. Dr Feist reported on the main findings of the study, which we will cover in detail in a later edition of NCAN News.

The conference was an excellent opportunity to hear about a range of programs being run throughout Australia, as well as a networking occasion. Some of the key themes were diversity within diversity, aged care workers, and consumer directed care and cultural inclusiveness.

Further information and copies of presentations will be on the website for the conference on www.culturaldiversity.com.au/conference-2014.

FECCA congratulates the Centre for Cultural Diversity in Ageing for putting together such an excellent and varied program.

PICAC Updates

PICAC Tasmania

FECCA is delighted with the success of the “What Works Tasmania” community forum that was held on 23 April 2014, in partnership with the Partners in Culturally Appropriate Care (PICAC) Tasmania at the Italian Australian Pensioners Welfare Association of Tasmania Inc.

This project was about building the capacity of service providers to identify and successfully engage with people from culturally and linguistically diverse (CALD) backgrounds and assist them to access culturally appropriate aged care.

The forum was promoted by PICAC Tasmania through local CALD service provider networks. Organisations represented included aged care services (community and residential), peak bodies, disability services, multicultural resource centres, TAFE, government departments, and seniors from local multicultural community groups (German, Italian and Ukrainian).

The forum was divided into three workshops:

1. [Identify the services represented, local CALD communities, understanding of barriers stopping CALD people from accessing services](#). This workshop was designed to ascertain service provider’s awareness of CALD demographics in their area and their understanding of barriers to access the services they provided.
2. [Discuss strategies for dissemination of information, and strategies to overcome barriers to service delivery for complex care and hard to reach CALD consumers](#). This workshop was designed to elicit from service providers successful strategies that have worked in disseminating information to CALD communities and how they have overcome barriers to deliver care to hard to reach CALD communities.
3. [Service development and service evaluation](#). This workshop identified service development needs and evaluation methods, and how these can be used to improve engagement with CALD communities.

The workshop activities were interspersed with short talks from service providers describing successful projects or strategies.

These ranged from creative use of existing program resources, plus volunteers (Polish Welfare Program) to service development

specific funded programs (ACSIHAG CALD Project and PICAC).

Outcomes and Findings

Tasmania has a smaller population overall, but a higher ageing population compared to the mainland states. The CALD population is as diverse as the mainland but in smaller numbers. This means that CALD communities, particularly those new and emerging, who do not have the same critical mass as mainland communities are not in a position to provide social support for newcomers and develop leadership.

Participants listed a wide range of countries and cultures that form part of their local CALD communities. Their client groups included: Aboriginal and Torres Strait Islanders peoples, Afghanistansians Ethiopians, South Sudanese, South Africans, Bhutanese, Chinese, Croatians, Dutch, El Salvadorians , Germans, Greeks, Indians, Italians, Japanese, Karenese, Latvians, Malaysians, Nepalese, Filipinos, Russians and Ukrainians.

Service providers stated that limited funding and isolation acts as a catalyst for creativity, and this was evidenced in the strategies discussed, both in the structured talks about specific projects and the service provider discussion groups.

Participants identified and used the following classic community development principles to reach CALD communities:

- go to where people are;
- take time to build relationships;
- identify and work with established community leaders; and
- foster an attitude of working with communities from a strengths based perspective and be flexible in meeting times and use opportunistic engagement to spread information.

Participants all stressed the importance of partnerships across the sector, using volunteers, community festivals and events to engage with people from a CALD background.

PICAC Western Australia

Earlier in 2014, FECCA met with staff at the Western Australian PICAC to talk about how things work and what hopes the PICAC WA might have for working with FECCA. The focus of the discussion was on partnering with service providers, particularly in relation to professional development, and in regional areas.

NCAN News Issue 2 Corrections

NCAN News Issue 2/2014, published an article “Leadership and innovation in the provision of culturally inclusive services”. The original article was attributed to Danyel Walker. This was in fact incorrect, as the article was a joint submission by Danyel Walker and Dr Olga Kanitsaki. NCAN apologises for the error.

Eugenia Grammatikakis: Speech to the Cultural Diversity in Ageing Conference, 12 June 2014.



This is the full speech delivered by Eugenia Grammatikakis, FECCA's Senior Deputy Chair, at the Cultural Diversity in Ageing Conference on 12 June 2014.

I'd like to begin by acknowledging the traditional owners and custodians of the land on which we meet today, the Wurundjeri people of the Kulin Nation. I pay my respects to their Elders both past and present. Thank you to Colin Hunter for such a warm welcome to country. And it was wonderful to hear Dr Goold's views on accepting and celebrating cultural diversity from the Aboriginal and Torres Strait Islander perspective.

I am the Senior Deputy Chair, from the executive of FECCA – the Federation of Ethnic Communities' Councils of Australia. FECCA is the peak body representing Australia from culturally and linguistically diverse, or CALD, backgrounds. We are an independent, non government organisation.

Promoting fairness and responsiveness to our constituency in the delivery and design of Government policies and programs is at the heart of FECCA's advocacy work, and aged care remains one of our key priorities.

Through a dedicated policy team and our extensive expert representation on various Government advisory groups, FECCA continues to work with other stakeholders to ensure positive outcomes for the CALD ageing and aged care sector.

FECCA has been instrumental in the development of the National Ageing and Aged Care Strategy for people from CALD backgrounds. The Assistant Minister for Social Services, Senator Mitch Fifield, has confirmed that the Government supports the CALD Aged Care Strategy, and an Implementation Steering Committee will be established. Details are yet to be announced, but FECCA reasonably expects to be involved with the implementation.

Today I will tell you a bit about a couple of recent FECCA studies, then I will tell you about the work we are doing to give older CALD Australians a voice. It is essential that the needs and aspirations of older CALD Australians are taken into account in the development of programs and provision of aged care services in Australia.

Recently, FECCA collaborated with the PICAC – Partners in Culturally Appropriate Care – NSW/ACT and Uniting Care to ask CALD people what they knew and what they thought about aged care in Australia. This involved a number of group discussions in a range of community centres throughout NSW.

In the study, participants were asked questions such as: when you hear the

term 'aged care' what do you think of? What do you want or need from an aged care service? Where would you go for information?

We noticed a lot of fear and uncertainty about aged care. Most participants admitted to knowing very little about the aged care system in Australia, and were unaware of the sorts of services available to help older people to stay in their homes.

There was concern about selling the family home, and a perception that no one goes to an aged care home willingly, but they are pushed into it, either because their family won't or can't help them, or because they don't have family. These fears are universal and not just felt by older people from CALD backgrounds. But for older CALD people, there are more things to worry about.

For instance, some participants expressed fear that they would not be able to find a culturally appropriate place. What if they don't speak my language? What if they don't give me food or allow religious activities or anything to respect my culture?

Sometimes this kind of work is the only way the Government can hear from the people who are most affected by Government policies, and the full report will be available shortly.

The latest research we have commissioned is a literature review of all publications relating to Australian research on older people from CALD backgrounds in the last 10 years. This will provide a database of literature available to service providers, policy makers, and funding bodies. The study has been recently completed by the Australian Population and Migration Research Centre, University of Adelaide, and Dr Helen Feist will be speaking on this tomorrow morning.

I want to tell you a little of what was found in the study, without stealing Helen's thunder, because of the links with the PICAC study, as we look at why ageing for older CALD Australians may be a different experience compared with people who are not from CALD backgrounds. And is often a more negative experience.

The research highlights the diversity of the ageing experience for older CALD Australians while also noting the similarities. Themes consistently arose about barriers and disadvantage experienced.

The major barriers faced by older CALD Australians are language and cultural understanding. Many studies have shown that to overcome the barriers of language and culture, information should be provided in a person's preferred language.

Any printed material should have high quality translations – no Google Translate! Staff who are bilingual can make a world of difference, but interpreters should be used otherwise. And this means also clarifying

terms that might be unfamiliar, like the terms 'carer' and 'respite'.

Also importantly, the research has identified where there are gaps in knowledge. It is important to know where the gaps are. This provides FECCA with a vision for future research needs, with our partners in culturally appropriate care and services for older CALD Australians. Key among these is focusing on those groups which are not well represented in the research, such as new and emerging communities, and topic areas such as aged care workforce needs.

I commend to you Dr Feist's presentation tomorrow. I think there are many findings that will not be a surprise to those of you working in this area, but it is great to have a robust review that brings all the studies in this area together, and we expect to publish the report soon.

Those of you who are part of our National CALD Network, known as NCAN, will receive notice of the release of the research review. NCAN produces a newsletter several times a year. The one on the screen is the most recent. If you would like to join the NCAN, follow the links on the FECCA website.

So what are we doing to try to make ageing a better experience for older CALD Australians?

FECCA has representatives on an enormous range of committees, not just in aged care. Our staff and our volunteers are committed to seeing the best outcomes for all of our constituents. In relation to aged care, we are very active on Australian Government committees for the Aged Care Gateway, including the Aged Care Gateway Advisory Group and a number of its sub committees.

We also provide representatives for several non-government groups, such as the National Aged Care Alliance and the National Cross Cultural Dementia Network.

We work in partnership with other non-government organisations, such as Alzheimer's Australia, Carers Australia, and Palliative Care Australia. We conduct consultations throughout Australia, working in conjunction with our State-based members and with organisations such as the Partners in Culturally Appropriate Care, the PICACs.

In closing, I have only touched on the range of areas where FECCA strives to provide better outcomes for older CALD Australians, as it is an area ever changing and developing and is very complex.

Thank you.

ENGLISH

Keep control of your future

Introducing the **START2TALK** website

What is planning ahead?

'Planning ahead' means planning for the future, in case you lose the ability to make decisions about financial, lifestyle and health care issues. This may happen if you have a sudden accident, become very ill or develop a condition like dementia that affects your memory and your planning ability. Planning ahead involves talking to your family and your doctor about what is important to you. It might also involve organising who will make decisions for you if you are not able to.

Why is planning ahead important?

- You still have a say in how decisions are made for you when you can no longer speak for yourself.
- It helps your family if they have to make decisions for you at some time in the future.
- It can give you peace of mind now, because you will have told your family your wishes and given both you and them a chance to prepare for the future.
- It is important for everyone, but particularly for people with chronic health conditions or early signs of dementia

Does planning ahead fit into my culture?

- Attitudes to talking about the future and issues such as death and dying can vary a lot between different cultural communities.
- The ways that decisions are made within families and communities can also vary a lot between cultural groups.
- Even if planning ahead does not happen easily in your community, it is still something that will bring benefits for you and your family.

How can I start to plan ahead?

- Go to the website start2talk.org.au and take a look at the worksheets and resources available there.
- Talk to your family about your wishes and show them information from the website.
- Talk to your doctor. It may help to take this brochure along and tell them there is information for doctors on the start2talk website.

What if I cannot understand the website?

- Download the Helpsheet in your language called **Early Planning**, This gives an overview of issues in planning ahead.
- Check if any family members or friends can help explain the material on the website to you.
- If you are part of a social or community group, find out if other members are interested in these issues and if they want to look at the website with you.
- Check if there are any multicultural health or community workers in your area that you may be able to talk to about planning ahead and the website.

There's no better time to start to talk
Visit www.start2talk.org.au today

Further information

Alzheimer's Australia offers support, information, education and counselling. Contact the National Dementia Helpline on **1800 100 500** or visit our website at www.fightdementia.org.au



For language assistance phone the Translating and Interpreting Service on **131 450**.

**DISCUSSING ALZHEIMER'S
ACROSS AUSTRALIA**

start2talk.org.au is funded by the Alzheimer's Australia National Quality Dementia Care Initiative, with support from the J.O. & J.R. Wicking Trust and Bupa Care Services. It is administered by Alzheimer's Australia Inc, 1 Frewin Place, Scullin, ACT 2614 Australia [ABN 79 625 582 771]

News from the sector

NCAN News

My Home Living Care

By Ms Maree Vano, Director of Operations, My Home Living Care

Maree arrived in Australia as a student 35 years ago and she holds a Bachelor of Science in Accounting Degree attained from the University of Sydney. Maree rose from the ranks whilst working with large health care providers. Maree felt she could make a difference and feels that the health care service has a lot of room for improvement. Four years ago, with the support of her family and friends, Maree decided to start her own health care company. My Home Living Care was formed and Maree never looked back. Maree is currently the Director for Operations of My Home Living Care where she has over 40 staff and care workers.

My Home Living Care (MHLC) is a family-orientated business based in metropolitan Sydney and is committed to helping families support older people and people with disability in their own home.

In speaking with members of the community, it became clear to me that the ageing and culturally diverse clients were not getting the care that consider and understand their life experiences, culture and tradition. This led me to form MHLC in 2009 and established an ethos based on a collective input from members of my family and friends who come from various cultural backgrounds. It was not long until we were contacted by people from a range of cultural backgrounds, as well as the mainstream community agencies, who needed help from us in delivering the type of service we provide.

We understand that the ability that to speak various languages is often not enough and that the real benefit comes from understanding and respecting the relevant culture and tradition. MHLC continues to employ more care workers who come from a range of cultures and backgrounds so that we can better meet our increasing client needs. To date, we have 27 CALD languages and cultures covered by our team of careworkers.



Maree Vano with a staff member in her Sydney offices. Image Courtesy of My Home Living Care

My Home Living Care Melbourne (MHLCM) is part of our expansion plans to Victoria. MHLCM endeavours to provide the same high-quality affordable care and support to families in Melbourne that MHLC is known for. We will continue to collaborate with the community, other health care agencies, clients and their families, to make sure our services remain responsive to their needs, respectful and of highest quality.

MHLC recognises a particular issue that many people have lack of understanding of Dementia. In 2010, we were awarded a grant from the then Commonwealth Department of Health and Ageing to conduct Dementia awareness events. We ran café style sessions in English to provide basic information about Dementia and the services available to support individuals and families. The cultural barriers that have existed for many people in accessing support were addressed, and people were keen to find out more information.

The services we provide were inspired by my own personal experience while I was growing up. I was taught to care for my elders, ageing parents and grandparents and this compassion

and care was instilled deep into my character. I share this passion with my team, from the office staff to the in-home support workers. I am aware that it takes the right effort to complete the small tasks as well as the large tasks in supporting a person with frailty or disability at home. Finding the right people and providing the right training have made MHLC capable of providing a range of different services to the disabled and ageing people in the community.

I am always happy to speak to people looking for the right services to support their loved ones, while we continue to work with other health and community service providers in developing support services that recognise the many cultural needs of the clients.

For more information on the services we deliver, please visit the MHLC website: www.myhomelivingcare.com/

Changes to Australian Working Life Residence Rules 2014-15

From 1 July, the rules on how much you can be paid if you are an Australian citizen receiving an age pension while living or travelling outside Australia are changing.

The changes will affect you if you depart Australia on or after 1 July 2014 and you stay outside Australia for more than 26 weeks, or are paid under the terms of an international social security agreement.

To continue receiving your full rate of Australian pension you will generally need to have spent 35 years of your working life in Australia. This is an increase from the current requirement to have 25 years of Australian working life residence.

Australian working life residence is the period of time you have lived in Australia between the age of 16 and the age of eligibility for the age pension. You do not need to have worked or paid tax during this period. You just need to have been an Australian resident for a period of 35 years between the age of 16 and age pension age.

If you have less than 35 years Australian working life residence, your rate of payment will be reduced. For example, if you have 27 years Australian working life residence, you will get 27/35ths or 77% of the maximum means-tested rate of payment.

If you leave Australia on or after 1 July 2014 and receive any of the following payments you may be affected by this change:

- Age Pension
- Disability Support Pension in limited circumstances
- Wife Pension
- Widow B Pension.

If you are outside Australia on 1 July 2014 you can continue to receive your payment under the rules which applied when you left, unless you return and stay in Australia for 26 weeks or more.

If you are receiving a payment under the international agreement between Australia and Greece or Australia and New Zealand the increase to 35 years will not apply to you.

For more information on these changes, please visit: www.humanservices.gov.au/customer/news/changes-to-australian-working-life-residence-rules

This is general information only. NCAN advises that you contact the Department of Human Services to discuss your specific circumstances.

News from the sector

Palliative care demystified in community education sessions

The Ethnic Communities Council of Victoria (ECCV) held community education sessions in May to demystify palliative care.

In attendance was Dorothy Yiu OAM, Manager of the Chinese Cancer Society Victoria and a health professional who has worked worked with cancer sufferers and their families for almost 20 years on a voluntary basis. She’s seen up close how palliative care can help relieve suffering, including physical and emotional pain for those living with cancer. She is aware that the Chinese community is not well informed of palliative care services and worries that many are missing out on physical and emotional relief.

When Dorothy was asked why there was a low number of people from her community seeking palliative care for life-limiting illnesses, she provided insightful answers that helped discussions on this important topic. She said, “Unfortunately many people in the Chinese community are not quite familiar with this service. Cultural differences and language barriers tend to discourage the use of palliative care.” Besides not being aware of its benefits, she also highlights how many Chinese families exclusively focus on finding a cure.

Dorothy was recently part of ECCV’s Chinese reference group in a government funded Palliative Care project in partnership with partners Palliative Care Victoria (PCV) and the Multicultural Centre for Women’s Health (MCWH). The two year project aims to raise awareness and access to services in ethnic communities through free education sessions.

In her reference group, she heard and shared experiences of working with older people in the Chinese community, and explored and identified older people’s present day values and beliefs towards death and dying.

“It was interesting to find that the traditional values and beliefs on death and dying are still prevalent amongst many older people in the Chinese community in Melbourne.”

She also came across a few myths associated with palliative care.

“The incorrect belief that morphine is addictive, that palliative care is costly, that doctor referrals are required, and that nothing can be done to treat the patient are some of the barriers to accessing palliative care.”

The information her reference group gathered is now being used in free ECCV/PCV and MCWH palliative care education sessions being delivered across Melbourne to the Chinese community and other ethnic communities.

“My view is that we would not want families and carers from CALD backgrounds to miss out on services that could benefit people who are suffering from illnesses, especially to those who

have advanced or terminal illnesses.

All Australians should have the opportunity to access services that provide quality of care in enhancing one’s wellbeing.”

She also believes the Chinese Cancer Society of Victoria has a role to play in advancing palliative care.

“I think it is appropriate that the Chinese Cancer Society of Victoria helps to raise awareness of palliative care services and advanced care planning concepts to the Chinese community.”

To find out more about palliative care and the free sessions available to the five communities covered by the ECCV/PCV and MCWH projects (Chinese, Vietnamese, Italian, Turkish and Maltese) contact ECCV project officer Susan Timmins 03 93494122 or stimmins@eccv.org.au.

West End Connect: A healthy mind is a healthy body

By Carrie Barnett, Media & Communications Officer, Ethnic Communities Council of Queensland.

Diversicare opened its first respite and activities centre in West End, Queensland earlier this year to bring communities together for social support, healthy lifestyle assistance and fun events. At the beginning of 2014, Diversicare opened the newly renovated centre, located at 53 Thomas Street, to expand its current respite program by providing activities four days a week for about 13 different CALD community groups.

Some of the activities include Tai-Chi, line dancing, bingo, dominoes, music and in-house movies and enjoying relaxing morning teas and delicious lunches supplied by a local café.

Krys Iwicki, Diversicare Activities Coordinator, said the feedback from clients attending the centre activities has been very positive and that he is keen to keep up with demand. “Since the centre opened I have been conducting surveys with clients who attend activities in our current respite program to find out what their interests are and to get a sense of what activities they would like to do,” he said.

Before WE CONNECT opened, Diversicare’s respite program involved outings and picnics. The new physical space allows the program to be innovative and creative in the way it delivers activities and tools to connect.

“There are so many possibilities for using this space,” said Krys. “We have state of art computers, so there is the possibility of offering computer classes, providing clients with access to skype and even free programming from other countries and other innovative ways for them to connect to their home country.”

What sets WE CONNECT apart from other respite centres is that activities bring

together people from the same cultural and language background. “When they can converse with people in their first language, they are happier,” said Krys. “They are interacting and it keeps them mentally active.

“Often times when people age they revert back to their first language, so it helps to be connected to people in their own community who speak the same language.”

There are planned activities for specific communities, including Vietnamese, Chinese, Laotian, Croatian, Dutch, Polish, Ukrainian, Russian, Samoan, Spanish and German, and activities for multi-groups. These activities are conducted in English and bring together a diverse group to socialise.

Astrid I’Dell, Diversicare Area Manager for South East Queensland, said the “WE CONNECT is about enriching the clients’ lives and giving them an opportunity to be involved in activities that they otherwise wouldn’t have access to”.

WE CONNECT has now begun to include activities for people who are 65 and younger who are HACC eligible, and live in the community, there are plans to possibly develop a Men’s Shed.

For more information about WE CONNECT contact Krys Iwicki on 04 0701 3541 or by emailing activitiescoordinator@diversicare.com.au.



Krys Iwicki, Diversicare Activities Coordinator, in front of the newly renovated respite centre, WE CONNECT. Image Courtesy of EVOCA

EVOCA is a publication of the Ethnic Communities Council of Queensland (ECCQ). To find out more about this publication please visit ECCQ on: www.eccq.com.au

Funding grants now open for application

The Department of Social Services recently announced the opening of applications for funding in various categories. To find out the list of grants which are now open for application please visit www.dss.gov.au/grants/open-for-application

Applications close on 23 July 2014.

News from the sector

NCAN News

Learn the warning signs today and survive tomorrow

Did you know a heart attack occurs every 10 minutes in Australia?

More than 55,000 Australians had a heart attack last year tragically almost 10,000 died. Over 50% of heart attack deaths occur before the person reaches hospital and almost 25% of people who die from a heart attack die within one hour of their first warning sign.

Heart attacks are more common than people realise. The Heart Foundation wants people to learn the warning signs of heart attack and call Triple Zero (000) if they or someone else is experiencing any symptoms.

Warning signs vary from person to person and they may not always be sudden or severe. Although chest pain or discomfort is the most common symptom, some people will not experience chest pain at all. Symptoms may include pain, pressure, heaviness or tightness in one or more parts of the upper body including chest, neck, jaw, arm(s), shoulder(s) or back in combination with other symptoms such as nausea, shortness of breath, dizziness or a cold sweat.

Health professionals, community leaders, sporting groups and individuals can all make a difference by learning the warning signs of heart attack and sharing this lifesaving information with patients, colleagues, family members and friends.

Download your free action on how to recognise the warning signs of a heart attack, now available in ten CALD languages on: www.heartattackfacts.org.au

Heart Health Audio Presentations

The NSW Multicultural Health Communication Service has partnered with the Heart Foundation and the Multicultural Health Service in Illawarra Shoalhaven, to promote the Heart Health Audio Presentations developed in Cantonese, Mandarin, Macedonian and Spanish.

The cardiovascular disease (CVD) presentations include conversations between women discussing how heart disease has a high prevalence among women and a call to action for women to see their GP if they have risk factors.

The conversations aim to normalise taking action for risk factors and heart attack symptoms in the community.

1. CVD Intervention and Prevention including risk factors
2. CVD for Women
3. Heart Attack and Action Plan

To download any of these materials visit the NSW Multicultural Health Communication Service website on: www.mhcs.health.nsw.gov.au/services/campaign/heart/heart-week-2014



Intergenerational understanding of ageing well

By Dr Debbie Faulkner, University of Adelaide.



Dr Debbie Faulkner is a Senior Research Fellow at the Centre for Housing, Urban and Regional Planning at the University of Adelaide. Dr Faulkner has many years experience in social and population based research issues with a strong focus and expertise in understanding the housing and care needs of the older population in Australia. The focus of her current research, in collaboration with Dr Helen Feist from the Australian

Population and Migration Research Centre, at the University of Adelaide, is understanding what it means to age well for the older people from a culturally and linguistically diverse (CALD) background, and the challenges this diverse group faces in an environment of policy reform with respect to aged care service provision.

Researchers from the University of Adelaide are seeking organisations interested in supporting a proposed three year Australian Research Council (ARC) linkage project examining “Ageing well in a culturally diverse Australia: *An intergenerational perspective.*”

As Australia’s population ages, one in four older people will have been born overseas with a significant proportion of these from CALD backgrounds. Australia is moving through an era of aged care reform where consumer directed care and a single gateway to aged care services are central to aged care service delivery.

As such, being able to understand and navigate the aged care system becomes a very important skill for older people and their families. This system will provide particular challenges for older people generally but when that older person may have a limited command of the English language, and comes from a very different cultural perspective of ageing, navigating this system of aged care becomes an even greater challenge.

This study aims to give voice to older CALD individuals of specific cultural groups, along with the younger Australian-born generations, who provide care and assistance to the older members of their family, to understand their desires with regard to aged care and what ‘ageing well’ means to them.

The study will also compare and contrast the approaches that service providers have regarding multicultural aged care, including the challenges they currently face and foresee, with the views of culturally specific groups.

This study will build upon a pilot study carried out across Adelaide, Brisbane and Darwin within the Greek community in 2013. This has been a valuable pilot project but the researchers are seeking to expand the scope of this project to cover a range of CALD population groups (eg: Italians, Germans, Dutch, Chinese, Indians, Croatians, Maltese, Polish, Vietnamese).

This study will provide the University of Adelaide with a unique insight into intergenerational expectations with respect to aged care and ageing well, and will assist in informing service providers about the best models of care and practice.

If you would like more information about this project please contact: Dr Helen Feist (08 8313 3560; email helen.feist@adelaide.edu.au) or Dr Debbie Faulkner (08 8313 3230; debbie.faulkner@adelaide.edu.au).



Australia: 2056

1 in 4 are aged over 65.

1.8 million are over 85.

Making an Australia for all ages - *what's the plan?*



NATIONAL POLICY FORUM 2014

Tuesday 22 July 2014

9am-5pm

National Press Club Canberra

Join our MC, journalist and social commentator Peter Mares, in exploring whether Australia is ready to harness the potential and meet the challenges of demographic change.

Confirmed speakers

Travers McLeod

CEO, Centre for Policy Development,
Formerly of Oxford Martin School,
University of Oxford

Prof. Graeme Hugo

Australian Research Council Professorial
Fellow, Director of the Australian Population
and Migration Research Centre at the
University of Adelaide

Dr Kathleen Brasher

Manager Community Participation, COTA
Victoria. Member, Strategic Advisory Group
for the WHO Global Network of Age-friendly
Cities and Communities

Ian Yates AM

Chief Executive COTA Australia

A registration fee applies.
COTA members \$90 inc GST
Non-Members \$210 inc GST

For more information and bookings
please visit the COTA Australia website:
www.cota.org.au/australia/npf2014.aspx

Email: events@cota.org.au

Contact: Leanne Lovell on 03 9909 7910.

News from the sector

NCAN News

Memory Box to aid in the fight against dementia

A 'Memory Box' can be used as an aid for Reminiscence Therapy which can be helpful for people with dementia. It contains items which can help trigger memories. Alzheimer's Australia NSW refer to this as a 'Fiddle Box'. It can also be referred to as a 'Sensory Box'.

Reminiscence is the recollection of memories from the past. We all do it and it can be used for the benefit of others. For people with dementia, reminiscence can be highly beneficial for their sense of well-being and maintenance of social skills. Reminiscence involves swapping memories with friends, family, caregivers and/or professionals, thereby passing on information, wisdom and skills. It is about giving the person with dementia a sense of value, importance, belonging, power and peace.

"Reminiscence Therapy uses prompts such as photos, music or familiar items from the past, to encourage patients to talk about their earlier memories. It is generally offered to older people who have mood or memory problems, or who need help dealing with the difficulties that come with ageing."

www.memoryboxnetwork.org

Creating a Memory Box

1. Select a box – an old shoe box will do – cover it with culturally-appropriate images cut from magazines – or select one on the basis of its tactile quality such as embossed paper or fabric. Keep it simple.
2. Select contents for the box – use Montessori principles as a guide (see below)
3. The box can be personalised for an individual by including special photos, music CDs or DVDs and familiar items from the past

Montessori Principles

Alzheimer's Australia NSW recommends using Montessori principles in selecting suitable activities for people living with dementia. These principles can guide the selection of items for the Memory Box based on: Practical life; Cognitive appeal; Sensorial; Physical; Cultural; Social; and Spiritual aspects. (Ref: Alzheimer's Australia "Engaging People with Dementia in Activity" Workshop, Sydney 2014).

Prototype for Italian community

Co.As.It. Sydney have been developing a prototype Memory Box for the Italian community, intended as a resource for carers of older Italians living with dementia. The following sensorial items have been suggested as culturally-appropriate for an older Italian who migrated to Australia in the 1940s to 1960s:

- **Touch:** Include rough, smooth, soft, and hard textures for people to explore with their hands eg pieces of fabric (embossed satin or velvet, silk, lace, crocheted doilies, hessian), Pupazzo (rag doll), leather/suede swatch, ball of wool, spool of cotton thread, nivea hand crème, rosary beads, river-washed pebbles, rough rock, crystals, smooth block of wood, large metal screw (if person is not aggressive), fishing lures without hooks (eg feathers, fake glow worms)
- **Smell:** dried herbs, flowers & spices eg rosemary, basil, oregano, lavender, cinnamon, nutmeg, cloves, pimento, coffee beans
- **Taste:** Sour, sweet, salty or spicy foods or condiments eg salt, sugar, pepper, dried chili
- **Sight:** laminated images of food, coffee, maps, family, gardening, movie stars, famous singers, good luck symbols, soccer stars, motor racing, saints cards, happy smiling faces.

- **Hearing:** items and toys that make a sound eg bell, jangling keys

Personalised Memory Box – Know the person

In order to create a suitable memory box for an individual it is essential to know the person. It is important to take into account the following details:

- Age
- Gender
- Place of Birth
- Education
- Languages - literacy/fluency
- Migration History
- Work History
- Family History
- Places lived in
- War Service (if any)
- Hobbies/Interests
- Food preferences
- Favourite music
- Travel experiences
- Favourite colour, flower, fragrance, book, or song



Above: (Left) memory box for men (Right) memory box for women. Images courtesy of Co.As.It. Sydney

For more information contact Maria Angelatos, Team Leader- Counselling and Community Development, Community Services, Co.As.It. Sydney, email maria.angelatos@coasit.org.au

ACAR support for CALD services

At the Centre for Cultural Diversity in Ageing's biennial national conference on June 12 2014, Assistant Minister for Social Services, Senator the Hon Mitch Fifield, announced a \$1.5 million project to help culturally and linguistically diverse (CALD) organisations to compete in the annual Aged Care Approvals Round (ACAR). The Senator stated that the funding would go towards developing resources to support the CALD ageing sector in the applications process.

He said it was important that the aged care sector supported consumer choice and the way to do that was to strengthen the capacity of both generalist and CALD-specific organisations.

"We will be allocating \$1.5 million to help develop tools and resources that will help make organisations competitive in the applications for community and residential aged care processes," he told the audience in Melbourne.

Minister Fifield acknowledged more needed to be done to improve the access and delivery of services, and he said supporting CALD older Australians to navigate the aged care system would be addressed by the Government. "When you have a CALD background, which can be a challenge, put it together with navigating the aged care system which is a challenge at the best of times for anyone, it's something that will be in our focus."

For more information on this project please visit www.concettafierravantiwells.dss.gov.au/speeches/55

AGEING IN AUSTRALIA: THE STORY OF KRISHNA ARORA

This article was originally published by the Ethnic Communities Council of Victoria (ECCV) in the Golden Age, Issue Number 112, Autumn Edition May 2013. It has reprinted with their permission.

What Krishna Arora lacks in stature she makes up for with the size of her heart and her personality.

The Indian-Australian was in 2013 awarded an Order of Australia Medal, but there's no chance she'll be slowing down her community work any time soon.

The slight-framed woman with a streak of silver through her otherwise jet black hair is a dynamo in the Indian community, with most people referring to her simply as 'Aunty'. And it's true that many of her community minded deeds are done as though she were a family member – minding children at night if someone has to go to hospital, keeping elderly people company, or providing advice and support to whoever needs it. Mrs Arora's medal was awarded for service to the community through multicultural and aged welfare organisations.

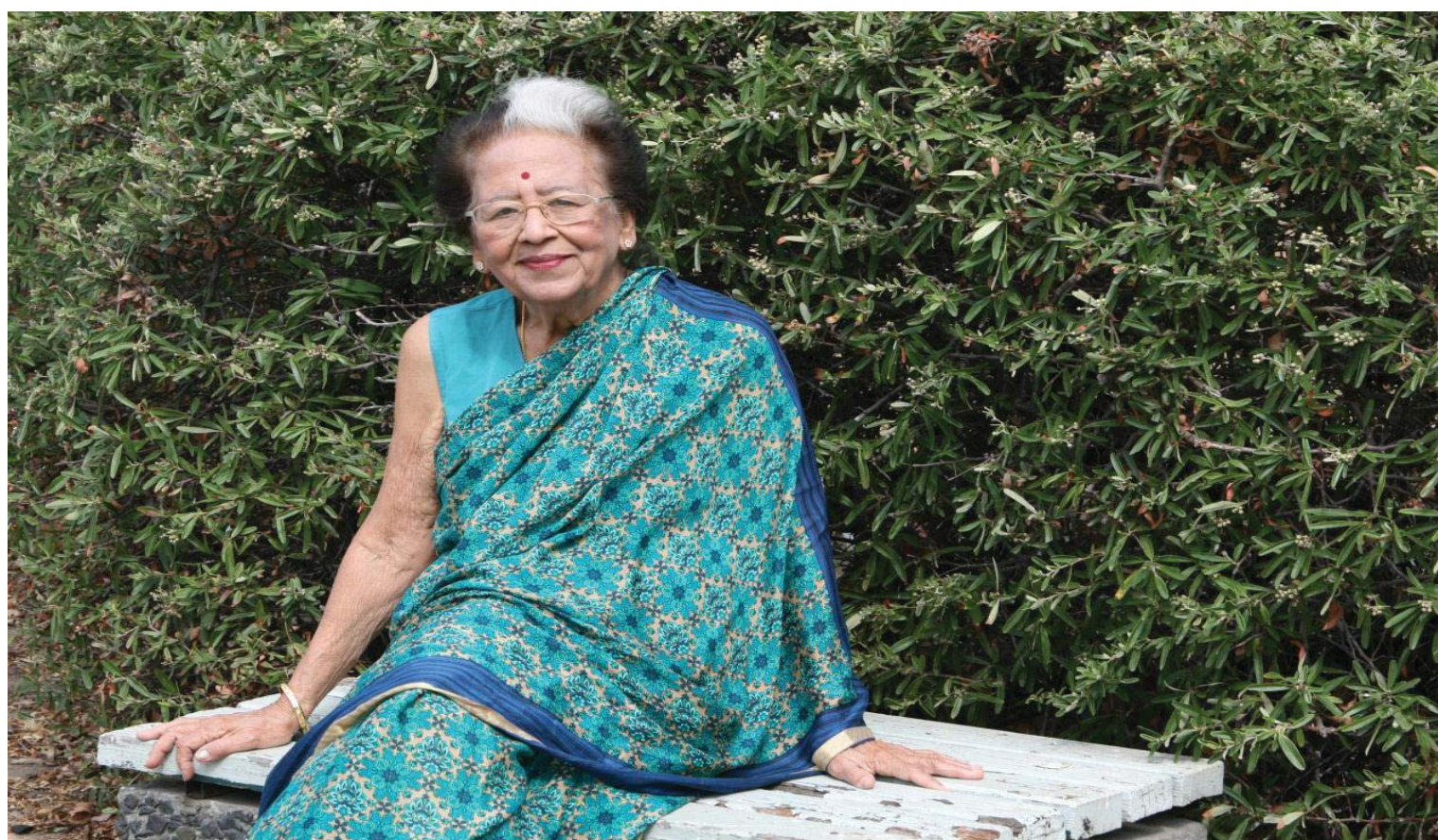
"Some people say 'Why are you doing all this? but this is a way for me to see people happy,' she said. "For me everything I do is fun. I seem to be as busy as ever. And there is an awful lot that Krishna does". From work at the Indian Senior Citizens Association to the Federation of Indian Associations of Victoria, from writing and publishing recipes, to taking part in demonstrations at the Immigration Museum's Sweets exhibition, to looking out for those in her community, she is never still or idling away her time. "I don't do it to get awards," she said. "I am not a saint, I do it because I enjoy it, and sometimes I'm very embarrassed by the attention."

When Krishna arrived in Australia from India in 1992, she knew she wanted to do something for the community. Previously in India she had run hospitality colleges for young people to become chefs and work in hotels and was Head of the Institute of Hotel Management in Chennai and Delhi. In Australia, her neighbour suggested she volunteer at an opportunity shop in Malvern, where she promptly began taking the second hand clothes home to wash and fold before bringing them back to be sold. She now credits this neighbour with helping her change her life and overcome the loneliness she felt after migrating. "Spending my time with the community I felt useful."

She helped in her family's restaurant, and later was approached to contribute recipes to the Indian Voice magazine. Although hesitant at first, she was hooked when she realised her recipes were helping the community.

"I got a phone call from someone and she said 'Thank god you're here, you've given recipes and now I no longer need to ring up India and spend lots of money asking my mum for recipes'. She inspired me," Krishna said. Her attitude to life is positive and remarkable, constantly happy to help and wanting to make a difference to everyone she encounters - even strangers. "It's my policy to say at least three hellos to strangers everyday," she says. "I know some older people feel like they are on their own or lonely and no one wants to talk to them - so I do".

The interview was conducted by Jessica Rath and Nikolaus Rittinghausen.



Above Krishna Arora: Image Courtesy of the Golden Age