



eccv

The Voice of Multicultural Victoria

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ECCV's online multicultural ageing and aged care magazine

Golden Years

Aged Care Workforce in a Multicultural Australia



GOLDEN YEARS is a free online magazine highlighting multicultural ageing and aged care issues produced by the Ethnic Communities' Council of Victoria, jointly supported by the Victorian and Australian Governments.
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From the Editor

Dear Readers

Welcome to the autumn edition 2016 of *Golden Years*, Ethnic Communities' Council of Victoria's (ECCV) online multicultural ageing and aged care magazine.

This edition features articles on multicultural aged care workforce issues, ethnic seniors' clubs activities, community education initiatives in multicultural communities, a multicultural social enterprise, and a reader's contribution from Santosh Kumar.

I hope you enjoy reading this edition!

"Culture makes people understand each other better. And if they understand each other better in their soul, it is easier to overcome the economic and political barriers. But first they have to understand that their neighbour is, in the end, just like them, with the same problems, the same questions."

Paulo Coelho, Brazilian lyricist and novelist



Nikolaus Rittinghausen

Editor

The Future Aged Care Workforce

A few years ago, DutchCare was asked to take in a Dutch born woman who was living in a mainstream home close to where her husband and their children lived. Her husband applied for a transfer because when he was visiting one day, his wife (who had dementia) asked in Dutch to go to the toilet. The staff had no idea what she was talking about. With this one experience, the husband felt his wife could not live comfortably or safely in a home where no one could understand her. Accordingly, he sought accommodation where his wife's first language was spoken.

This incident brings home the need for aged care staff to speak the language and understand the culture of their clients. The call for these qualities is becoming more evident as post war migrants enter aged care.

Statistics from the Australian Institute of Health and Welfare tell us that the peak users of aged care services are people aged in their 80s. Over the next 15 years about 290,000 will enter this age group in Victoria. Over 30% will be from a non-English speaking background.

Given the mature age of most personal care workers, younger staff need to be attracted to the aged care industry to handle this growth. This presents an ideal opportunity for Australia to build on its multicultural capital by drawing on the children of migrants who speak the first language of their parents and understand their culture. In a market driven environment, these qualities could be a selling point for providers.

To make aged care a desirable vocation, the Commonwealth government could work on the synergies between aged care and disability services. With national leadership, common core skills, training, standards and awards could be introduced to develop career paths within and across sectors. As these are growth industries, they offer more scope for certain employment.

If the government's wellness and reablement approach is to be adopted, aged care staff will need to respond to the cultural and linguistic demands of their clients. In the absence of these factors, the outcome will be misdiagnosis, isolation, withdrawal, challenging behaviours and accelerated deterioration.



Alexis Hughes
DutchCare Ltd

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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 interactions. A lack of cultural understanding may result in needs not being met and may have a detrimental impact on quality of care.

Associate Professor Lily Xiao is leading a project, working with industry partners, Resthaven Inc. and Anglicare Inc. SA, funded by the Department of Social Services, to develop the multicultural workforce to support the diverse care needs of residents.

This project will work with staff in four residential aged care facilities to develop and implement a multicultural workforce development model and an education and training resource that will support the implementation of the model.

A critical action research approach, that engages participants in the development process, has been adopted to achieve the project objectives, and a steering committee will oversee the project, to be completed in 2017.

Phase one, involving interviews and focus groups, has been completed and this information will inform the development and implementation of the multicultural workforce development model and education resource to be implemented and evaluated in phase two in 2016 by staff at four facilities.

It is anticipated the resources being produced will improve the quality of care for residents in residential aged care by enhancing cross-cultural communication and care through further staff education and skill acquisition.

For more information please contact Associate Professor Lily Xiao on lily.xiao@flinders.edu.au



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

Tet Festival of the Vietnamese Senior Cultural Association

Lunar New Year (Tet) was celebrated by seniors and guests at Samarinda Ashburton Aged Services, High St., Ashburton on Sunday 31/01/16.

Ethnic and multicultural senior clubs such as the Vietnamese Senior Cultural Association (VSCA) play an important role in multicultural communities as they are a place for socialising, active participation, communicating in one's first language, maintaining social-emotional well-being and receiving information on health related issues. Apart from promoting a healthy and active lifestyle of its members, VSCA aims at building friendship and cross-cultural understanding through cultural activities and performances.

Festivities were opened by VCSA President, Yen Bui. John Thuy, Vice-President explained to guests the meaning of the Tet Festival. It celebrates the Vietnamese New Year for weeks, based on the lunar calendar.

A minute of silence was observed for King Hung Vuong, the founder of the nation, the heroes who had served and protected Vietnam and the people who lost their lives trying to escape from Vietnam. Celebrations included cultural dances, songs and poems from Vietnam and people enjoyed a delicious lunch.



Invited organisations included the Ethnic Communities' Council of Victoria (ECCV), Samarinda Ashburton Aged Services and the Australian Vietnamese Women's Association (AVWA). Me'ad Assan, policy officer, and Nikolaus Rittinghausen, aged care policy officer, briefly talked about the role of ECCV as an advocate for multicultural organisations and communities and highlighted the successful partnership model between VSCA, AVWA, and Samarinda Ashburton Aged Services as a way of fostering active and healthy ageing.

VSCA activities are on most Tuesdays with exercises such as Vietnamese Tai Chi, table tennis and swimming. There are also practices of singing and dancing for cultural performances at various festivals in Ashburton and other places in Melbourne. Currently VSCA is supported by the City of Boroondara, Rotary Club of Balwyn, Victorian Multicultural Commission and Samarinda Ashburton Aged Services.

Happy New Year- Nam Binh Than! The Year of the Monkey.

Contact: Yen Bui on 9885 3749 or John Thuy on 0438 070 962



Improving cervical screening rates in culturally diverse communities

Worldwide, cervical cancer is the fourth most common cancer in women, yet it is largely preventable with regular screening.

Women from diverse cultural and linguistic backgrounds may be less likely to have regular Pap tests. Among the barriers, many newly-arrived women are not informed about cervical cancer and are unaware of how to navigate the health system in Australia.

To increase awareness of the need for regular Pap tests to prevent cervical cancer for women aged 18 to 70, PapScreen Victoria's multicultural campaign kicked off on International Women's Day across print and radio in seven languages.

Additionally, two videos were created for women in the Vietnamese and Indian communities, based on focus group research. The research aimed to form a better understanding of women's knowledge about cervical cancer and cervical screening, and the barriers and enablers to accessing screening.

are diagnosed with cervical cancer, with most cases presenting in advanced and late stages. Over 20% of cancer deaths in women in India were from cervical cancer.

Why was the Vietnamese community selected?

The Vietnamese population is a growing community in Victoria, and a large proportion of women within screening age do not speak English well or do not speak it at all. Cervical cancer remains one of the top cancers for women in Vietnam, with over 5,000 cases per year.

How can I help?

- View our new videos by visiting www.papscreen.org.au/otherlanguages and click on 'Hindi' and 'Tiếng Việt (Vietnamese)'.
- Contact PapScreen Victoria to get fact sheets, radio and print ads in other languages or share our new videos on your online networks.



The main findings were:

- Few participants were aware that a Pap test was specifically a test for pre-cancerous cells.
- The value of regular screening for early detection of cervical abnormalities was not top of mind.
- Many women were afraid about potentially being diagnosed with cancer, since they associated cancer with a 'death sentence'.
- A common perception was that Pap testing was related to general gynaecological health.

Why was the Indian community selected?

The Indian community is Victoria's largest emerging community. There is no nationwide screening program in India and every year in India over 122,000 women



Hiranthi Perera
Papscreen Victoria Manager

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Connecting with the Core of the Preston Reservoir Indo-Chinese Elderly Group

The Victorian Continence Resource Centre (VCRC) is a not for profit organization that works to promote continence for all Australians. Last year our physiotherapist, Terry Wesselink, developed a unique 5 week program to help people understand how their bladder and bowels function and how to exercise their pelvic floor and core muscles. The Reclaim Your Core™ program aims to empower participants to improve or prevent bladder and bowel problems.

The Preston Reservoir Indo-Chinese Elderly group heard about the program and with the assistance of a funding grant from the Continence Foundation of Australia, arranged for the program to be delivered to their community in their language.

Up to 30 men and women attended the classes each week and feedback from everyone including the interpreters, was fantastic. Several participants experienced improved bladder control after just 5 weeks and they were all happy with their new level of knowledge.

They were so enthusiastic about the Reclaim Your Core™ program that they have featured Terry and the RYC class demonstrating some exercises on the cover of their 2016 Calendar.

VCRC regularly presents talks on diverse topics such as healthy bladder and bowel, toilet training or continence care to community or professional groups and we invite you to visit our Website to learn more our team and our work.

Continence Foundation of Australia – Victorian Branch, trading as Victorian Continence Resource Centre

Website www.continencevictoria.org.au

Phone 03 9816 8266



'A Home for Diversity': A new project creating better housing and homelessness services for people from culturally diverse backgrounds

A Home for diversity is a 6 month project that will increase the capacity of homelessness services to work with people from culturally and linguistically diverse backgrounds. The project will provide training to housing workers, particularly those who work with older people. This training will be provided by the Centre for Culture, Ethnicity and Health, in collaboration with Housing for the Aged Action Group.

The 2015 Housing for the Aged Action Group and Ethnic Communities' Council of Victoria joint project- 'Preventing Homelessness in Older CALD Communities', found that clients from culturally diverse backgrounds are reluctant to use services that are unable to understand their needs.

One reference group member stated,

"People, who come to a new country as refugees in the later phase of their life, find it very difficult to adapt. Services should consider the circumstances of those people affected by war and their ability to adjust to a new way of life".

And another,

"We need to help mainstream workers enhance cultural understandings of the housing issues faced by Chinese elderly people. Clients tend to trust those who understand them deeply".

With better knowledge of people's migration history, cultural values and practices and how these may impact on peoples' housing situation, services can improve their response to people from diverse backgrounds.

A Home for diversity is engaging two key reference groups:

1. A Housing and Homelessness workers reference group which will provide its expertise on barriers to accessing services from an agency perspective and the best ways to implement changes in the sector.
2. A community reference group consisting of community leaders and ethno-specific service providers who will provide their expertise on how the service sector can respond better to their communities.

This information will come together to inform the training that will be available to Housing and Homelessness workers across the state.

If you are interested in learning more about this project, please contact project worker, Gemma White on 9654 7389 or at gemma.white@oldertenants.org.au.



Gemma White
Project Worker
Housing for the Aged Action
Group



Reader's contribution on a Harmony Network

It is simple, effective and achievable

Recall these words of John F. Kennedy, "Fellow Americans, ask not what your country can do for you, ask what you can do for your country." These words are equally valid for the Australian ethnic communities. We often expect State and Federal governments to fulfil our demands, which are endless. Let us consider one such requirement, for example, information in various community languages. However, this is not only expensive but also less feasible. There will always be some emerging ethnic communities who will miss out.

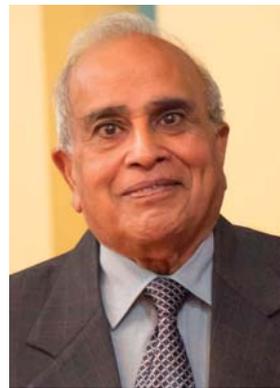
One simple possibility for an ethnic community, small or large, established or emerging, is to have a harmony network within their own community by their own people for their own people. Many of these members will be able to communicate in English as well as their own language. Primary purpose of the harmony network is to develop a caring culture among them. Indirectly caring attitude will also reach seniors; and other vulnerable members of the community who are lonely. Such social calls will also identify persons who require further understanding of Government built medical facilities.

Of course, such a social network will never be able to replace the information booklets, but these social calls will clearly identify people who may be in need of that information prepared in different languages.

It is a no or almost no cost project that if taken seriously, can be effective. Through this network, any information will flow through easily.

After all, help can reach only those, who are willing to take initiatives.

For more information, contact Dr Santosh Kumar.



Dr Santosh Kumar
0411 136 612
santosh.kumarau@gmail.com

Social Enterprise DiverseCare

In 1998 the MRC in Dandenong (known then as the South Eastern Region Migrant Resource Centre) started a small project. The initiative has blossomed in the 18 years since into a thriving social enterprise for SMRC.

We started with 17 workers providing personal care for CALD clients in their homes. In 2016 we employ 130 workers.

These workers come from over 50 different language backgrounds, providing personal care, respite care, home care and transport assistance for clients. We sub-contract for more than 40 service provider customers, including our own Planned Activity Groups, across the southern region of Melbourne.

SMRC is proud to be an employer of such a range of staff from new and emerging as well as established migrant and refugee communities.

At present the biggest demand for language-based services comes from clients requesting Greek, Italian, Bosnian, Croatian, Serbian, Dari, Mandarin, Arabic, Vietnamese or Hindi. And the suburbs most in demand so far this year include Narre Warren, Knoxfield, Ferntree Gully, Glen Waverley, Bentleigh, Mentone and Box Hill.

Most of our services are delivered to clients on government care packages but increasingly we are dealing with the families of CALD clients wanting services at home to match specific community language and cultural needs.



SMRC is always looking for additional workers, so please contact us on 03 9767 1909 or email us at recruitment@smrc.org.au.



Diverse Care™

Open Day at OPA for CALD community representatives and workers

Learn how OPA assists people with ageing, disability and health issues

The Office of the Public Advocate (OPA) invites culturally and linguistically diverse (CALD) community representatives and workers to a Law Week event.

Find out about the role of OPA by meeting the Public Advocate:

- learning about OPA's services and programs
- meeting OPA staff and hearing about their work
- learning about powers of attorney
- accessing helpful resources and publications.

Date: Thursday 19 May 2016

Time: 10am-12pm or 2pm-4pm

Place: Office of the Public Advocate
Level 1, 204 Lygon Street, Carlton

RSVP: email OPAeducation@justice.vic.gov.au by 9 May 2016

Light refreshments provided.

For further information phone 1300 309 337.



Office of the Public Advocate



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www.eccv.org.au