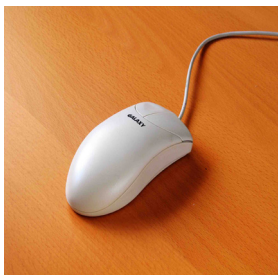


NCAN News

The National CALD Ageing Network Newsletter - July/August 2013



Join the National CALD Ageing Network (NCAN).
[Click here](#) to register online.



Would you like to contribute to the next edition of NCAN News? See [page 4](#) to find out how.

Welcome to NCAN News July/August 2013

The last month has seen the commencement of a very significant round of reforms to Australia's aged care system.

It also saw the moving on of the Minister responsible for those reforms, Mark Butler.

FECCA is very grateful to Mark Butler, both for the thrust of the overall reforms which will see improved aged care services, but specifically for his commitment to ensuring that the *Living Longer Living Better* aged care reform package, as well as all future aged care policy, is culturally and linguistically inclusive.

On becoming Minister, Mark Butler quickly acted to address the many barriers faced by CALD Australians seeking access to high quality, culturally appropriate aged care. He announced his commitment to develop a national CALD Aged Care Strategy at the Cultural Diversity in Ageing Conference in Melbourne in June 2012.

In the intervening 13 months, the Department of Health and Ageing has developed, introduced and started to implement the *National Ageing and*

Aged Care Strategy for People from CALD Backgrounds (the CALD Aged Care Strategy).

FECCA has played a leading role in guiding the reforms, including assisting the Department to develop the Strategy, in the overall aged care reforms, and through FECCA's active representation in the advisory groups set up by the Government to advise on the reforms.

We are now moving into a new era in which we welcome a new Minister for Ageing, Senator Jacinta Collins, and in which Australians from culturally and linguistically diverse backgrounds can at last expect to be able to access, and understand, aged care services which genuinely cater to their needs.

There are many challenges ahead for us, but I am confident that the consultative mechanisms we have constructed through FECCA will help us to keep moving forward.

Mary Patetsos

Chair, FECCA Healthy Ageing Reference Committee



Former Minister for Health and Ageing the Hon Mark Butler MP with Multicultural Aged Care (MAC) CEO Rosa Colanero and FECCA Healthy Ageing Reference Committee Chair Mary Patetsos at the MAC 2012 Annual General Meeting.

In this issue:

NEWS FROM THE SECTOR

- ▶ [Aged care reforms roll in](#)
- ▶ [ACT Aged Care Consumer Reference Group](#)
- ▶ [MCNT launches multicultural seniors recipe book *Cooking With Culture*](#)
- ▶ [Ethnic Communities' Councils of Victoria Elder Abuse Awareness Project](#)
- ▶ [New study on depression in the older Chinese community](#)
- ▶ [Multicultural Communities' Council of SA Informed Ageing Project](#)
- ▶ [Latest news from PICAC NT](#)
- ▶ [Improving transport options for older Canberrans](#)
- ▶ [CALD inclusion and empowerment in aged care](#)

OPINION

- ▶ [2013 Home Care Packages Guidelines: Use and cost of interpreters](#)
- ▶ [Poetry - Rolling Pins Flatten Dreams](#)

Join in the aged care policy debate

In each bimonthly edition of *NCAN News*, FECCA will be asking NCAN members to contribute their ideas or opinions – short or long – on a particular policy issue.

We will publish excerpts of the best responses in the next edition of *NCAN News*. Full responses will be available on the new [NCAN website](#).

The aim is to draw attention to issues that concern CALD seniors, their families and carers in the aged care system and to generate discussion among people and organisations in the CALD ageing sector.

This month's question is:

What components are necessary to ensure that the Gateway (now called My Aged Care) is inclusive of people from CALD backgrounds?

You can access the new My Aged Care website at <http://www.myagedcare.gov.au/>.

Send your response to melanie@fecca.org.au or submit it through the NCAN website at <http://www.fecca.org.au/ncan-members> by Friday 23 August.

AGED CARE REFORMS ROLL IN

Bruce Shaw - Senior Policy Officer, Aged Care at FECCA

As the chair of FECCA's Healthy Ageing Reference Committee has said in her welcome to this issue, important changes under the *Living Longer Living Better* aged care reform package commenced on 1 July 2013.

An ongoing challenge is to achieve the integration of culturally and linguistically diverse perspectives into the overall aged care and health delivery frameworks so that ageing people from CALD backgrounds have access and equity to a full range of appropriate aged care services, and are empowered and confident in accessing it.

FECCA is very pleased to have received two new grants from the Department of Health and Ageing (DoHA)'s Aged Care Service Improvement and Healthy Ageing Grants (ACSIHAG) Fund.

FECCA contributing to a research evidence base

In order that aged care providers have access to information and research that enables better informed services, this project will undertake a systematic review of the existing research on older CALD people. Through an evaluation and interpretation of available data and literature, using a comprehensive, rigorous and auditable methodology, the purpose is to identify current evidence and any gaps in research and evidence.

The outcomes will be a first step to identifying research needs and priorities in CALD ageing and aged care and preparing a means for pursuing a CALD ageing and aged care research agenda. It will provide a basis for future CALD program development towards the goal of ensuring that Australians from CALD backgrounds have equal access to high quality, culturally appropriate aged care that is founded on a strong evidence

base.

Strengthening Consultative Mechanisms and Promoting CALD Capacity Building

Part of FECCA's approach is to build strong links both within the CALD sector, and with the whole aged care sector, in order to help ensure that all stakeholders recognise the need for all future aged care policy, programs and services to be culturally and linguistically inclusive.

A new FECCA ACSIHAG project will build on and expand FECCA's engagement with aged care policy development, strengthen consultation mechanisms, and promote CALD capacity building in aged care.

This project will build on and enhance FECCA's role as the peak CALD representative and advisory body to advise and assist DoHA in implementing some of the key goals and actions under the *National Ageing and Aged Care Strategy for People from Culturally and Linguistically Diverse (CALD) Backgrounds* (the CALD Aged Care Strategy).

A major development will be FECCA building on and extending its collaborative work with both Carers Australia and Alzheimer's Australia (AA).

We are working to establish a Joint FECCA-Carers Australia CALD Carers Working Group. This will enable FECCA to work closely with Carers Australia in identifying CALD carer issues which we can jointly work on developing strategies.

FECCA is also seeking to build on and extend its work on CALD dementia with AA by formalising FECCA's role in supporting the AA National Cross Cultural Dementia Network. This will

enable FECCA to work closely with AA in identifying CALD dementia issues which we can jointly work on developing strategies to address.

FECCA will build on and enhance its ability to engage in consultations. This will enable FECCA to assist CALD communities, organisations and people to better understand the aged care system and to engage fully with the aged care system. This will also enable FECCA to promote and foster CALD aged care sector workforce skills and service delivery capacity.



L-R: Bev McConnell, Gillian McFeat Lin, Bill Heins, Marion Reilly, Marg McCulloch, Janne Graham, Helen O'Brien, Russell McGowan, Anna Saxon-Taylor.

ACT Aged Care Consumer Reference Group

The Health Care Consumers Association (HCCA) invited stakeholders in the aged care sector to attend a consultation run by the ACT Aged Care Consumer Reference Group, one of several issues-based reference groups convened by HCCA, on 2 July 2013.

HCCA comprises people who use health services and care about the quality and safety of care they receive. The organisation encourages and supports consumers to be involved in all levels of health service planning and decision making.

FECCA Aged Care Policy Officer Dr Gillian McFeat Lin attended the meeting where the importance of communication was discussed in regards to the new My Aged Care website and other initiatives such as the Planned Hospital Admission Booklet. Gillian spoke about the CALD aged perspective and factors that would make access to information and services difficult, such as navigation and communication difficulties.

News from the sector

NCAN News

MCNT LAUNCHES MULTICULTURAL SENIORS RECIPE BOOK “COOKING WITH CULTURE”

Ron Mitchell - Program Manager, Multicultural Council of the Northern Territory (MCNT)

The Multicultural Council of the Northern Territory (MCNT), based in Darwin, is a community-based NGO: the local peak body for multiculturalism that also advocates and provides direct services for individuals, families and communities from immigrant and refugee backgrounds. The MCNT encourages access for multicultural seniors to innovative social interaction activities to facilitate a positive and productive ageing experience.

In February 2010 the MCNT with two other Darwin based NGOs - the Council on the Ageing NT (COTA NT) and Carers NT - formed the Multicultural Aged Care Network focussed on CALD community seniors and with the aim of strengthening bonds and creating partnerships between CALD communities and local aged care service providers.

Traditional foods and cooking styles are key identifying characteristics of all cultures throughout the world and integral to maintaining cultural and religious identity within the migration experience in new lands. In settler societies such as Australia, the preparation, cooking and sharing of food provides opportunities within and between migrant and host communities for inter-cultural expression, creative hospitality and social interaction.

Traditional foods and cooking styles are integral to maintaining cultural and religious identity within the migration experience

“Cooking With Culture” is a cooking and nutrition program targeted to participants over 50 years of age, and funded by the Family Support Program of the Department of Families, Housing, Community Services and Indigenous Affairs - in partnership with Anglicare NT’s Linkcare Community Options Service – that commenced at the MCNT in March 2010.

“Cooking With Culture” is currently scheduled every second Thursday morning at the MCNT’s community kitchen. This program provides safe and reliable transport and the opportunity for socially isolated multicultural seniors from diverse cultural backgrounds to meet regularly in a safe and friendly environment and share ancestral recipes. In addition the program has a periodically scheduled series of information sessions with engaging and authoritative guest speakers on a range of topics related to nutrition and healthy living.

To date “Cooking With Culture” has engaged more than 40 participants – mostly



Participants at the Cooking With Culture 2012 Christmas Lunch

women – drawn from 7 main nationalities with a focus on the active involvement of all participants demonstrating aspects of the preparation and cooking of food from their own culture. Since its inception the program has also created a regular social meeting place and promoted active ageing and healthy lifestyles for our multicultural seniors.

MCNT and Anglicare NT worked with the participants over the past 12 months to collate a fantastic selection of heritage recipes. The result of this endeavour is the “Cooking With Culture” Recipe Book. This creative and skilfully produced publication, replete with enticing recipes and enchanting photographs, is unique in terms of recording and conserving the cultural knowledge and culinary traditions of multicultural seniors for second and third migrant generations as well as for the wider community.

The Hon Peter Styles MLA, then Parliamentary Secretary assisting on Multicultural Affairs, launched the “Cooking With Culture” Recipe Book as an official International Women’s Day activity at the MCNT on Thursday morning 14th March 2013. The launch was a well-attended celebratory event. Rather ironically Mr Styles was appointed as the Minister for Multicultural Affairs and Minister for Senior Territorians that very afternoon and so, given the context, was the perfect choice to officiate at the launch.

FaHCSIA, DoHA, the NT Government, COTA NT and Foodbank NT have proudly supported the production and launch of the “Cooking With Culture” Recipe Book.



COOKING WITH CULTURE



If you would like to order a copy phone Lynne Fisher at the MCNT on (08) 8945 9122.

News from the sector

NCAN News

NEW NCAN WEBSITE LAUNCHED

<http://www.fecca.org.au/ncan-members>

Ethnic Communities' Council of Victoria - Elder Abuse Awareness Project

Nikolaus Rittinghausen - Policy Officer (Aged Care), ECCV

The Ethnic Communities' Council of Victoria (ECCV) is coordinating a state-wide project to deliver a community education campaign that will raise awareness of elder abuse, its prevention and relevant supports among culturally and linguistically diverse seniors in Victoria. It is a three-year project that began in 2012 and is working with six ethnic communities, focusing on two communities each year.

The first year of the project is nearing completion, and the Chinese and Greek communities now have a range of culturally appropriate resources to raise awareness about elder abuse, including:

- a community education resource kit, which includes translated key messages and case studies, cultural information and support services (available for download at <http://eccv.org.au/community/news/community-education-resource-kits-on-elder-abuse-prevention/>)
- bilingual workers trained to deliver elder abuse education
- brochures with translated key messages to raise awareness about elder abuse, for distribution in community education sessions and throughout the community

The Chinese and Greek Advisory Groups included representatives from a range of organisations and met six times over the course of the year. They drove the content of the resource kit and brochures, as well as identifying a media strategy and the need for training for bilingual workers as a sustainable way to continue to raise awareness in these communities beyond the life of the project.

A professional two day workshop was delivered in partnership with Seniors Rights Victoria to bilingual workers so that they can now deliver elder abuse education to the Chinese and Greek communities in their own language. Some of these bilingual workers have already begun delivering education, and so far over 100 Chinese seniors have attended group sessions, with more expected in the coming months.

The project is also raising awareness for Seniors Rights Victoria and other "mainstream" organisations on cultural perspectives in the Chinese and Greek communities which may affect the response to elder abuse.

The second year of the project is about to begin, and the two communities that will be working with ECCV are the Macedonian and Filipino communities. The ECCV looks forward to working with these communities in the coming year.

For further information contact ECCV at eccv@eccv.org.au

NEW STUDY ON DEPRESSION IN THE OLDER CHINESE COMMUNITY

Validation and cultural adaptation of Chinese Australian versions of the detection and assessment tools and education about depression and anxiety amongst the older Chinese community

This study is being undertaken by the National Ageing Research Institute (NARI) and is funded by beyondblue. NARI is an independent research institute that specialises in research on ageing, including health service evaluation, and translation of evidence into practice through the delivery of quality aged care education programs for health professionals and service providers.

NARI continues to research and explore health issues for people of Culturally and Linguistically Diverse (CALD) backgrounds as they age across a range of areas.

In the area of depression and anxiety, there are limited Australian data on the prevalence in older people from CALD backgrounds. However, there is some evidence that people from CALD backgrounds might be at greater risk of depression than the general community. beyondblue decided to fund this study as an important first step in helping improve the overall detection and management of depression and anxiety in older people from CALD backgrounds

This study targets older Chinese migrants, one of the largest and fastest growing groups in CALD population. The current study aims to investigate the usefulness of the Geriatric Depression Scale (GDS) and the Geriatric Anxiety Inventory (GAI) in detecting late life depression and anxiety in community dwelling older Chinese migrants. It also aims to raise awareness and improve knowledge about older age depression and anxiety amongst older people, health and community care workers in the Chinese community.

Furthermore, if these two tools are found to be useful, the project will also conduct promotion activities, which will further improve awareness including of the use of the GDS and the GAI in detecting late life depression and anxiety in this group and develop a template for cultural adaptation of these and other mental health tools. The study is being undertaken from May 2013-June 2014.

The project team includes Clinical Associate Professor Briony Dow, Ms Betty Haralambous, Dr Anita Goh, Ms Xiaoping Lin, Professor Nancy Pachana, Dr Dina LoGiudice and Dr Christina Bryant.

An expert advisory group has been established to support the project team.

For further information please contact Ms Xiaoping Lin at x.lin@nari.unimelb.edu.au or Ms Betty Haralambous at b.haralambous@nari.unimelb.edu.au

Contribute to NCAN News

In keeping with NCAN's aim to encourage dialogue and debate about CALD aged care issues, and the sharing of new ideas and initiatives, we invite NCAN members to contribute to each bimonthly edition of NCAN news.

Contributions can take various forms, including:

- information about upcoming events and initiatives
- stories of personal experience with the aged care system and CALD ageing issues
- opinion pieces about CALD ageing issues and policy reforms
- personal stories and poetry

In other words, we encourage members to contribute any piece they think will improve knowledge and/or stimulate dialogue and new ideas in the CALD ageing sector.

To contribute a piece to the September/October edition of NCAN news, please send your contribution (approx 200-300 words for general articles and 500-800 words for opinion pieces) to melanie@fecca.org.au before August 23 2013.

News from the sector

MULTICULTURAL COMMUNITIES' COUNCIL OF SA - INFORMED AGEING PROJECT

The Multicultural Communities Council of South Australia (MCCSA) is the peak organisation representing and advocating for people from culturally and linguistically diverse (CALD) backgrounds in South Australia. It was established in 1995 with the amalgamation of two ethnic organisations and now has over 200 members representing established as well as new and emerging communities.

MCCSA has a proven track record of successfully managing projects that address the health and ageing issues of aged people of CALD backgrounds, and is about to embark on a project to inform older members of culturally and linguistically diverse (CALD) communities, and their immediate families, of the services, facilities and choices available to elderly Australians.

This project is designed to enable both generations to confidently face the challenges and enjoy the experience of growing old.

Funding for the project will be provided by the Commonwealth Department of Health and Ageing's Aged Care Service Improvement and Healthy Ageing Grants Fund (ACSIHAG), and is part of the part of the *Living Longer Living Better* aged care reform package.

Background

In designing the project MCCSA was mindful of the Australian Government's commitment to delivering aged care that is appropriate for all older people regardless of race, culture, language, gender, economic circumstances or geographic location. While older people from diverse backgrounds can access and benefit from the same funding and services as other older people in the community, they can however face particular difficulties in understanding aged care information and services, and receiving care appropriate to their needs.

MCCSA particularly noted the 5 principles contained in the *National Ageing and Aged Care Strategy for People from Culturally and Linguistically Diverse Backgrounds*: Inclusion; Empowerment; Access & Equity; Quality; and Capacity Building.

Of these principles, and as defined in the strategy, MCCSA believed the most important was that of Empowerment - which holds that people of CALD backgrounds should have the information, knowledge and access to language services to engage with the aged care sector and with government as informed and supported consumers and self advocates. With this knowledge and information they would then have the capacity to exercise informed choices in care services and service providers and so maximise their use of the aged care system.

This belief was reinforced by Goal 2 of the Strategic Goals & Actions - Achieve a level of knowledge, systems capacity and confidence for older people from CALD backgrounds, their families and carers to exercise informed choices in aged care by developing, delivering and promoting appropriate multilingual information and education, in order to raise awareness of the full range of aged care and support services and facilitate informed choice of services.

The Project

With the emphasis on older members of new and emerging communities, the project will provide a comprehensive package of information, education and advice to 120 participants and their immediate families.

The information package will be a mix of 'takeaway' linguistically appropriate literature and workshop presentations from a range of aged care professionals and service providers.

Workshops will commence in early 2014, and groups of participants will attend 2 full day sessions in consecutive months. The workshops run over an 8 month period, ensuring maximum opportunity for attendance by the targeted community members.

Topics to be covered include:

- Health, Fitness & Lifestyle;
- State Government Concessions & Services for Seniors;
- Federal Pensions, Entitlements & Services;
- Aged Care & Accommodation Options;
- Palliative Care - Services & Options;
- Advance Directives - wills, estates, inheritance law.

An outline of the project has been presented to service providers and community leaders and has received very positive responses.

MCCSA looks forward to delivering this project, and thanks the Department of Health & Ageing for their support and assistance.

For further information please email Bob Dixon-Short, Senior Policy & Project Officer, bobds@mccsa.org.au

NCAN News



Latest News from PICAC NT

Multicultural Aged Care Network

The Multicultural Aged Care Network in Darwin met on 13 of June 2013 at Spillett House 65 Smith Street and was attended by:

- DMBAS
- Alzheimer's Australia
- Anglicare
- Multicultural Council NT
- Hindu Society
- Australian Japanese Association
- Catholic Care
- Oasi Dell'Amicizia

It was a great occasion to talk about CALD issues, the *National CALD Ageing and Aged Care Strategy*, multiculturalism and how to connect effectively with the over 70 communities in Darwin.

Please feel free to download the Cultural background resources booklet from the [COTA NT website](#) a collection of the best websites to access CALD information and a guide to create a personal CALD profile.

Our next Multicultural Aged Care Network is scheduled mid-November to re-cap on the objectives set during the meeting.

MASP - Multicultural Aged Social Program

Our Italian and Portuguese/Timorese seniors groups had a festive end of program lunch at the Trailer Boat Club. It has been a fantastic year of events which has strengthened both groups and kept them motivated, sharing stories and experiences of everyday life. We are very pleased to announce that the Multicultural Aged Social Program (MASP) project's funding has been reconfirmed and COTA (Council on the Ageing) NT will continue the good work next year.

For further information on PICAC NT initiatives please contact Lina Paselli, PICAC Project Manager, COTA NT at lina.paselli@cotant.org.au

IMPROVING TRANSPORT OPTIONS FOR OLDER CANBERRANS

Jane Thomson - Policy Development Officer, COTA ACT

"I don't know what I'm going to do when I can't drive any more!"

This is a typical comment coming out of the research COTA ACT has been doing over the last few months on transport issues for older Canberrans. COTA has just completed a survey which received over 440 responses. Almost half the respondents said that they sometimes found it hard to get where they want to go, particularly social and entertainment venues.

Over a two week period, older transport users and officials from the ACT Government, the Canberra bus service ACTION, community services and the taxi industry have come together to talk about the problems and how to make it easier for older people to get out and about.

Older transport consumers raised a wide range of issues, from disabled parking spaces and taxi drivers refusing short trips, to the difficulty of getting on and off the old 'orange rattler' buses, to not being able to get out at night or at weekends because of limited services and safety issues. One of the key issues was access to information about the options available. As one consumer put it, "you don't think about these things until there's a crisis – suddenly your doctor says, you need to go hand in your licence, and then you think, oh no, what now?". Another commented that when he was too frail to catch buses he expected to be virtually 'a prisoner' in his own home.

All the organisations participating in the discussion were very keen to explore solutions and to look at more innovative

approaches. Both ACTION and the taxi industry are looking at how they can improve their services. The ACT Government is also currently reviewing Community Transport. COTA hopes to hold a round table with providers, government and community organisations in August to discuss what can be done to make it easier for older people to travel in the ACT.

COTA ACT's report on its transport research is now available from COTA on 02 6282 3777.



Image courtesy of the University of Canberra

CALD INCLUSION AND EMPOWERMENT IN AGED CARE

FECCA's Senior Policy Officer, Aged Care, Mr Bruce Shaw, spoke at the PICAC NSW-ACT CALDWays Regional Forum Pathways to Implementation in Parramatta on 5 June 2013.

This presentation stressed that FECCA's goal is to work towards ensuring that Australians from CALD backgrounds have equal access to high quality, culturally appropriate aged care.

The seven Partners in Culturally Appropriate Care (PICAC) organisations across Australia play a vital role in working to achieve the goal of informed CALD participation in the aged care system.

The PICACs' roles include:

- cultural competency training for all aged care services
- advancing health literacy for CALD elders and their carers a vital component of effective consumer directed care (CDC)
- promoting and advancing their services to the aged care sector in the context of assisting the aged care reform and CALD Aged Care Strategy implementation processes

The current aged care system can be very difficult for older people, their families and carers to understand. The sources of information available are wide and varied, often difficult to access and understand and do not support informed decision

making.

Together, the *Living Longer Living Better* aged care reform agenda and the Government's National Ageing and Aged Care Strategy for People from Culturally and Linguistically Diverse (CALD) Backgrounds (the CALD Aged Care Strategy) are helping to address this disadvantage.

The strategic goals and actions of the CALD Aged Care Strategy are the tangible outcomes that the Australian Government, through the Department of Health and Ageing (DoHA), has committed to achieving in the period from 2012 until 2017.

The first two principles, and the first two goals of the Strategy deal with inclusion and empowerment.

Overall, the implementation of the CALD Aged Care Strategy will help lead to better informed CALD participation in the aged care system.

FECCA has established a Healthy Ageing Reference Committee with wide demographic and regional representation. This Committee is developing effective mechanisms for consultation and engagement at State and local levels.

FECCA has established the National CALD Ageing Network (NCAN) as a web-based communication network for people and organisations involved in the CALD ageing sector through the FECCA website.

News from the sector

NCAN News

Cont'd from page 6

FECCA has just launched a more sophisticated and interactive NCAN website within the FECCA website, which places all information resources relating to NCAN as they evolve. You can access the new website at <http://www.fecca.org.au/ncan-members> and enter your NCAN password.

We are encouraging anyone and everyone, and all organisations, with an interest in CALD ageing and aged care, to join NCAN on line.

FECCA wants NCAN to be a key voice representing the needs and experiences of the older CALD community and for its members to feel empowered and able to be heard.

With many actions under way in both aged care policy and programs in general, and advancing the CALD Aged Care Strategy in particular, it is important that these two-way communication flows become familiar to CALD elders and their representative and service provider organisations. As the NCAN membership grows, we anticipate that our collective efforts will feed into the CALD Aged Care Strategy and be seen as a valuable contribution to the aged care reforms.

Principle Two of the CALD Aged Care Strategy is about empowering CALD people within the aged care system. Accordingly, DoHA Goal Two is to achieve a level of knowledge, systems capacity and confidence for older people from CALD backgrounds, their families and carers to exercise informed choice in aged care.

DoHA's actions between now and 2017 are designed to achieve this goal.

FECCA is to work with other stakeholders to ensure positive outcomes by promoting empowerment for the CALD ageing and aged care sector.

For example, FECCA's role on the various National Aged Care Alliance (NACA) advisory groups to the Government on the aged care reform process has been instrumental in ensuring that Australia's aged care system moves towards these goals of inclusion and empowerment.

FECCA has established its credentials as a leading stakeholder in aged care, with the goal of ensuring that Australians from CALD backgrounds have equal access to high quality, culturally appropriate aged care has been developing rapidly.

FECCA is represented on, and has made a positive contribution to, advisory and reference groups, sub groups, workshops and consultations developing the frameworks for the Government's aged care reform agenda, including:

- Gateway Advisory Group
 - » Gateway Service Scenarios and Case Studies for staff training
 - » PricewaterhouseCoopers (PwC) sector analysis to assess the impact of the Aged Care Gateway on multiple stakeholders inform the development of the Change Management Strategy and associated work programs for the Gateway
 - » Carer Support Centre Sub Group
 - » National Consultations for the Linking Service for the Aged Care Gateway
- Home Care and Consumer Directed Care Reference Group
 - » Home Care CDC Evaluation Sub-Group
- Quality Indicators Advisory Group

- Specified Care and Services Reference Group
 - » Specified Care and Services Combined Sub Group
- Home Support Program Advisory Group
 - » Home Support Program Meals Review Sub Group
- Fees and Charges Discussion Group
- Ageing Expert Advisory Group.

In this exciting new environment, we all have shared challenges and opportunities.

For more information please contact Bruce Shaw at bruce@fecca.org.au.



MCCI Chair Ken Habak and Bruce Shaw at CALDWays Regional Forum on 5 June 2013

2013 HOME CARE PACKAGES GUIDELINES:

USE AND COST OF INTERPRETERS

Catherine Healion - Manager, Aged Care at Southern Migrant and Refugee Centre, Dandenong, Victoria

The Southern Migrant and Refugee Centre (SMRC) welcomes the guidelines for the new Home Care packages. We believe that the new Aged Care reforms and Home Care packages will generally be beneficial to consumers, and offer more choice and flexibility in services delivered.

SMRC is subcontracted by Russian Welfare Society in Melbourne to deliver Aged Care packages and we have done so for over 10 years, so we have significant experience in case management and service delivery in this area.

The following comments and table reflect our concerns regarding the guidelines in relation to CALD consumers of the home care packages.

CALD clients are acknowledged as a special needs group. The Draft Program Guidelines, however, do not acknowledge the essential need for interpreting and translation services that are needed to deliver assistance to these consumers (see table below).

Unless interpreting and translating services are provided free of charge to the provider, the consumer will be at a huge disadvantage, as the funds in these packages will be used for translating into other languages the purpose of the package and the model of service, and so depleting the available funds for actually providing the service. This will figure prominently in complaints to the Aged Care Complaints Scheme from CALD consumers and their families on Day 1 of CDC implementation.

Mrs Smith	Cost to Package
Phone call to organise a home visit	No cost
Home Visit/Initial Assessment and Care Plan	No cost
1.5 hours home care fortnightly	\$60
Phone call to Mrs Smith following first home care visit	No cost
1.5 hours escorted shopping assistance fortnightly	\$60
Phone call to Mrs Smith following first shopping visit	No cost
Review at 3 months of services	No cost
TOTAL COST	\$120

It is also clearly stated that the provider must pay for the Care plan to be translated, however this is building in a lack of equity and further disadvantaging a recognised disadvantaged group by using up funds from their care package. The process of explaining the package and rights for the consumer will take more time using an interpreter, so this will further drain funds from direct services. How does this compare with English speaking package recipients? Even those in the other disadvantaged categories will have a more equitable share of direct care funds.

This issue also applies for the information required in explaining the budget to the CALD consumer. Again, more funds need to be used which will further deplete the funds for direct care services.

The following case study illustrates the cost difference for a CALD consumer versus an English-speaking consumer:

A. Mrs Smith is an English-speaking, 81-year-old who lives with her husband in their own home. Mrs Smith’s husband has dementia and she is his primary carer.

B. Mrs Nguyen is a Vietnamese-speaking, 81-year-old who lives with her husband in their own home. Mrs Nguyen’s husband has dementia and she is his primary carer.

Both Mrs Smith and Mrs Nguyen have been assessed by ACAS as eligible for a Home Care Level 2 package:

Mrs Nguyen	Cost to Package
Phone call to organise a home visit	\$22 for 15 minute phone call using interpreter
Home Visit/Initial Assessment and Care Plan	\$99 for 1 1/2 hours on site visit using interpreter
1.5 hours home care fortnightly	\$60
Phone call to Mrs Nguyen following first home care visit	\$22 for 15 minute phone call using interpreter
1.5 hours escorted shopping assistance fortnightly	\$60
Phone call to Mrs Nguyen following first shopping visit	\$22 for 15 minute phone call using interpreter
Review at 3 months of services	\$99 for 1 1/2 hours on site visit using interpreter
TOTAL COST	\$384

Rolling pins flatten dreams

By Georgia Panagiotopoulos

Rolling pins
Flatten the homemade pastry
You cannot make today
For your arthritic hands are tired
Spent
From days of summer sun
Bent over at the waist
Back hunched towards the Gods
Picking peas and corn

Your eyes
Once bright
Are now weary with age
And raising children in a foreign land
From never knowing a ‘patrida’ [homeland]
Which provides you with sufficient nourishment
From possessing citizenship to a country
Whose language you cannot speak
60 years post-migration

The weight of widowhood
Bears hard on your shoulders
Bedtime tears
And closets full of his clothes
Afternoon cemetery visits
And holidays you shall never celebrate again
Clad in black
An outward expression
Of an eternally weeping heart

You fled poverty and devastation
Only to spend
The rest of your days
Living in frugality

Two years of primary school
You can read in capitals
Wholehearted regrets

All too familiar
This feeling
Of being uprooted
Landless Illiterate
Desolate
In a rural area

Stranded
In the third age
Hopes dissipated long before
Buried deep inside the wooden casket
That houses your loved one

Georgia Panagiotopoulos is a PhD candidate at the Southgate Institute for Health Society & Equity, Flinders University. She presented this poem at the 2nd International Conference on Ageing in a Foreign Land held in Adelaide, 27-30 June 2013.

FECCA acknowledges the financial support of the Australian Government Department of Health and Ageing through the Aged Care Service Improvement and Healthy Ageing Reference Grant (ACSIHAG) fund.