



Connecting People



Golden Years

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Ethnic Communities' Council of Victoria Inc.

Statewide Resources Centre

150 Palmerston Street, Carlton 3053

Telephone: 9349 4122 Fax: 9349 4967

ABN: 65 071 572 705



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Message from the Editor

Promoting Partnerships



Always evolving - all ways Australians is the motto on the cover of the 2007-2008 ECCV Annual Report. It aptly describes our council's diverse and culturally responsive projects, consultations and advocacy showcased at the November AGM. Highlights in ethnic aged care included positive ageing projects that brought people together to overcome the social isolation of culturally diverse seniors.

Connecting people is the theme of our summer edition of Golden Years which features a wealth of ideas to enhance the social connectedness of ethnic seniors in their golden years. "Older immigrants sometimes feel lost in time, space and history", said a participant at the Council's forum The Ageing Mind. Migration can lead to a discontinuity of place, social relationships and cultural connections. A fragmented community life and loss of cultural identity may result in increased psychological stress and decreased wellbeing.

Older people born overseas often retain their language and culture through family ties. Social isolation is exacerbated by the 'empty nest syndrome' when adult children leave home. Read more inside about the challenges faced by ethnic baby boomers connecting with their ageing immigrant parents.

People with stronger social networks have higher levels of health and wellbeing, and lower levels of psychological distress, as well as somewhere to seek support. Participation in culturally appropriate community events and volunteering improves wellbeing.

This issue showcases a variety of approaches for connecting multicultural seniors with community and culture. Read about succession planning for seniors clubs, an aged care information fest for Arabic seniors, a Chinese Seniors Wellbeing Network, mobilising older Cambodian survivors of trauma, German culture in residential aged care and best practice models of volunteering for ethnic seniors. Check out some practical suggestions for those who feel sad and lonely over the holiday period.



Residents at Tabulam and Templer Homes

ECCV wishes you the best of health and happiness for the holiday season and the Australian New Year.

Dr Irene Bouzo
Editor

The theme for March 2009 Autumn Edition of Golden Years is Memory Loss and Dementia.
Submit contributions to ibouzo@eccv.org.au or FAX 03 9349 4967 by 30 January 2009.



Community Connections *Mobilising Older Cambodians*

Social inclusion represents the degree to which individuals feel connected with their communities and more broadly it is about the strength within communities and organizations that sustains positive mental health which is a key factor in mental wellbeing¹.

The Inner East Social Inclusion Initiative is the work of a group of community agencies that are members of the Inner East Primary Care Partnership. The aim of the initiative is to increase community connections for isolated older people in the Monash, Manningham, Whitehorse and Boroondara local government areas.

Two projects have been developed to achieve this aim. Firstly, The Leadership for Social Inclusion Project will provide opportunities for interested community members who live or work in the Inner Eastern Region of Melbourne to participate in a Community Leadership Program. During the course of this program participants will be supported to develop creative local projects that will result in community connections for older people who are, or could be, at risk of becoming socially isolated.

Secondly, The Mobilising Communities Project will work specifically with the older Cambodian Community to explore and develop ways of increasing community connections for potentially isolated Cambodian seniors.

The Mobilising Communities Project is a result of research undertaken by the Inner East Primary Care Partnership identifying older people's risk of social isolation in the inner east of Melbourne. Local evidence demonstrated that older people, in particular those from different cultural and refugee backgrounds, experience higher levels of social isolation and depression than those who did not experience geographical dislocation.

Older Cambodians arrived in Australia as refugees from the Pol Pot regime. They are survivors of torture, trauma and have suffered significant family loss and grief. This has impacted on their settlement experience.

Participatory action research will be used to gather information with senior Cambodian community members through storytelling and community mapping. The final outcome of this project will be to provide agencies with a model for working with smaller emerging ethnic communities enabling them to become more responsive to the needs of older people from potentially isolated communities.

The project will lead to strengthening networks by:

- Examining the causes and impact of social isolation on older members of the Cambodian community as well as their strengths and resources
- Providing opportunities for community participation in planning and decision-making to improve community connectedness
- Working with community members to develop strategies to improve their opportunities to participate and contribute to wider community life
- Developing the skills and confidence of natural leaders in the Cambodian community to facilitate community based action research and advocacy

The Leadership for Social Inclusion Initiative was officially launched on 26 November 2008 by Hon Peter Batchelor, Minister for Community Development at Ashburton Support Services in Ashburton. The event included guest speakers, a performance by the women's community choir Elation and a light lunch.

We welcome participation and support for this project from individuals and organisations. For further information please contact Rebecca on: telephone: 03 9275 6903 and email rveal@miceastmelb.com.au

Rebecca Veal
Migrant Information Centre (Eastern Melbourne) Box Hill

¹ Keleher, H & Armstrong, R 2005, *VicHealth Evidence-based mental health promotion resource, Report for Department of Human Services and VicHealth, Melbourne.*



Skilling-Up Senior Volunteers ...continued

Volunteering does not 'just happen.' Civic participation, especially in the ethnic community, is more likely to occur once trust amongst group members and with local services has been established.

New models of delivering services to volunteers need to include small incorporated bodies into the volunteering discourse. This is essential if we are to effectively respond to existing diversity, interest and local needs. Supporting, resourcing and the funding of an infrastructure for ethnic volunteers are essential. 'Volunteering is not just about saving money but the intrinsic value of the volunteer's role and the benefit for the community and the individual' (Cordingley 2001).

Based on these findings we recommend a partnership of local community providers and governments to achieve favourable social and economic outcomes. The challenge is on!

A copy of the complete report can be found at www.newhope.asn.au under publications. I am available to present these findings and learnings to your organisation's staff. Contact Geraldina on: telephone 03 8551 1200.

Geraldina Alvarez-Poblete
Program Development/ Volunteer Project Coordinator
New Hope Migrant and Refugee Centre



Russian-speaking group in action, New Hope Connecting Volunteers

Cultural Diversity in Residential Care

German Oktoberfest

The Oktoberfest in Germany is one of the world's largest festivals and an important part of Bavarian culture. Though a little later in the month than its traditional counterpart in Munich, the Oktoberfest held at the German-speaking Tabulam and Templer Homes for the Aged in Bayswater proved to be an outstanding success.

The main dining room was festively decorated in blue and white. By midday the residents were arriving, or being collected and assisted by nursing staff, carers, German-speaking volunteers and the activities-team until not a single spot was free. It was a controlled chaos, organising chairs, a forest of walkers, wheelchairs of all sizes and even a scooter, but soon enough everyone had a seat and was enjoying the lively atmosphere.

Guests were amazed by the veritable smorgasbord of mouth-watering traditional Bavarian dishes including a range of German sausages with sweet mustard, Sauerkraut and potato salad, not to forget the very popular pretzels and even Oktoberfest beer served in the traditional Bierkrug.

Lively German accordion music completed the atmosphere with a lot of singing and schaukeln (traditional arm-linked swaying) that generated laughter and chatter. Residents enjoyed connecting with their culture as the Homes for the Aged was transformed into a mini Germany for a day.

Karin Schwarz
Activities Manager
Tabulam and Templer Homes, Bayswater



Oktoberfest at Tabulam and Templer Homes



HACC and Healthy Ageing

Arabic Seniors Run Information Fest

Arabic Seniors Day was held on 21 October 2008 at the Jan Wilson Community Centre in Noble Park North. The objective was to strengthen the leadership skills of the Arabic seniors groups in relation to aged care issues in the Arabic community.

The successful day was organised by the South Eastern Region Migrant Resource Centre (SERMRC) in collaboration with Arabic Seniors Network (ASN) committee which represents the Anthiocian Seniors Group (ACSA), South East Arabic Seniors Group, Casey Seniors Group, Australian Coptic Society and included two independent workers of Arabic background. The committee spent a year meeting and planning, under the guidance of Iman Allaf, SERMRC HACC Access Worker, to bring into fruition a festival-type atmosphere of information sharing. The primary objective was to give the community information on Home and Community Care (HACC) services and the range of service providers on healthy ageing.

Jenny Semple, CEO of South Eastern Region Migrant Resource Centre opened the event and welcomed people to the day. Several guest speakers addressed the audience in Arabic. May Hassan, Acting Manager for Community Care, City of Casey talked about positive ageing; Justine Sellers, Quality Coordinator, Kingston Council and on behalf of the three councils involved, spoke about Home and Community Care; Magda Ziadi, Senior Advisor/Consultant for Multicultural Affairs talked about Community Health Services available to older people; and both Iman and Magda explained Respite Services with a light hearted approach. Sharon Smith, Coordinator of Diverse Care,



Speaker Bill David at SERMRC with Iman Allaf HACC Access Worker and Justine Sellers Quality Coordinator of Kingston Council

South Eastern Region Migrant Resource Centre presented information on Planned Activity Groups. Jaklina Michael, Cultural Liaison Coordinator and Esther Wheatley, Community Nurse, Royal District Nursing Service talked about the role of nurses in the community.



Iman Allaf address at Arabic Seniors Day

A mini expo in the Arabic language provided information on the social needs and illnesses related to ageing. Participating agencies were Centrelink, Hearing Australia, Alzheimer's Australia, Arthritis Victoria, Diabetes Australia, Royal District Nursing Service, Community Health Centres and the key HACC providers from the City of Greater Dandenong, Casey and Kingston.

An Arabic Seniors Day would not pass without entertainment. We had a special new flavour of entertainment on the day: Arthritis Victoria Health Promotion Officer Lauren Baker engaged older persons in some light exercise they can do to keep healthy as they age. Hosep the Magic Man was there to lighten the heart of seniors and their carers. Topping it all off, people enjoyed traditional Arabic food and music that entertained the audiences.

The event showcased the great commitment of the Arabic speaking community in the South Eastern Region to the care of their elderly citizens. Members of the Arabic Seniors Network are very keen to continue the work they started with such great enthusiasm.

Iman Allaf

HACC Access Worker, South Eastern Region Migrant Resource Centre



Consumer Confidence in Aged Care

Knox Chinese Senior Wellbeing Network

The Knox Chinese Senior Wellbeing Network was established in February 2008 as an initiative of the Knox Community Health Service (KCHS). During that year it ran a successful series of events for Chinese seniors: Healthy Ageing Expo and Forum, Community Planning Group of volunteers and a HACC Services Tour and Information Sessions.

After mapping local ethnic demographics as well as consulting clients and other service providers, the Knox Community Health Service found that Chinese seniors were under-represented in accessing the community health services such as local government HACC services and Community Care Packages (CACPs and EACH). Many older people from Chinese speaking communities were interested in improving their social connectedness and subsequently the Knox Chinese Senior Wellbeing Network was formed.



Information session at Expo

The network aims to work collaboratively to increase opportunities for Chinese seniors aged 60 years and over who live in Knox, to connect with the community and improve their health and wellbeing. Currently it has representatives from 12 local and mainstream agencies. For the first six months the network came together frequently for monthly meetings.

The first activity organised by the network was a Chinese Seniors Healthy Ageing Expo and Forum in April at the Knox Civic Centre in Wantirna.

The expo and forum included a presentation of available services; a psychologist's talk about seniors' mental health and wellbeing, an exercise demonstration and a presentation by a dietician on Healthy Eating. Fourteen organisations promoted their services at the Expo, attended by over 100 Chinese seniors. Following the Expo, the Knox Community Health Service and network members helped 12 senior volunteers form a Community Planning Group to encourage consumer participation in service planning and decision-making.

In July, a HACC Service Tour and Information Session was organised by the five HACC funded agencies within the network. As many as 67 seniors attended and visited the Knox Community Health Centre, Planned Activity Group and Wesley Do Care. The seniors arrived in two buses driven by Knox Council staff and Wesley Do Care volunteers. Staff from the Migrant Information Centre (Eastern Melbourne), the Knox Council's HACC Service, Wesley Do Care social support program including Telelink, and the Chinese Community Social Services Centre presented their services at the information session.

The feedback from the participants was very positive. Typical comments by Chinese seniors were, "After visiting the services and meeting the staff in person, we have a better understanding of HACC" and "I feel more confident to approach and use the services now." One service provider reported, "There is an increase of Chinese clients using their services after the Expo and HACC Tour."

What's next? Currently, network members are organising a Chinese Gym Program for the seniors. They will continue to work together to organise activities for the Chinese Seniors in 2009. Using the same service model, they plan to develop more programs for other CALD senior groups. The members of the Knox Chinese Seniors Wellbeing Network have successfully worked in partnership to share resources and improve services to the consumer group.

For more information contact: Linda Lim at KCHS telephone: 03 9757 6271 and email: linda.lim@kchs.org.au
Wanling Zhang at MIC telephone: 03 9275 6904 and email: wzhang@miceastmelb.com.au

Wanling Zhang
Migrant Information Centre (Eastern Melbourne)



Wanling Zhang MIC, Paddy Au Yeung, Knox Community Health Services and bus driver Bruce Griffin, Coordinator Community Transport and Seniors Liaison, Knox Council

Skilling-Up Senior Volunteers

Feeling Valued Versus Compliance



Many ethnic seniors social groups contribute greatly to community strengthening and improve people's quality of life. Sadly some culturally diverse volunteers are expressing concern for the future of their groups as they are getting older. "We feel responsible for our groups" said one long-term volunteer. "We would like to retire, but not unless we are sure our group will continue to function."

The Connecting People – Connecting Communities Project was one of a number of programs funded by the Department of Planning and Community Development under the Volunteer Support Grant Program. The project aimed to build capacity and strengthen volunteering amongst existing culturally and linguistically diverse (CALD) senior citizens groups in the local government areas of Kingston, Glen Eira and Monash.

The project conducted community consultations with an emphasis on ascertaining volunteers' skills levels to address issues in managing governance.

The seniors groups participating in the project were run by culturally and linguistically diverse senior volunteers. Many committee of management members were getting older and frailer with fewer new members wanting to take up these roles.

Governance issues are difficult to understand and follow. The complexities and ever increasing legal responsibilities for committee of management volunteers are taxing and restricting. Most of them said they were busy running meetings and events with little time or energy left to attract and train new volunteers or for succession planning.

For many the group activities have far greater implications than just a social event. They provide opportunities for interaction and participation. One member said, "The group keeps us active, involved and provides us with a sense of purpose and belonging".

Filipino Volunteer Consultation, New Hope Connecting Volunteers



They cited opportunities for interaction, socialising and feeling valued as the main motivators to volunteer, very similar to the general community. In addition they see the social groups they work for as one way to maintain cultural identity.



Greek Volunteers Consultation, New Hope Connecting Volunteers

'Occupational health and safety, risk management and legal liability are all an integral part of the new volunteering culture' (Warburton and Lowell 2005 in Productive Ageing). Compliance with new policies and legislation around volunteering was challenging for some groups. The consultations found that a number of groups had a limited understanding of volunteer personal insurance and did not access volunteer resource centres in local areas.

Volunteers lacked committee of management skills due to an absence of mentoring practices. Other barriers to volunteering were the financial burden of transport to meetings, the cost of food-handling courses and general group operating expenses. One participant said, "There used to be reimbursement in the past. If you had to pick someone up, the group would reimburse you".

The majority of participants preferred a training model that is:

- provided locally
- affordable to members and volunteers
- conducted in community languages to increase participation of members with low levels of English or presented in English that is simple and easy to understand
- part time or casual sessions as volunteers have other commitments



The Ageing Mind Forum

Adult Children Connect with Ethnic Parents

In response to the growing incidence of dementia in the ageing community and the changing roles in ethnic families regarding aged care, the Ethnic Communities' Council of Victoria (ECCV) conducted the seminar, The Ageing Mind on 16 October 2008 in Carlton as part of its annual aged care forum program. The forum consisted of two parts; a presentation on the recently established Dementia Behaviour Management Advisory Service (DBMAS) followed by a group consultation on the impact of ageing parents on their adult children, the Baby Boomer generation. Participants at The Ageing Mind Forum represented ethnic community-based welfare and service agencies, multicultural organisations and peak bodies with an interest in culturally diverse aged care.

Marion Lau, OAM, JP, and Chairperson of the ECCV Aged Care Committee, opened the seminar and mentioned unrecognized expectations of baby boomers in the ethnic community. Guest speaker Dr Rachell Kingsbury, Manager DBMAS Vic provided an overview on the 24-hour statewide telephone advice and support service for carers, care workers and health professionals to improve the quality of life of persons with Behavioural and Psychological Symptoms of Dementia (BPSD). The service offers support, referral, advice, assessment and care planning. Guest speaker Karen Thode, Behaviour Consultant, DBMAS provided further information on assisting the culturally and linguistically diverse aged community with dementia issues.

In the second part of The Ageing Mind Forum Dr Irene Bouzo facilitated the session the World Café Dialogue to explore the topic "Adult Children and Ageing Parents: Coping or Hoping?" A living network created a flow of collective knowledge about the impact of older immigrant parents living at home and the somewhat unprepared ethnic baby boomer generation. Emerging issues included lack of knowledge amongst baby boomers about aged care services and the ageing processes in relation to their parents; changing responsibilities of adult children and family structures; different cultural views on ageing across overseas-born immigrants and their children who grew up in Australia; emotional conflict; tips for adult children to talk openly to their older immigrant parents; the increasing opportunities of ethnic welfare and service agencies in supporting ageing families and the need for free interpreting services.

Participants' feedback comments were:

"I was delighted with the ethnic community café open forum as an informal opportunity to discuss relevant issues with many different members of aged care related services."

"It was a really creative, stimulating and fun way to facilitate discussion and gather people's ideas, and a good opportunity to network while doing so."

Visit the Ethnic Communities' Council of Victoria website at www.eccv.org.au for the full forum report and Discussion Paper: Unready, Unwilling and Ageing Ethnic Baby Boomers and their Parents for the impact of connections across generations in the immigrant community as overseas-born people get older and more frail.

Dr Irene A. Bouzo
Policy Officer Aged Care
Ethnic Communities' Council of Victoria



Summer Holiday Tips

Family Carers Deserve A Break

Summer is a time when many families go on holidays to the beach and their caravan or holiday home. For those caring for a family member full time, this may mean that there will be no one who can help with giving the carer a little summer holiday too. So, holiday time can be lonely for the carer and the person receiving care.

During December and January, many services close and this makes it hard to get a service if needed. Those who are caring for a family member need a holiday as much as those who have been working hard all year in paid work. Workers and their families can look forward to warm, sunny days – swimming, sun baking, and going for beach walks. They get their annual leave. But family carers don't get 'annual leave' and they are often working 24 hours a day!

Family carers are often not comfortable about using respite services because they feel guilty about placing a loved one in the care of others, or they worry that the care will not be up to their own standard. Respite, or a rest from caring is very important for the carer. If a carer becomes too tired and exhausted, the care they can provide may not be as good as they would like. So from the very practical point of view of being able to continue caring, having a holiday from caring is necessary.

If you are, or know of, a family member who wants to use respite in a residential facility, you need to plan well ahead. If you have not done this already, it may be too late for this summer. Think about it when summer holidays are drawing near next year or maybe plan for the Easter break in 2009. For information about respite services, contact Carers Victoria on 1800 242 636.

If, on the other hand, you can join the family and are using a respite facility near your holiday spot, visit every second day, instead of each day. Otherwise, you won't get much rest and recreation.

If you are not using respite and the family is going away, here are a couple of suggestions:

- With the help of your family, plan a short break before and after the summer holidays.
- Make sure you take 5-minute mini-vacations – a walk in the garden or down the street, sitting in the garden with a cup of coffee enjoying the sun and fresh air, calling up a friend for a chat and a laugh. Remind yourself this is your time.

As one carer said, 'You need your own space even for a little while each day'.

Carers Victoria uses interpreters if necessary.

Joyce Rebeiro

Community Development and Education Worker





Feeling Vulnerable over Christmas

Help For Holiday Blues

The CEO of beyondblue: the national depression initiative Leonie Young said: "Christmas can be a very stressful time with the pressures of selecting gifts, preparing food and entertaining family members. Many people look forward to this time of year only to face an anticlimax if their hopes aren't fulfilled."

Clinical Adviser to beyondblue Associate Professor Michael Baigent said: "In people who are vulnerable, Christmas may trigger symptoms of depression. Being alone when everyone else appears to be with their families may heighten feelings of isolation. It's a time when many people focus on their losses, for example, family separation as a result of distance, divorce or bereavement. Christmas can bring back painful memories or evoke strong emotions."

He also warns about using Christmas as an excuse to drink too much. "For many people, it's an excuse to drink a lot. If you're depressed and you drink too much, it can make the depression and anxiety worse," he said.

"It's important to think realistically about Christmas. If you know that you find it difficult, plan ahead to make sure you'll be spending time with people you like. Social isolation is a risk factor for depression, so try to spend time around people who can support you," he said.

Ms Young said: "It's important to note that stress linked to Christmas and holidays should not be confused with depression. If the stress continues however, it can lead to distress which in some instances, may lead to depression."

Over the holiday season LOOK for the signs and symptoms of depression. LISTEN to what your friends and family members are saying about how they feel and if necessary, TALK about seeking help together.

You Can Help

People with depression often don't see the point of doing anything and may feel that no one can really help them. Helping someone who isn't ready to recognise they need assistance may be very difficult.

DO – You can help someone by:

- Spending time talking about their experiences
- Indicating that you've noticed a change in their behaviour
- Letting them know you're there to listen without being judgmental
- Suggesting they see a doctor or mental health professional
- Assisting them to make an appointment and/or going with them to see a doctor or mental health professional
- Asking how their appointment went
- Talking openly about depression and assisting them to find information
- Encouraging them to exercise, eat well and become involved in social activities
- Keeping in touch and encouraging close friends and family to do the same.

DON'T – It's unhelpful to:

- *Pressure them to 'snap out of it', 'get their act together' or 'cheer up'*
- *Stay away or avoid them*
- *Tell them they just need to stay busy or get out more*
- *Pressure them to party more or wipe out how they're feeling with drugs or alcohol*
- *Assume the problem will just go away.*

For more information about depression, effective treatments and how to help someone visit www.beyondblue.org.au

or call the beyondblue info line on 1300 22 4636

For urgent assistance call Lifeline on 13 11 14 or

Mensline on 1300 78 99 78





Leading the Way Together

Volunteer Seniors Collaborate Across Ethnic Groups

Seniors in ethnic communities have a range of opportunities for leadership activities, especially as committee members of seniors clubs. For many, this is the beginning of volunteering to serve the needs of their community. In addition many older migrants work collaboratively to provide leadership beyond their individual seniors clubs.

In October 2008 the South Eastern Region Migrant Resource Centre (SERMRC) held a Forum Leading the Way Together to bring together four such groups to meet in the area. The aim was to:

- acknowledge the contribution the groups make to the community
- share information about opportunities for leadership
- share issues of concern which may arise

The groups who participated were three SERMRC groups—Seniors Reference Group, the Chinese Community Partners Reference Group, the Arabic Seniors Network and also the City of Dandenong Multicultural Prime Timers Group.

At the beginning of the forum, the traditional owners were acknowledged and a connection made between the Aboriginal elders and the community leaders attending the Forum.

Guest speakers included Merle Mitchell, Chairperson of the Ministerial Advisory Council of Victoria and Christine Williams, Education Manager of COTA Vic with peer educator Mary Jane Morales. They spoke about the role of their organisations and the opportunities they have to contribute to improving the wellbeing of older people.

The Seniors welcomed the opportunity to share their individual group experiences and showed interest in having their voices heard beyond their local community in particular by the Minister for Senior Victorians through the Ministerial Advisory Council of Victoria.

The Migrant Resource Centre plans to provide an annual event to celebrate, support and enhance the leadership capacity of older members of our culturally diverse community.

Anne Jones

Access & Equity Team Leader, South Eastern Region Migrant Resource Centre

What are YOUR Options for Aged Care?

Find Out At The Centre For Cultural Diversity In Ageing

Do you need additional help to meet your needs as an older person? Or do you care for an older person in need of this increased support? Do you want to know more about the OPTIONS in services available to older people from diverse cultural and language backgrounds to meet these needs?

The nationally-recognised Options in Aged Care program was developed by the Centre for Cultural Diversity in Ageing. It is delivered to groups of older people from ethnic backgrounds, their families and carers with support from an interpreter and a key handout translated into 20 community languages. Sessions can be delivered in any location across Victoria. The Centre can also post out, free to any individual, a copy of the Options in Aged Care handout in English or any of these 20 community languages.

A range of agencies in the national Community Partners Program (CPP) now deliver this very popular Options in Aged Care Program. For further information about this excellent program visit the Centre for Cultural Diversity in Ageing website: <http://www.culturaldiversity.com.au>

To enquire about booking the Options in Aged Care program for your ethnic community group or order a free copy of the Options in Aged Care handout contact John on: telephone on 03 98823 7900 and email john@culturaldiversity.com.au

John Lawrence

Cultural Partnerships Program, Centre for Cultural Diversity in Ageing



Get To Know Your Medicines Campaign

Free Community Health Seminars In Italian And Chinese

The National Prescribing Service (NPS) and the Federation of Ethnic Communities' Councils of Australia (FECCA) are currently running a national Get to know your medicines (GTKYM) campaign with Chinese- and Italian-speaking seniors.

This campaign aims to share information through community education seminars, community service announcements and interviews on Chinese and Italian radio, a multilingual website and translated health information resources.

As part of this campaign, free community health seminars are being offered across Victoria by Italian and Chinese organisations. These free and informative sessions will give participants an opportunity to listen to bilingual Health Professionals, ask questions, and find out more about how to use their medicines safely and reduce risks.



To find out more information about Community Education Seminars being run in Italian, please contact Co.As.It on 03 9349 9000.

Both the Federation of Chinese Associations Victoria and the Chinese Community Social Services Centre will be running community education seminars in Chinese. To find out more information about Community Education Seminars being run in Chinese, please contact the Federation of Chinese Associations Victoria on (03) 9650 6468, or the Chinese Community Social Services Centre on 03 9898 1965.

NPS and FECCA have developed a range of bilingual resources including Medimates, Medicine Lists, and a list of questions to ask the Doctor or Pharmacist about medicines. From late October 2008 there will be a 2009 Italian Get To Know Your Medicines Calendar available, with pictures donated by the Italian Historical Society Victoria and Co.As. It Victoria.

For on-line information about the campaign with Chinese and Italian seniors visit the website at : http://www.nps.org.au/consumers/campaigns/multilingual_campaign_2008

For more information about the campaign, or to order free translated resources, please visit the NPS website www.nps.org.au, or email multilingualqum@nps.org.au.

Corinne Dobson

Federation of Ethnic Communities' Councils of Australia



National Prescribing Service Limited



Federation of Ethnic Communities' Councils of Australia



Coming up in 2009...

Ethnic Communities' Council of Victoria Aged Care Committee Meetings

9.30am – 11.30am	Thursday, 15 January 2009
9.30am – 11.30am	Thursday, 19 February 2009
9.30am – 11.30am	Thursday, 19 March 2009
9.30am – 11.30am	Thursday, 16 April 2009
9.30am – 11.30am	Thursday, 21 May 2009
9.30am – 11.30am	Thursday, 18 June 2009
9.30am – 11.30am	Thursday, 16 July 2009
9.30am – 11.30am	Thursday, 20 August 2009
9.30am – 11.30am	Thursday, 17 September 2009
9.30am – 11.30am	Thursday, 15 October 2009
9.30am – 11.30am	Thursday, 19 November 2009
9.30am – 11.30am	Thursday, 17 December 2009

SPECIAL AGED CARE FORUM – EARLY 2009

Reclaiming Our Obligation to the Aged

Assuring the Dignity and Wellbeing of Ethnic Seniors

An educational seminar and open forum to canvass issues of awareness and the prevention of mistreatment of elders in ethnic communities

**MULTICULTURAL AGED CARE SERVICES
DIRECTORY 2009. AVAILABLE SOON**



www.eccv.org.au