

# FECCAe-NEWS

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

## Happy Holidays!

We sincerely thank you for your support during the past year and wish you every happiness for the festive season.



Best wishes from the FECCA team!

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# From the FECCA Chairperson



Welcome to our December 2015 update.

The end of the year is a busy period for FECCA. Executive members gathered in Sydney for our Annual General Meeting and final Executive meeting of the year. This was an

opportunity to reflect on our achievements and plan for the year ahead.

I am pleased to announce that the position of Disabilities' Chair has been filled by Victor Marillanca JP. Victor Marillanca is also Chair of Ethnic Disability ACT and on the Canberra Multicultural Community Forum Board. I would like to extend a warm welcome to Victor, and look forward to working with him.

FECCA also recently held our 2015 National Biennial Conference at Sydney's Sheraton on the Park, organised in partnership with the Ethnic Communities' Council of NSW (ECC NSW). The Conference was a great success, drawing in 580 delegates, including speakers, abstract presenters and facilitators.

The composition of migration to Australia has been firmly on the agenda recently, with the Department of Immigration and Border Protection conducting its annual consultation on the Migration Programme. Meanwhile the Productivity Commission released its draft report on Australia's migrant intake. The report goes into detail on the economic, social and environmental implications of immigration. FECCA will be making a further submission to the inquiry by 18 December, while the Commission's final report is expected to be finalised in March 2016.

The Federal Government recently announced its National Innovation and Science Agenda. As part of the package, a new Entrepreneur Visa will be introduced in November 2016, providing financial backing to entrepreneurs with innovative ideas. From December 2016 the Government will also enhance the permanent visa pathway for STEM postgraduate research graduates. These measures recognise the value that migrants have made to our country and the importance skilled migration has in order for Australia to participate in our highly competitive world.

FECCA is progressing with its project on new and emerging languages in Australia. These are largely languages spoken by humanitarian entrants in the last 10–15 years. The research includes identifying relevant language groups, the language services needs of community members, how adequately these needs are addressed through the provision of qualified services, and any incentives or deterrents to obtaining interpreting

qualifications in these languages. FECCA has met with a range of stakeholders to discuss the project and also conducted community consultations. Research to date has included the following topics: languages spoken by humanitarian entrants to Australia in the past 10 years, interpreting in health and legal contexts, and supporting and training interpreters who speak new and emerging languages. A report on this project is expected to be published in mid-2016.

Finally, I would like to thank the FECCA secretariat and board, our membership, and partners for their hard work, dedication and support. On behalf of FECCA, I would like to wish everyone a safe and happy festive season, and a prosperous new year.

Joseph Caputo OAM JP

# FECCA NEWS

## Changes to the FECCA Secretariat

Many of you would be aware that we have been fortunate to have Nikolaus Rittinghausen on secondment from ECC Victoria, working as the Project Officer, Ageing and Aged Care, for most of 2015. Some e-News readers would know Nikolaus from consultations we have conducted, as well as his work in producing some NCAN News editions earlier this year. Good luck to Nikolaus as he returns to his old stomping ground at ECCV from January next year!

## Migration Programme 2016-17

The Department of Immigration and Border Protection is currently consulting on the size, balance and composition of the 2016-17 Migration Programme and the factors that should be taken into consideration in planning Australia's future migration intakes, including longer term indicators. FECCA made a submission emphasising the importance of achieving the balance between skilled and family migration.

You can read the submission [here](#).

## Migration Amendment (Charging for a Migration Outcome) Bill 2015

The Migration Amendment (Charging for a Migration Outcome) Bill 2015 was recently passed by the Commonwealth Parliament. FECCA highlighted concerns that the Bill fails to recognise the vulnerability of 457 visa holders in a submission to the Senate committee that examined this Bill including that these visa holders may unwillingly or unknowingly be breaching the law. FECCA recommended that the Bill be amended to recognise this vulnerability and to focus the penalty and conviction framework primarily on sponsors who engage in unconscionable behaviour.

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

## Willing to Work inquiry

This year, the Australian Human Rights Commission has been undertaking the Willing to Work Inquiry. The Inquiry will examine practices, attitudes and Commonwealth laws that deny or diminish equal participation in employment of older Australians and Australians with disability; and makes recommendations as to Commonwealth laws that should be amended, or action that should be taken to address employment discrimination against older Australians and Australians with disability.

Earlier in the year, FECCA hosted a consultation for culturally and linguistically diverse people with disability and older CALD people. The consultation was held jointly by FECCA, the Australian Human Rights Commission, the National Ethnic Disability Alliance (NEDA) and Multicultural Disability Advocacy Association in Sydney.

FECCA and NEDA have made a substantial joint submission to the Inquiry examining employment discrimination experienced by CALD people with disability, and older CALD people.

You can read the submission [here](#).

## National Aged Care Alliance

The National Aged Care Alliance (NACA) is a representative body of peak national organisations in aged care, including consumer groups, providers, unions and health professionals, working together to determine a more positive future for aged care in Australia. FECCA participates not only at NACA meetings, but as a member of a number of working groups and subcommittees under the auspices of NACA. Further information about NACA can be found at: [www.naca.asn.au](http://www.naca.asn.au).

## Consultations

At FECCA it is very important to us to speak to people about issues, such as ageing and aged care, particularly as we are in a period of great reform in this area. We will be holding consultations on ageing in February 2016, in Wollongong and Darwin. Further details will be released soon. If you would like to register your interest please email: [liz@fecca.org.au](mailto:liz@fecca.org.au).

## Domestic violence is a workplace issue

Domestic violence is a work place issue that needs action to reduce and limit the impact on women's economic well-being and on workplace productivity. Recent research by PwC anticipates a cost of approximately \$2 billion to the economy from lost productivity due to domestic violence, but the greatest financial burden is on individual women.

On Sunday 29 November 2015, as part of the 16 Days of Activism Against Gender Violence, economic Security4Women released a paper that supports calls for workplace protections for women experiencing domestic violence.

The key points made in the paper are:

1. Addressing Domestic Violence is a business imperative. The evidence is that domestic violence can affect the attendance, performance and safety of employees, and consequently reduce the productivity of Australian workplaces.
2. In response, both public and private sector employers are progressively introducing domestic violence workplace entitlements into Australian workplaces. An estimate of the number of Australian employees covered by a domestic violence clause is two million as of June 2015.
3. Australia has been recognised as a world leader in the provision of workplace protections for workers affected by domestic violence.
4. Further legislative reform and a continuing increase in the uptake of workplace entitlements can improve the protection of working Australians from the impacts of domestic violence at work and improve productivity.

You can read the paper [here](#).

## Senate report on violence, abuse and neglect against people with disability in institutional and residential settings

The Senate Committee on Community Affairs released its comprehensive report in this inquiry on Tuesday 24th November. The report makes a significant number of important recommendations. The inquiry particularly looked at the situation of Aboriginal and Torres Strait Island people with disability, and culturally and linguistically diverse (CALD) people with disability.

The key recommendation in the report is that a Royal Commission into violence, abuse and neglect of people with disability be called, with terms of reference to be determined in consultation with people with disability, their families and supporters, and disability organisations.

You can read the report [here](#).

# FECCA NEWS

## FECCA responds to announcement of the Third Action Plan (2015-18) under the National Framework for Protecting Australia's Children

The Third Action Plan (2015-18) under the National Framework for Protecting Australia's Children has been released today. FECCA contributed to the development of the Third Action Plan by attending consultations and making a written submission. FECCA's submission highlighted that culturally and linguistically diverse (CALD) children and their families should be accorded a particular focus in the Plan due to the unique set of challenges and barriers that CALD families and children face.

The Plan places strong emphasis on prevention and early intervention, and targets assistance to those communities that have most contact with the child protection system. FECCA is pleased to see that the Third Action Plan identified children and youth from CALD backgrounds and from new and emerging communities as a focus area. We also welcome that the Plan has adopted a holistic approach that recognises the interrelated nature of many issues affecting families, considering the abuse and neglect on families impacted by disability, and those dealing with mental health issues, alcohol and other drug misuse, and domestic and family violence.

The National Framework will implement three strategies to protect Australia's children. These are:

- 1. Early intervention with a focus on the early years, particularly the first 1000 days for a child.** This strategy will include building greater community awareness around child well being. It stresses the importance of quality and effective parenting, encouraging communities to share responsibility for care of children and young people, as well as seeking help earlier if required. Particular emphasis will be placed on Aboriginal and Torres Strait Islander children and young people, and families dealing with multiple issues including mental health issues, alcohol and other drug misuse, or domestic and family violence.
- 2. Helping young people in out-of-home care to thrive into adulthood.** Actions will be directed to break the cycle of disadvantage for these young people and their future children. This strategy seeks to provide intensive support and priority access to key services, including housing, to assist these young people transition well into adulthood.

- 3. Organisations responding better to children and young people to keep them safe.** This strategy considers the findings of the Royal Commission into Institutional Responses to Child Sexual Abuse and recognises cultural awareness as a crucial component. All child safe organisational approaches will be required to respect diversity in activities, cultures and child rearing practices to ensure cultural competency.

Strategy working groups responsible for each of the three strategies under the Plan will be established to provide oversight and drive implementation. FECCA welcomes the proposed strategy working groups under the Third Action Plan, as well as these working groups to engage with CALD communities to discuss key issues, their application, and impact of strategies and actions.

FECCA is disappointed that the Plan does not include a commitment to collect data on ethnicity, cultural background and country of origin in order to strengthen the knowledge base on specific issues of CALD communities. Comprehensive data is required to assist in the development of appropriate response strategies.

We are also disappointed that the Child Aware Local Initiative, which supports communities to undertake early intervention and prevention activities which contribute to keeping children safe and well, has not been mentioned in the Plan. This Initiative was a central priority in the Second Action Plan and FECCA believes that an extension of the program would present an opportunity to target new migrant communities.

FECCA looks forward to the implementation of the Third Action Plan by Commonwealth, State and Territory governments to improve the outcomes and safety of Australia's children.

# FECCA NEWS

## NDIS Quality and Safeguarding Framework consultation report released

The Department of Social Services recently released their consultation report on the NDIS Quality and Safeguarding Framework. The Framework aims to create a national approach to quality and safeguarding to ensure consistency in disability services across states and territories. The new National Framework will replace current measures managed through State-based legislation and funding agreements.

The Federation of Ethnic Communities' Councils of Australia (FECCA) made a written submission and attended a consultation hosted by the Department as part of this process.

FECCA made a number of recommendations about the provision of information about the NDIS, rights of parties, and relevant laws and regulations with emphasis on culturally and linguistically diverse (CALD) communities. The consultation report acknowledged there was a requirement for culturally appropriate and sensitive information, and a necessity to make available a range of basic to more comprehensive information, depending on need. The report also discussed the need for strategies to reach CALD communities through active engagement and specific targeted campaigns, including engaging and working with communities and the use of community radio.

FECCA has consistently raised concerns about the availability of choice for CALD consumers in the NDIS, and the need to ensure that the NDIS accreditation system for providers recognises the needs of CALD communities, including that they may have to find providers from their own communities to access appropriate services. The consultation report acknowledged general concerns about the difficulties of attracting and maintaining a skilled workforce. It also recognised particular concerns about building the market in regional and remote areas, on guaranteeing appropriate services for culturally and linguistically diverse communities.

In our submission, FECCA recommended establishing a robust vetting process for all support workers where the criminal history and capability/capacity to work with vulnerable groups of people are thoroughly assessed. When undertaking the process, consideration should be given to humanitarian entrants who may not be in a position to obtain police checks from previous countries of residence. Determination of their suitability in coordination with migration authorities may be considered in this regard. The consultation report notes

the issues raised in relation to humanitarian entrants.

Finally, the consultation report highlighted CALD participants in the consultation process strongly supported the need to build the capacity of providers to ensure cultural competency, this included procuring some level of qualification.

Based on this consultation report, Commonwealth, State and Territory Governments will work together to prepare a Decision Regulation Impact Statement for consideration by Ministers in early 2016. FECCA will continue to monitor the implementation of the NDIS and engage with the Government to ensure that the needs of CALD people with disability are considered in policy-making.

## Australian Citizenship Amendment (Allegiance to Australia) Bill passes Parliament

The Commonwealth Parliament has passed the Australian Citizenship Amendment (Allegiance to Australia) Bill. This legislation amends the Australian Citizenship Act to broaden the powers relating to the cessation of Australian citizenship for those persons engaging in terrorism and who are a serious threat to Australia and Australia's interests.

FECCA made a submission to the Parliamentary Joint Committee on Intelligence and Security when it examined the Bill, and also appeared before a public hearing of the Committee. The Committee made a number of recommendations which were adopted by the Government and incorporated into the Bill. FECCA was encouraged by many of these recommendations, particularly those relating to children and addressing procedural concerns raised in the conduct of the inquiry.

FECCA continues to hold concerns about the 'self-executing' nature of this legislation and its retrospective operation.

"We are concerned about the effect that this legislation could have on social cohesion, and the possibility that it may create two classes of Australian citizens", said FECCA Chairperson Joe Caputo.

FECCA stresses the importance of respect, tolerance and social inclusion to build an accepting, cohesive and unified Australia.

# STAKEHOLDER UPDATES



## TIS Multilingual...in your language

On 11 November 2015 the Translating and Interpreting Service (TIS National) released TIS Multilingual. TIS Multilingual displays translated HTML information in the top ten high-demand languages within three sections of the [TIS National website](#), Non-English speakers, About us and Help and support.

TIS National is an interpreting service provided by the Department of Immigration and Border Protection for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

TIS Multilingual can assist you and your non-English speaking clients to make the most of your interpreting sessions.

TIS Multilingual provides non-English speakers with access to translated information about:

- [the types of agency clients they can communicate with](#)
- [how to access an immediate phone interpreter](#)
- [types of interpreting services available](#)
- [their role and options during an interpreting appointment](#)
- [useful printable resources](#)

TIS Multilingual upholds the Australian Government's commitment to provide programmes that are fair, easy to access, simple to use, and responsive to the cultural and linguistic needs of our diverse society.

The following languages are currently available and we anticipate more languages to be released soon:

- Arabic
- Dari
- Korean
- Farsi (Persian)
- Simplified Chinese
- Traditional Chinese
- Spanish
- Tamil
- Turkish
- Vietnamese



### How do I use TIS Multilingual?

Go to: [tisnational.gov.au](http://tisnational.gov.au)

Select: a language from the carousel

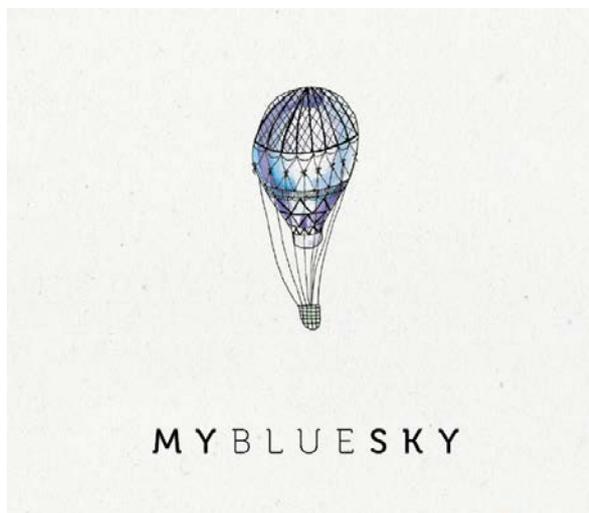
Display: content will be transformed into your chosen language.



### How do I tell my clients about TIS Multilingual?

Email a link or let them know to go to [tisnational.gov.au](http://tisnational.gov.au).

# STAKEHOLDER UPDATES



## Website opens a window on freedom from forced marriage

My Blue Sky, Australia's first website dedicated to forced marriage prevention, information and legal advice has been launched today marking the International Day for the Elimination of Violence Against Women.

An initiative of Anti-Slavery Australia, the only specialist legal research and policy centre of its kind in Australia, based in the Faculty of Law at the University of Technology Sydney, the site has been funded by the Commonwealth Attorney-General's Department.

My Blue Sky aims to educate, raise awareness about and offer advice to people in or at risk of forced marriage. The website includes a free national legal service provided through e-mail and text to assist people at risk of or in a forced marriage.

It provides information about forced marriage, including the law in Australia, the difference between forced and arranged marriage, safety planning, referral organisations and available support services.

The site is accessible to a wide range of people following extensive national community consultation and includes dedicated pages for young children and teenagers; teachers and health professionals; as well as a page for those who are worried about a friend who may be forced to marry.

There is also important contact information for people who may be travelling overseas and are concerned they will be forced to marry once outside of Australia, as well

as those who may have already been taken overseas.

Translations are available for parts of the website into six languages with links to the Forced Marriage Community Pack produced by the Commonwealth Attorney-General's Department.

"People facing forced marriage may only have one opportunity to reach out for help," said project manager and lawyer Joanne Wilton. "We chose the name My Blue Sky to symbolise freedom... a rising above circumstances, a bright future and the fact that help is within reach."

The Minister for Justice, the Hon Michael Keenan MP states "Forced marriage is an insidious and hidden crime. It is a slavery-like practice, an abuse of fundamental human rights and there is no place for it in Australia."

Anti-Slavery Australia Director, Associate Professor Jennifer Burn, said the website will provide a much needed portal for those seeking help.

"Forced marriage in Australia is underreported and misunderstood," Associate Professor Burn said.

"Whilst there are no reliable statistics on the number of forced marriages in Australia, over 50 suspected cases of forced marriage have been referred to the Australian Federal Police since forced marriage became a crime in Australia in 2013. Research suggests that the numbers are much greater than these reports."

### Signs that someone is in or at risk of forced marriage

If a person you know is in, or at risk of a forced marriage, they may find it hard to talk about their situation. If you notice some of the following things about a person, then it could mean they are in a forced marriage, or at risk of being made to enter into a forced marriage:

- a sudden announcement that they are engaged and they don't seem happy about it
- they suddenly leave school, university or work
- they spend a long time away from school, university or work with no reason
- they have run away from home
- there is evidence of family violence or abuse
- their older brothers or sisters were married under the age of 18
- they are never allowed out or usually have to have somebody else from the family with them
- they show signs of depression, self-harming, drug or

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alcohol abuse

- they seem scared or nervous about an upcoming family holiday overseas

For 24/7 information about forced marriage go to [www.mybluesky.org.au](http://www.mybluesky.org.au).

For confidential advice or help during operating hours (9am to 5pm, Monday to Friday) you can:

- E-mail: [help@mybluesky.org.au](mailto:help@mybluesky.org.au)
- SMS: 0481 070 844
- Phone: (02) 9514 8115

Connect with us on social media at:

- [Twitter.com/Myblueskyfuture](https://twitter.com/Myblueskyfuture)
- [Facebook.com/MyBlueSkyFuture](https://facebook.com/MyBlueSkyFuture)
- [Instagram.com/myblueskyfuture](https://instagram.com/myblueskyfuture)

In an emergency, call the police on Triple Zero (000)

If you are concerned about being taken outside of Australia to be married, or you are in or at risk of forced marriage, you can contact the Australian Federal Police by calling 131 AFP (131 237). Contact can be made anonymously.

## Wellness Journey of Chung Wah Community and Aged Care: Speaking the Language of CALD Communities through Evergreen College

What does 'getting older' look like? Everything hurts and what doesn't hurt doesn't work? Turning out the lights for economic rather than romantic reasons? Worrying about losing independence or getting a serious illness?

Well, these are only some of the scenarios.

At Chung Wah Community and Aged Care, through embarking the journey to WELLNESS, we have now become re-affirmed that 'getting older' can be full of more positive choices – pursuing hobbies and interests, making new friends, proud of being 'old', exploring neighborhood and much more.

This re-affirmation does not come overnight. When our Wellness journey started a few years ago, 'Filial piety', an integral part of Asian culture, was the biggest challenge

we faced.

"Do as much as you can"; "Do things with you, not for you"; "Use it or lose it" - every aspect of Wellness seemed so 'contradictory' to what we have been taught, believed and practiced in the past. To embrace this challenge, we had to do a lot of soul searching within ourselves.

*What is the true meaning of 'Filial Piety'?*

*Which is more important for our seniors – to sit back and being served by the younger generation or to help themselves to remain independent at their own homes for as long as possible?*

*Are we really being 'helpful' when we try to take care of everything so that our seniors do not have to do anything?*

*Are we really helping our seniors to achieve 'a better quality of life' when they no longer have the opportunity of doing simple tasks such as putting up chopsticks, or making a cup of tea?*

By answering those questions, we became clear and re-affirm our conviction that the Wellness Approach should be adopted to our HACC (Home and Community Care) program as well as across all other Chung Wah Community and Aged Care programs. To bring across the message, we know we need to speak the same language as our old folks. We know we need to refill the wine of Wellness to a 'bottle' which is acceptable and familiar to our customers and communities.

A Wellness Survey was conducted with our customers to identify and gauge their areas of needs and interest. A Wellness Committee, comprised of staff from different level of services, was established to further develop our Wellness concept and programs.

Through the on-going engagement and consultation with our staff, customers and communities, we have eventually established Evergreen College – the platform for self-betterment and education - our own language of speaking Wellness to the culturally and linguistically diverse communities.

Evergreen College is based on the '5 elements of self betterment – Character, Intellectual, Physical, Social and Aesthetic', a concept well understood and cherished among Asian people and communities.

Since Evergreen College commenced at our day centre in August 2012, more than 400 customers have enrolled to pursue knowledge and skills in their interested areas including English, Computer, Tai Chi, cooking, dancing, calligraphy, memory support, and so on.

Volunteers are another means that we engage with the

# STAKEHOLDER UPDATES

grassroots community. More than 70 volunteers have been actively participating in teaching and facilitating those interest classes. Through them, we have been able to keep meaningful engagement with our customers and communities to find out what they want and to deliver what they need.



With the proven success from 'Evergreen College at Centre', we have further developed and extended the College to the wider communities. Under a small group format which enables our customers to re-connect with their own neighborhoods, our 'Evergreen College in Community' has taken off from May 2013. More than 350 customers attended until now!

In 2014, Evergreen College was also brought the homes of our customers – doing simple warm up exercise together, making shopping list together, sharing an old recipe and cook together!



Looking back at our Wellness journey through the formation of Evergreen College, Understanding and speaking 'the same language' of our customers is the means for us to provide person-centered care to our customers. Moreover, our capability of speaking

'the same language' has enhanced an equal two - way dialogue between customers and ourselves. After cultivating the Wellness land year after year, we have started to see customers with increased confidences and begin to voice out their own choices of care, an essential step towards Consumer Directed Care.

Moving forward, we are committed to continue this equal two-way dialogue, not only with the customers, but to go beyond it as well. Chung Wah Community and Aged Care would not be able to bring the best care for our customers and CALD communities if we work alone.

Only by working collaboratively with other service providers and peak bodies, we will then be able to enrich the Wellness philosophy, to empower all customers and their families, as well as to bring the whole community together with more choices of independence, participation and autonomy.

Like what our vision says: 'A better community for all!'

- Since 1984, Chung Wah Community and Aged Care has been servicing non-English speaking seniors, migrants and multicultural communities in Western Australia. We are a group under the umbrella of Chung Wah Association, the oldest ethnic organisation in WA established in 1909.

## Addison Road Community Centre

In 1976 the Addison Road Community Centre in Marrickville, NSW was set up by 11 migrant organisations. Once an army depot, the site was transformed into a vibrant hub for cultural expression, as hubs were made into offices and theatres for ethnic organisations.

If you have stories or photographs of the Addison Road Community Centre from 1975-1980, contact: [addisonhistory@iinet.net.au](mailto:addisonhistory@iinet.net.au).

# STAKEHOLDER UPDATES

## The unmet welfare and health needs of the Turkish community in Victoria

The unmet welfare and health needs of the Turkish community in Victoria, authored by Ms Sultan Dogan – is a report that was recently launched by Ms Natalie Suleyman MP, Member for St. Albans in the Victorian Government.

The Australian Multicultural Community Services Inc, based in Melbourne and the Victorian Multicultural Commission, jointly funded the project, in collaboration with Professor Desmond Cahill from RMIT University.

The Turkish-speaking community in Victoria is the 7th largest culturally and linguistically diverse community. In 2011, there were 32,900 people who spoke Turkish at home. It is a community that is diverse, starting with the Ottoman Turks who arrived in Australia at the beginning of the 20th century, followed by Turkish Cypriots first arriving in the 1950s, followed by another wave in the 1970s, following the war on the island of Cyprus. The Turks from Turkey began settling in Australia in the 1960 and 1970s. The majority of them had very limited educational opportunities in their home country and few had professional skills. This was followed by a more educated Turks in the 1980s, who migrated due to the political and social upheaval in Turkey at the time.

The Turkish community is growing eg. 11% between the 2006 and 2011 Census, as is the number of older persons. Victoria is home to half of the Turkish community in Australia, of which 40% live in the City of Hume. Thirty per cent are not able to speak English or only have a limited proficiency. Sixty three per cent only have primary school as their highest education.

Despite the significant size of the community, to-date, there is no welfare agency that supports the members of that community adequately. Ms Sultan Dogan, who has spent many years as a Turkish language interpreter, saw the consequences of this first hand, and especially with regards to the older persons, women and people experiencing mental health issues. It is because of her concerns for her community that this study needs came to fruition.

The author interviewed more than 50 community leaders and representatives. Community consultations were also organised so that any interested community member could attend. The result of all the feedback gathered is an action plan that details how the unmet community needs can be responded to.

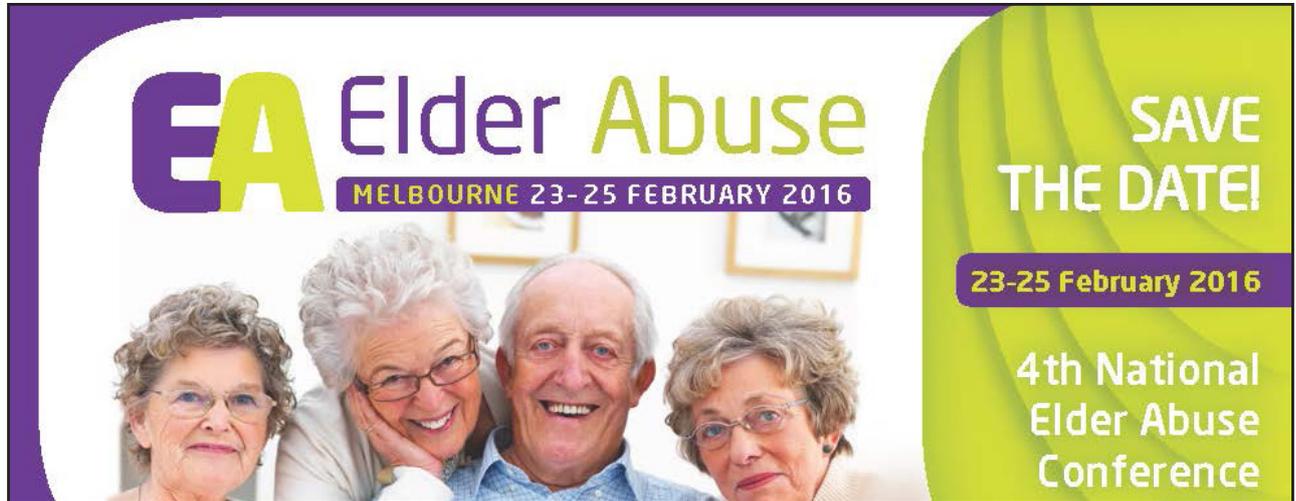
The Turkish community is well served through its various cultural and religious organisations. However, community leaders expressed a concern that perhaps the community organisational structure is not effective i.e. that there are too many small, struggling and perhaps inactive organisations. The community feedback implied that the presence of sub-cultures works against the community, in terms of a united effort to meet all needs of the community, and appropriate leadership.

Documenting unmet community needs is important, however that in many ways, is the easier part. The report has been published and is available to all support agencies, decision makers in relevant government departments and any organisation that wishes to support members of the Turkish community.

- Elizabeth Drozd, CEO of Australian Multicultural Community Services.

# MULTICULTURAL NEWS & EVENTS

Save the date for the 4th National Elder Abuse Conference 2016!



The 4th National Elder Abuse Conference hosted by Seniors Rights Victoria, will be taking place from 23 -25 February 2016 at the Pullman Melbourne on the Park, Australia.

The Conference will focus on the rights of older people to live life free from ageism and elder abuse. From preventative programs, to early interventions and later responses, speakers will share stories about the ways we can observe the rights of older people, which include identifying and meeting the wishes of older people as well as ensuring their safety. For more information visit the website - <http://elderabuseconference.org.au/>.

## St Basils

The aged care system is complex and difficult to navigate. There are additional barriers for CALD community members which may include language, literacy, a lack of understanding of how the system works and lack of access to the internet.

St Basil's has a long history of providing aged care services in NSW, we recently expanded to also provide services in the ACT.

To help address this issue we held a successful information session titled 'Your Aged Care Options' at the Hellenic Club in Canberra in late October. The session was an opportunity for audience members to find out about changes to aged care and hear from an expert panel comprising St Basils CEO Rev. Nicholas Stavropoulos, Community Manager Dimitra Vourliotis and Certified Financial Planner Jeremy Gillman- Wells.

Topics covered included home care & consumer directed care, residential aged care and the financial impact on families and individuals of the recent changes. It was an opportunity for audience members to ask questions and learn more about how the aged care system works.

We are planning further Q & A style sessions in local areas where people can join us to find out about their aged care options and have their questions answered.

At St Basil's our aim is to provide information that is tailored to meet the diverse needs of our community. In addition to information sessions we utilise shop fronts, websites, social media, YouTube, television and radio etc. to communicate information about our services and programs.

St Basils NSW & ACT is part of the Greek Orthodox Church in Australia. We commenced providing services for the Greek community and have grown to serve all the community. We provide the full range of aged care services ranging from day centres to home care to residential aged care and aim to be a trusted advisor in matters relating to aged care. For further information please visit our [website](#).