

# FECCAe-NEWS

The Newsletter of the Federation of Ethnic Communities' Councils of Australia

## FECCA signs the RECOGNISE CALD Accord



FECCA was one of nine CALD organisations to declare their support for the constitutional recognition of Australia's first peoples. To view the full media release [click here](#).

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# From the FECCA Chairperson



Welcome to our January - February 2016 update.

I would like to welcome everyone back and hope they have had a good start to the new year.

The Social Services Legislation Amendment (Budget Repair) Bill is currently before the Parliament. This Bill reintroduces a measure to change the portability of the age pension and a small number of other payments. If the legislation is passed, pension recipients will have their benefits reduced if they travel overseas for more than 6 weeks in a year according to the length of their Australian Working Life Residence. Those pension recipients who were born in Australia or have lived and worked in Australia for over 35 years will not. FECCA made a submission to the Senate committee examining the Bill and has been speaking in the media against this measure. You can read FECCA's submission [here](#).

Following the High Court's decision, FECCA would like to reiterate our strong stance against boat turnbacks, offshore processing and denying asylum seekers who arrive by boat and are found to be refugees the right to be resettled in Australia. As a signatory of the refugee convention, we call on the Government to abide by our international and moral obligations to ensure that those who are found to be refugees are offered resettlement.

FECCA was one of nine national CALD organisations to sign the RECOGNISE CALD Accord, declaring our support for the constitutional recognition of Australia's first peoples. To view the full media release [click here](#).

Our other activities over the past two months include participation in the Translating and Interpreting Working Group of the Australian Government's Settlement Services Advisory Council, and in the Department of Foreign Affairs-NGO Human Rights Forum.

FECCA is a member of the Mental Health in Multicultural Australia (MHiMA) Project Advisory Group. The Government is currently undertaking a review of the MHiMA Project, which is being managed by Mental Health Australia (MHA) until the end of June 2016.

MHA have released a [consultation paper](#) for public feedback, that FECCA is contributing to. We are looking forward to providing further input into the process, in collaboration with key stakeholders.

We are looking forward to the FECCA and National Ageing Research Institute (NARI) National Roundtable to be held in March. The roundtable aims to examine the gaps in research on ageing and aged care for older CALD

Australians, and to develop a research agenda to address the gaps. More details will be released on this soon.

Finally, I was delighted to attend the Workplace Relations Roundtable with Senator Michaelia Cash and Heather Moore from The Salvation Army - Freedom Partnership to End Modern Slavery, on Wednesday 10 February 2016.



We would like to thank Senator Cash for considering the recommendations we made to protect migrant workers, made in our [joint submission](#) with The Salvation Army - Freedom Partnership to End Modern Slavery.

Joseph Caputo OAM JP

# FECCA NEWS

## FECCA attends NEDA 20<sup>th</sup> Birthday celebrations

FECCA was delighted to attend the National Ethnic Disability Alliances' (NEDA) 20<sup>th</sup> Birthday celebrations! FECCA Chairperson Joe Caputo was a recipient of the inaugural NEDA Medal for his commitment to disability and CALD issues.



Image courtesy NEDA (L-R): NEDA CEO Dwayne Cranfield, NEDA President Suresh Rajan and FECCA Chairperson Joe Caputo.

## Ageing and Aged Care Consultations

FECCA undertakes consultations in ageing and aged care in different locations each year to hear first hand about what community members have to say about things like the My Aged Care government portal, Consumer Directed Care and other aged care reforms, and what their experiences are. Consultations are a great way for you to have direct input into our advice to Government.

For this round of consultations, we have been to the Gold Coast (December 2015), Wollongong on 1 February 2016, and will be in Darwin on 15 February 2016.

In Wollongong, over 30 people attended the consultation co-hosted with the Multicultural Communities Council Illawarra (MCCI). The group represented people from a range of communities; people who work in the field of aged care, staff from MCCI and the Partners In Culturally Appropriate Care program. Discussions centred around where to go for information, what it is about the future that might 'scare' people, and what the philosophy of 'consumer directed care' actually means. FECCA would like to thank all those who attended and participated so openly, with particular thanks to Terrie Leoleos, CEO of MCCI, for helping to run the whole event. We will be working together to prepare a report on the discussions.

If you live in Darwin and are interested in joining the

discussions, please see details in the flyer in this edition of e-News. FECCA will also be consulting on employment services and online government services (flyer also included in this edition). Both consultations are being held in partnership with the Multicultural Council of the Northern Territory (MCNT).

## Family Assistance Legislation Amendment (Jobs for Families Child Care Package) Bill 2015

The Government is proposing to make significant reforms to childcare. FECCA holds a number of concerns, including:

- The lack of focus on the importance of early childhood education
- The proposed introduction of an activity test which will limit the access of children to subsidised childcare depending on the number of hours that their parents spend in education and employment each fortnight
- The complexity of the Child Care Assistance Package, including a requirement for parents to fill out additional forms

FECCA has made a submission to the Senate committee examining the Bill, recommending that 24 hours of subsidised childcare per week be restored.

You can read FECCA's submission [here](#).

## ATO Digital by Default

The ATO has been consulting on a potential move to a 'Digital by Default' policy for accessing taxation services. FECCA acknowledges the benefits of online service delivery, however reform in this area must be carried out progressively and to ensure that vulnerable groups are catered for.

You can read FECCA's submission [here](#).

## Employment services and outcomes for CALD people with disability

FECCA produced an issue brief on current employment services and outcomes for people with disability from culturally and linguistically diverse (CALD) backgrounds. This paper is a snapshot of the current disability employment landscape. Numerous government services are in place to provide assistance to people with disabilities to enter

# FECCA NEWS

the Australian job market. Underutilisation of these services among CALD communities is directly linked to lack of awareness or limited understanding about these services. The issue brief provides some pragmatic recommendations for action to increase the participation of CALD people with disabilities within the government provided employment frameworks.

## Disability, Human Rights and Social Equity Conference 2016

The Disability, Human Rights and Social Equity Conference 2016 organised by the Melbourne Social Equity Institute was held in Melbourne on 4th and 5th of February 2016. The conference focussed broadly around the United Nations Convention on the Rights of Persons with Disabilities as a way of increasing full and meaningful participation of people with disability within Australian society, effective systemic changes in the disability space and the National Disability Insurance Scheme (the Scheme/NDIS).

Dini Liyanarachchi from FECCA presented at the conference on 'Access and Equity in the context of the National Disability Insurance Scheme'. The presentation focussed on the impact of the NDIS on people from CALD backgrounds and their current level of participation within the Scheme. It also highlighted barriers encountered by people with disability from CALD backgrounds, positive steps adopted by the government to increase the participation of people from CALD backgrounds and solutions for future.

## Concern over proposed changes to humanitarian resettlement program, increased monitoring of migrants

The Federation of Ethnic Communities' Councils of Australia (FECCA) is concerned by the proposals outlined in the leaked cabinet document signalling changes to the humanitarian resettlement program and the increased monitoring of migrants.

The changes also include:

- The enforceable integration framework to assess aspiring migrants' suitability for life in Australia
- Enhanced access, use and protection of sensitive information to strengthen intelligence-led, risk-based decision making
- Continuous assessment of arrivals from pre-visa

stage to post-citizenship conferral.

- A revamped citizenship test and citizenship pledge
- Tougher screening of the Syrian intake across the humanitarian program to ensure the acceptance of individuals with the highest probability of successful integration.

"In this climate, when it is so important to promote harmony and inclusivity, it is alarming to specify changes to the humanitarian program based on religious beliefs and ethnic background. To identify particular ethnic groups as undesirable for integration and increase surveillance on migrants creates anxiety and division", said Mr Caputo.

FECCA has previously expressed concerns about proposals to make changes to citizenship eligibility and the test. We believe that a strengths-based pre-citizenship process with an emphasis on civics engages and empowers migrants.

The document also recommends bringing forward proposals to reform the visa framework, removing "direct access to permanent residency to better align visa and citizenship decision-making with national security and community protection outcomes".

FECCA Chairperson Joe Caputo said, "Citizenship status and permanent residency are symbolic of acceptance and highly valued amongst immigrant groups, particularly refugees. The removal of permanent residency would eliminate any assurance of full participation in the Australian community for refugees."

As a former refugee, FECCA's New and Emerging Chair Alphonse Mulumba said, "Humanitarian entrants demonstrate a greater commitment to Australian life having been forced out by threat of persecution and fear of returning to their homeland. There is also substantial data to indicate that they display immense entrepreneurial qualities, contributing to the social, economic and cultural fabric of society. We are concerned about potentially disadvantaging and excluding some people who have so much to offer Australian society."

FECCA supports a non-discriminatory humanitarian resettlement program with a long-term vision, and that is responsive to the growing global needs for refugee resettlement.

"As a signatory to the refugee convention, we call on the government to stand by our moral and international obligations and give refugees the right to be resettled in Australia", said Mr Caputo.

We reiterate our concern on the proposed changes disproportionately singling out of refugees and migrants, which has the propensity to damage social cohesion and a sense of community belonging.

# FECCA NEWS

***We want to hear from you!***



- × Do you have questions about the Australian aged care system?
- × Do you have a parent or relative who uses aged care services, or will they be entering the aged care system?
- × Are you aware of available aged care services and programs?
- × Would you like to know more?
- × Tell us what you think your ageing experience will be like.

The Federation of Ethnic Communities' Councils of Australia (FECCA) is holding consultations with the Multicultural Council of Northern Territory (MCNT)

Date: Monday 15 February 2016  
When: 10:00am – 12:00pm  
Where: MCNT Community Room  
Shop 15 Malak Shopping Centre  
Malak Place  
Malak NT 0812

Lunch will be provided. Please RSVP for catering purposes.  
For more information and to RSVP please contact Ron Mitchell, MCNT Program Manager at [ron.mitchell@mcnt.org.au](mailto:ron.mitchell@mcnt.org.au) or 0477 771 265, or [admin@fecca.org.au](mailto:admin@fecca.org.au).



**FECCA**  
Federation of Ethnic Communities' Councils of Australia

# FECCA NEWS

## ***Are you a migrant or refugee living in Darwin?***

We invite you to share your experiences of accessing government programs and services.

- Do you use jobactive employment services?
- Do you access government services online?



The Federation of Ethnic Communities' Councils of Australia (FECCA) is holding consultations with the Multicultural Council of Northern Territory (MCNT)

Date: Tuesday 16 February 2016  
When: 9:00am – 10:30am  
Where: MCNT Community Room  
Shop 15 Malak Shopping Centre  
Malak Place  
Malak NT 0812

Morning tea will be provided. Please RSVP for catering purposes.  
For more information and to RSVP please contact Ron Mitchell, MCNT Program Manager at [ron.mitchell@mcnt.org.au](mailto:ron.mitchell@mcnt.org.au) or 0477 771 265, or [admin@fecca.org.au](mailto:admin@fecca.org.au).



# STAKEHOLDER UPDATES



## Volunteers: Making a difference in Seniors lives

The Australian Multicultural Community Services (AMCS) is a not for profit organisation supporting the Melbourne and Greater Geelong areas. We provide support services and at home help for seniors, people with disabilities and their carer's. Our support includes providing home care packages, aged care information, assessment and referral services, respite for carers, social activities and companionship to people from diverse backgrounds.

AMCS' Multicultural Volunteer Visiting Programs focus on social isolation experienced by seniors and people with disabilities who are living in their own homes or in aged care facilities. The programs; Community Visitors Scheme, Community Visitors Scheme Expansion, and Friendly Visiting Program; are addressed to seniors who live in Melbourne and Barwon South - Western.

The programs involve volunteers visiting clients on a regular weekly or fortnightly basis. Our volunteers speak many languages and come from multiple cultural backgrounds. They are trained and carefully matched to clients based on their interests, hobbies, background and availability; and all have had current police checks.

Clients benefit from the companionship our volunteers provide. The program provides the opportunity for them to share their interests and hobbies with dedicated volunteers, such as Gihan Tadros.

### **Gihan Tadros – AMCS Multicultural Visiting Program Volunteer**

Gihan was born in Cairo in 1954. She migrated to Australia in 1987 with her husband and their two children. At the time, her daughter was 12 and her son was 6 years old.

Gihan had two brothers and a sister living in Australia before she came so she had a good idea of what life might be like here.

She was sure her children would get a good education in Australia and they would have a better future.

What Gihan misses about Egypt are the family and friends she left behind and the places where she spent her childhood. She has visited Egypt many times since she came to Australia.

Gihan commits a lot of time to volunteering in the Egyptian community with AMCS.

### **Yvonne Hanna – AMCS Multicultural Visiting Program Client**

Yvonne is a warm hearted woman — she reaches everyone with her smile.

Like many migrants, Yvonne came to Australia late in life.

Yvonne lives between two worlds — the home she has here and almost a lifetime spent in Sudan.

Yvonne was born in Sudan in 1939, and moved to Australia in 2012 to be with her daughter and family.

While she misses Sudan, being separated from a son still living there is a source of deep sadness.

### **Gihan and Yvonne – Visiting relationship**



Migrating to Australia late in life has been a challenge for Yvonne and her family and though Yvonne's family is devoted to her, she experiences social isolation like many older migrant women.

While her daughter and her family try their best to alleviate her isolation, the social and cultural dislocation is a challenge for Yvonne.

The AMCS Volunteer Program has made a huge difference to Yvonne.

Gihan volunteers around 20 hours a month with AMCS's

# STAKEHOLDER UPDATES

Visiting Program. In her mind the relationship with Yvonne went beyond 'volunteer work' long ago and turned into a genuine friendship.

Gihan's commitment might involve taking Yvonne to church, group shopping, or a chat over a cup of tea.

"I feel deeply connected to Yvonne. This is a perfect way to express the goodness in me. I feel like God is looking out for me more than before."

If you would like to take part in the Visiting Program and have a volunteer visit you, please contact our Volunteer Programs Team:

- Julia - 0487 824 519  
[Julia.wilczopolska@amcservices.org.au](mailto:Julia.wilczopolska@amcservices.org.au)
- Kasia - 0477 100 284  
[katarzyna.tkaczyk@amcservices.org.au](mailto:katarzyna.tkaczyk@amcservices.org.au)
- Madonna - (03) 8371 2320  
[madonna.awad@amcservices.org.au](mailto:madonna.awad@amcservices.org.au)
- Jacek (Jack) - 0487 202 458  
[jacek.sokolowski@amcservices.org.au](mailto:jacek.sokolowski@amcservices.org.au)

You can also contact our reception on (03) 9689 9170 or [info@amcservices.org.au](mailto:info@amcservices.org.au).

## An Investigation into the Psychological Wellbeing of Senior Indian Women living in Australia



A recent research report 'Measuring Acculturation and psychological Health of senior Indian women Living in Australia (MAHILA)' showed that depression is an acute threat to older Indian women in South Eastern Sydney.

The MAHILA study examined the physical and

psychological health of senior Indian women living in the St George and Sutherland regions of Sydney. The majority of the women who participated in the study were migrants from various parts of India while a third came from other countries in the Indian diaspora.

The findings of the MAHILA study indicated that many of the women were depressed. Participants were assessed using the Patient Health Questionnaire that was validated with South Asian populations (PHQ-12). Depression was common among the women who were not in paid employment, not living with a partner, had lived in Australia for less than 15 years, lacked English skills, had high family expectations, and who had high blood pressure.

The study also revealed that many of the women reported not having any time for themselves as they were burdened with responsibilities of looking after grandchildren. Many respondents also identified limited access to transport impacting their ability to access social and community services.

In consideration of these findings, several recommendations were made by the researchers:

- Increasing the health knowledge and skills of older Indian women
- Raising awareness among health practitioners of psychosocial issues affecting older Indian women
- Targeting support to women who are recently arrived, have limited English and who are not living with a partner
- Raising the Indian community's awareness of childcare options
- Ensuring older Indian women have adequate financial and affordable transport support

The MAHILA study was a joint collaboration between the Resourceful Australian Indian Network (RAIN) and the South Eastern Sydney Local Health District including the Centre for Research in Nursing and Health, St George Hospital, Multicultural Health Service, and Diversity Health, Sutherland Hospital.

The full MAHILA report can be obtained from the [SESLHD Multicultural Health Service](#).

To supplement the report, an educational DVD "Making New Lives: Wellbeing of Senior Women of Indian Backgrounds in Sydney" has been produced. For a copy, contact Multicultural Health Service, SESLHD on 02 9382 8670 or [click here](#).



# STAKEHOLDER UPDATES

## Developing the multicultural aged care workforce to improve the quality of care for residents

Residential aged care in Australia is staffed by a multicultural workforce that provides care to residents from a diverse range of cultures. Quality of care and service provision provided to older people requires effective cross-cultural communication, interactions, care and services. A lack of cultural understanding may result in resident needs not being met and may have a detrimental impact on the quality of care provided. Associate Professor Lily Xiao at Flinders University is leading a project to develop the multicultural workforce to support the diverse care needs of residents working with industry partners Resthaven Inc. and AnglicareSA Inc. and funded by the Department of Social Services.

People aged 65 or over exhibit greater cultural and linguistic diversity, with nearly 4 in 10 older people born overseas (ABS 2013) predicting a rapid increase of residents from culturally and linguistically diverse groups in residential aged care in the near future. Currently, approximately 10% of residents in aged care facilities prefer a language other than English and the majority of them are from eastern and south-eastern Europe (AIHW 2012). The workforce in residential aged care is also becoming more diverse with approximately 35% of the aged care workforce born outside Australia and 24.4% of the workforce being from non-English speaking countries (King et al. 2013).

The project team have been working with stakeholders for 12 months to develop a Multicultural Workforce Development (MCWD) Model and a number of core documents to support the model. This model emphasises a culturally competent workforce to support effective cross-cultural care services for residents who have specific care needs. A cross-cultural care audit tool has been developed to measure the care outcomes. A skill set required for staff in order to achieve effective cross-cultural care has also been generated. Furthermore, organisational attributes and enabling environments have been identified if aged care facilities implement the MCWD model. An education and training package is being developed to enhance the skills of the multicultural workforce.

The MCWD model will be implemented and evaluated in four participating sites over 12 months in the next phase of the project. It is anticipated that this project will

provide invaluable evidence and experiences for the Australian community on how to foster the multicultural workforce to provide effective cross-cultural care services for residents in residential aged care facilities.



Project team (from left to right): *Associate Prof Lily Xiao, Associate Prof David Gillham, Ms Wendy Morey (Resthaven Inc), Associate Prof Ann Harrington, Ms Lesley Jeffers (Anglicare), Prof Eileen Willis, Ms Jenny Verbeeck, Dr Anita De Bellis, and Ms Pam Smith.*

For more information please contact Associate Professor Lily Xiao [lily.xiao@flinders.edu.au](mailto:lily.xiao@flinders.edu.au)

### References:

ABS (2013) Reflecting a nation: Stories from the 2011 Census, Australian Bureau of Statistics.

AIHW (2012) Residential aged care in Australia 2010–11: a statistical overview, Australian Institute of Health and Welfare.

King, D. et al (2013) The Aged Care Workforce 2012, Department of Health and Ageing.

# MULTICULTURAL NEWS & EVENTS



## Triennial International Conference of the Settlement Council of Australia 2016

You are invited to register for the Triennial International Conference of the Settlement Council of Australia. The conference theme 'Settlement and Citizenship in Civil Society' acknowledges the impact of the global domain on communities, societies and active citizenship.

The conference will bring together the settlement sector, communities, service groups, academics, corporate and legal organisations, and individuals from across the globe to build on current settlement knowledge, practice and community participation within a globalised multicultural society. It will provide a forum for sharing current thinking, research and good practice within international settlement contexts.

The conference will attract key innovators with an interest in how settlement can contribute to developing a productive multicultural future. These innovators will include local and international academics and cultural thinkers, seasoned and early-career researchers, experienced and emerging settlement practitioners modelling best practice, government and non-government planners, business and employment industry groups, and intergenerational communities—new and established, rural and metropolitan.

- Date: Thursday 5, Friday 6 & Saturday 7 May 2016
- Location: ZINC, Federation Square, Melbourne
- Cost: check [SCOA website](#) and deduct 10% for early-bird registrations before Friday 26 February 2016

For more information visit the [SCOA website](#), email [mso@scoa.org.au](mailto:mso@scoa.org.au) or phone (02) 8065 5225.

## A Taste of Harmony 2016

Registrations are now open for A Taste of Harmony 2016. Celebrate cultural diversity in the workplace between 21 and 27 March 2016.

The theme this year is 'Every Taste Tells A Story', and it is your chance to share a dish that links back to your own heritage and tells the story of your family in Australia.

The concept is simple: bring a dish of food to work that represents your cultural heritage to share with your colleagues. Whether you are one of Australia's first people, descendants of migrants who arrived during the past 200 years or first generation Australians, understanding and celebrating Australia is all about recognising our diverse cultural makeup.

A Taste of Harmony is a free event – and there's no fundraising involved.

Register your workplace online, set a date and invite your workmates to come along with their favourite cultural dish.

# MULTICULTURAL NEWS & EVENTS



**The WA Mental Health Conference 2016**  
Creating Our Future

**10 & 11 MARCH 2016**  
FRASER'S AT KINGS PARK | PERTH, WESTERN AUSTRALIA

**FINAL REGISTRATIONS CLOSE**  
**26 February, 2016.**

**Keynote Speakers**  
Professor Mike Slade (UK) | Mike is a Professor of Mental Health Recovery and Social Inclusion at University of Nottingham.  
Dr. Sandy Steingard (USA) | Sandy is the Medical Director of Howard Center and Clinical Associate Professor of Psychiatry at the University of Vermont, College of Medicine in Burlington.

Professor Pat Dudgeon (AU) | Pat Dudgeon is from the Bandj people of the Kimberley in WA and Professor of Indigenous Studies at the University of WA.  
Felicity Ward (AU) | Multi-award winning comedian and renowned mental health stigma-buster.  
Special guests include Minister for Mental Health, Helen Morton and Mental Health Commissioner, Tim Marney.  
Diverse and participative program with over 50 fabulous sessions and facilitators in four streams: Reflection, Diversity, Innovation and Wellness.

**REGISTER NOW** [waamh.org.au/conference](http://waamh.org.au/conference)

**Western Australian Mental Health Conference 2016**  
Government of Western Australia  
Mental Health Commission  
WAAMH  
Western Australian Association for Mental Health

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Improving Mental Health and Wellbeing

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MENTAL HEALTH

# MULTICULTURAL NEWS & EVENTS

The Western Australian Mental Health Conference will provide a forum for recovery-focused learning, development and networking for the full spectrum of the WA mental health sector and wider community.

## Keynote Speakers

**Professor Mike Slade, Consultant Psychologist / Researcher, Kings College London (UK) | WESTERN AUSTRALIAN PREMIER**  
Mike is a global trailblazer in promoting recovery approaches to mental illness. Mike's position at the helm of the global Recovery movement means he is able to connect WA participants to the latest from around the world in terms of person-centred recovery, service transformation, new research and international best practice.

**Dr. Sandy Steingard, Medical Director / Professor of Psychiatry, University of Vermont (USA) | AUSTRALIAN PREMIER**  
A multi award winning psychiatrist of global repute, Sandy's keynote session 'Slow Psychiatry: A way forward for my profession' proposes how psychiatrists can blend the best of medical knowledge and non-medical thinking while remaining honest about the profound limitations of their knowledge.

**Professor Pat Dudgeon, Bardi woman, Psychologist, National Empowerment Project Leader**  
Pat leads the National Empowerment Project, for Indigenous suicide prevention. She is also project leader of an Office for Learning and Teaching initiative increasing cultural competence and Indigenous participation in psychology education, and is the project lead for the ATSI Suicide Prevention Evaluation Project (ATSISPEP).

## Program

Diverse and participative program with over 50 fabulous sessions in four streams: Reflection, Diversity, Innovation and Wellness.

### SPECIAL EVENTS

- Aboriginal Mental Health Yarning Circle hosted by a panel of Indigenous Elders
- Youth Wellbeing Breakfast in partnership with WA's Youth Sector and hosted by tomorrow's mental health leaders
- Workplace Wellness Symposium open to WA's business community
- Recovery Stories by Candlelight a celebration of stories, lived experience and hope
- Gala dinner featuring comedian Felicity Ward
- Parallel Wellbeing Zone, open to the wider community.
- Mental Health Postcards Art Exhibition with entries from around the state

Full registration from \$465-\$695 for two days of world class education, experiences and entertainment in the stunning surrounds of Kings Park.

Regional travel subsidies available.

Scholarships available for students and people with lived experience.

### BRONZE SPONSORS



WORKPLACE WELLNESS  
OPEN DAY SPONSOR

RioTinto

### YOUTH WELLBEING BREAKFAST SPONSORS



### MENTAL HEALTH ART EXHIBITION SPONSOR



### PRINT SPONSOR



FINAL REGISTRATIONS CLOSE 26 February, 2016.

REGISTER NOW [waamh.org.au/conference](http://waamh.org.au/conference)

# MULTICULTURAL NEWS & EVENTS



## Meet TIS National's interpreters

The Translating and Interpreting Service (TIS National) periodically profiles interpreters who exemplify [TIS National's mission](#) and apply the [Australian Institute of Interpreters and Translators \(AUSIT\) Code of Ethics](#) in their work.

Read about some of TIS National's high performing interpreters.

### Meet Indra Rizal



Indra was born in the remote village of Dagana, Bhutan—'I was born as a normal boy who had everything' Indra said. However at the age of four when he lost his mother, Indra came to realise he was totally blind.

Indra had a passion to interpret for TIS National since he was given the TIS National phone number (131 450) written on a card. After gaining his accreditation in the Nepalese language, Indra lodged his application and

has now been working with TIS National since 2014. 'I do enjoy working for TIS. TIS has support resources for the interpreter' he said.

### Meet Sanaa Nouseir



Sanaa, an Arabic interpreter based in Sydney, was born in Syria into a household where languages and learning were prized as the pathways to lead a successful and happy life. Her passion for language was cultivated by her late father, who loved intellectual pursuits and worked as a teacher, poet and writer. Sanaa believes that when you really love your job you will never work a day in your life. She says, 'It's a wonderful feeling when you have helped someone, by delivering the right message for your clients. You are helping a doctor do his job and helping them to treat someone. That is a very rewarding thing for me.'

'Being an interpreter is a great thing to do in life.'

Go to TIS National [Interpreter Profiles](#) to read more.

# MULTICULTURAL NEWS & EVENTS

## Promoting Inclusive Healthcare in Community Aged Care



Explore how we can work together to identify diversity characteristics among older people and how they may impact access to appropriate healthcare

The Royal District Nursing Service is a not-for-profit provider of home nursing and healthcare services, at the forefront of developing innovative home healthcare programs. Through funding from the Department of Social Services, the RDNS Institute and Education & Learning Centre are charged with developing and delivering comprehensive diversity training for community aged care workers.

In this interactive workshop you will:

- Examine the meaning of diversity with other healthcare workers
- Explore how diversity characteristics relate to the healthcare needs and services available for older people
- Discuss what you and your organisation can do to positively impact an older person's healthcare

Be part of the diversity and inclusion practice and policy change in your organisation and help set the standard across our communities

### Who should attend?

Frontline community care staff, including care workers, nurses, social workers, allied health professionals

All those working behind the scenes, including managers and supervisors.

**Venue:** Manuka Function Room,  
Ground Floor, Ibis Styles,  
203 Goyder Street, Narrabundah

**Time:** 9am to 4pm

**Dates:** 7<sup>th</sup> March 2016  
OR  
8<sup>th</sup> March 2016

**Cost:** Free

To enrol in this course, contact the

**Education & Learning Centre**






On:

**03 9536 5251**

Or email

**[educationandlearning@rdns.com.au](mailto:educationandlearning@rdns.com.au)**



 03 9536 5251  31 Alma Rd, St Kilda, VIC 3182  [educationandlearning@rdns.com.au](mailto:educationandlearning@rdns.com.au)  
 [www.rdnseducation.org.au](http://www.rdnseducation.org.au)  Follow us on Google+ **RDNS Education & Learning Centre**