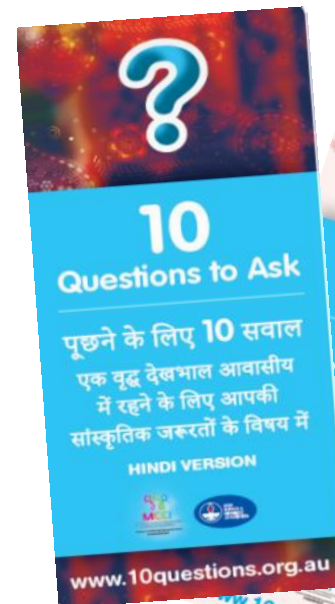




Accessing Culturally Appropriate Resources for your Consumers

Webinar
27th April 2021

Hindi



Chinese



Turkish



Acknowledgment of Country

We acknowledge the Traditional Custodians of the Land where ever this webinar takes place. We would like to pay respect to the Elders past, present and emerging.

Policy Framework

“Older people have easily accessible information about the aged care system and services that they understand, and find the information helpful to exercise choice and control over the care they receive”.

***The Aged Care Diversity Framework
(Department of Health, 2017)***

Who we are

PICAC Alliance (The Alliance) is a unified national body comprising of each state and territory specific Partners in Culturally Appropriate Care (PICAC) funded organisations.

The Alliance aims to be a voice and discussion conduit into information, training and resources to inform aged and community care services of today and tomorrow.

www.picacalliance.org

Our members:



VICTORIA

Lisa Tribuzio
Manager
Centre for Cultural Diversity in Ageing
PICAC Vic

Top 10 birthplaces Non English Speaking Background 65+ in Victoria

1. Italy
2. Greece
3. Germany
4. Netherlands
5. China
6. Malta
7. India
8. Vietnam
9. Croatia
10. Poland

• Nfd = not further defined

*2016 Census



Centre for Cultural Diversity in Ageing website

[Home](#)[Consumers & Carers](#)[Service Providers](#)[News & Events](#)[About Us](#)[Contact](#)

Multilingual health and aged care information

[Home](#) > [Service Providers](#) > [Multilingual resources](#)

Multilingual health and aged care information for providers

Below is a list of multilingual resources which you can access to assist you in your work with consumers who speak languages other than English. The resources can be downloaded by following the links provided.

You can find information under the following topics:

- [Aged Care Services](#)
- [Health and Wellbeing](#)
- [Disability and NDIS](#)
- [Mental Health](#)
- [Financial Issues](#)
- [Safety](#)
- [Communication Tools](#)
- [Community Directories](#)
- [Directories and Search Engines](#)
- [Resources on our website](#)

www.culturaldiversity.com.au

Multilingual Resources for Aged Care Providers

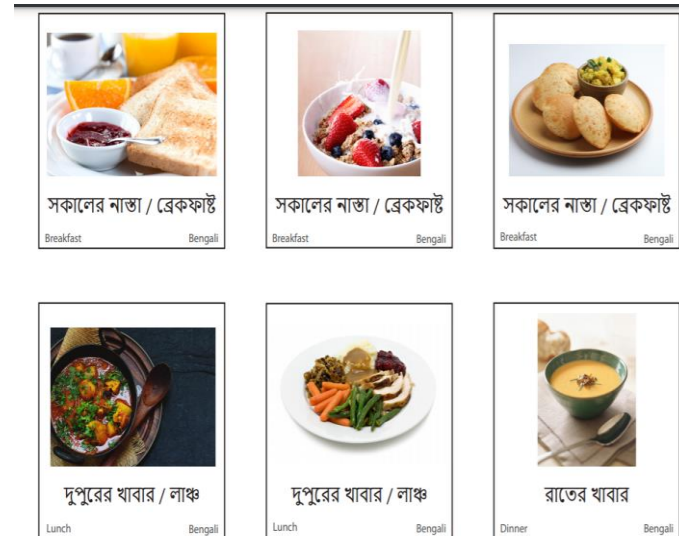
Resource	Languages
Communication Cards	57
Aged Care Signage	57
Consumer Feedback Form	12
Interpreter Cards	32

Available at <http://www.culturaldiversity.com.au/service-providers/multilingual-resources>

Multilingual Communication Cards

Depict a wide range of daily activities and situations and can be used to prompt discussion, assist with directions, clarify a client's needs. The Communication Cards cover themes such as:

- Food / Drink / Meals
- Personal Care
- Feelings / Pain
- Religion / Spirituality
- Sleep
- Mobility Aids
- Medical / Health Specialists
- TV / Recreation



Available at <http://www.culturaldiversity.com.au/service-providers/multilingual-resources>

Interpreter Cards



Available at <http://www.culturaldiversity.com.au/service-providers/multilingual-resources>

Ageing in Australia: The Immigrant Experience video



Four people from different migrant backgrounds approaching the later stages of life sharing their migration experiences and their hopes as they age in Australia. Free download from www.culturaldiversity.com.au or via Youtube

Multilingual Resources and Programs in Victoria

- Ethnic Communities Council Victoria (ECCV)
 - Access and Support program
 - Senior Citizen Clubs
 - Information about peak bodies representing cultural and language groups
 - Policy and position papers
 - Golden Years newsletter
- Migrant Resource Centres
- Victorian Multicultural Commission
- Centre for Culture, Ethnicity and Health – health translations
- Languages and Multicultural Education Resource Centre
- Diversity Advisors for HACC-PYP and CHSP funded programs
- Centre for Cultural Diversity in Ageing newsletter and social media (Linked In and Facebook)



Multilingual Media

- National Ethnic and Multicultural Broadcasters Council – The Ethnic Broadcaster publication
- Ethnic radio and newspapers – eg Il Globo (Italian)
- International satellite TV stations
(need access to Wifi and Chromecast to connect to a TV monitor) eg Bosnian channels, prices are \$15-\$25pm
- <https://www.ion.tv/australia/bosnian-package.html>
- Flip Connect packages in different languages
- <https://www.flipconnect.com.au/tv/packages>



Choose the right package for you



Bosnian



Macedonian



Serbian



Spain/South
America



Chilean



Portuguese



Japanese



Italian

Multilingual Older Persons COVID-19 Support Line

Program information is available on the Partners in Culturally Appropriate Care website

www.picacalliance.org

Available in:

- Arabic
- Cantonese
- Greek
- Italian
- Mandarin
- Vietnamese



Multilingual Older Persons COVID-19 Support Line

Italian 1800 549 844	Mandarin 1800 549 847
Greek 1800 549 845	Cantonese 1800 549 848
Vietnamese 1800 549 846	Arabic 1800 549 849

The Multilingual Older Persons COVID-19 Support Line provides information about COVID-19 and can support you to connect with aged care services, dementia care and other support services. It is available in Arabic, Cantonese, Greek, Italian, Mandarin and Vietnamese. All calls are free.

Visit www.picacalliance.org for more information about the support line and to download brochures in the six languages.

Support Line hours: FREE CALL
2pm - 5pm (Melbourne time) Monday - Friday
Excluding public holidays

The Multilingual Older Persons COVID-19 Support Line is funded by the Australian Government of Health and is a joint initiative of:



This initiative complements the Older Persons COVID-19 Support Line which is supported by:



Australia wide until 31 July 2021

Contact Details – PICAC VIC

PICAC program Victoria is delivered by the Centre for Cultural Diversity in Ageing

Contact: info@culturaldiversity.com.au

Phone: [\(03\) 8823 7979](tel:(03)88237979)

Website: www.culturaldiversity.com.au

SOUTH AUSTRALIA

Agnieszka Chudecka
Multicultural Learning and Development Manager
PICAC SA

Top 10 birthplaces 65+ in SA

1. Latvia
2. Lithuania
3. Estonia
4. Italy
5. Greece
6. Slovenia
7. Austria
8. Malta
9. Netherlands
10. Germany



*2016 Census

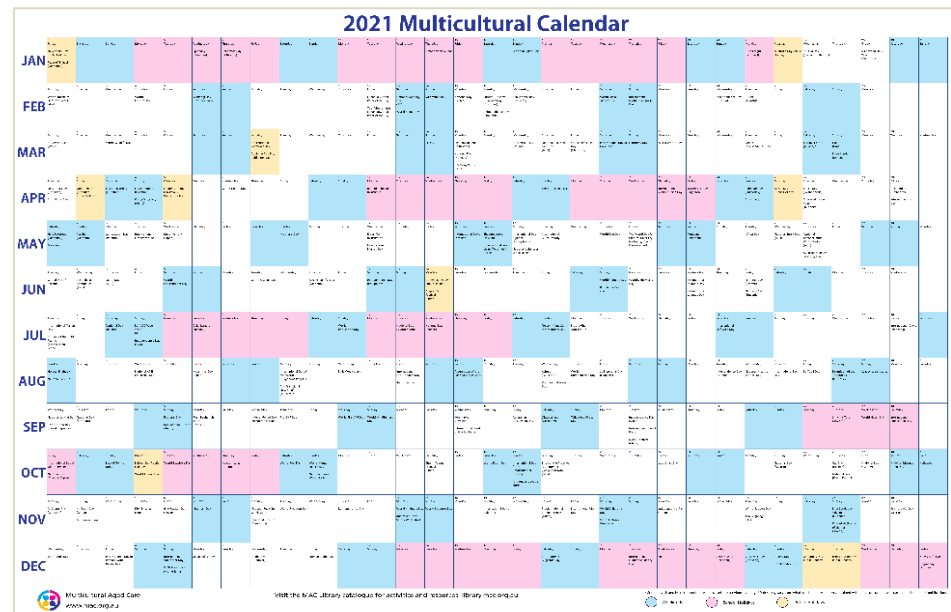
Multicultural Aged Care Library

- Largest collection of CALD ageing resources in Australia available for loan
- A metro-wide mobile library service with a lifestyle focus on activities, games, music, communication aids and much more
- Accessible nationally through the Inter-Library Loan at your local library

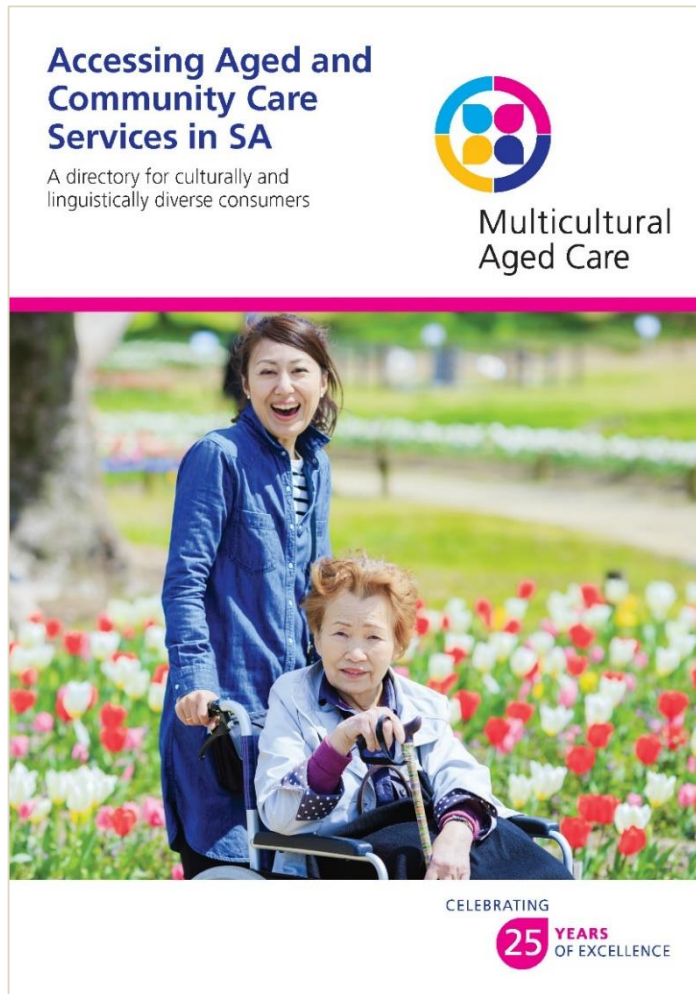


2021 Multicultural Calendar

- Large wall planner calendar with multicultural events and festivals
- Available in hardcopy and for download on the MAC website



Directory of CALD Services in SA



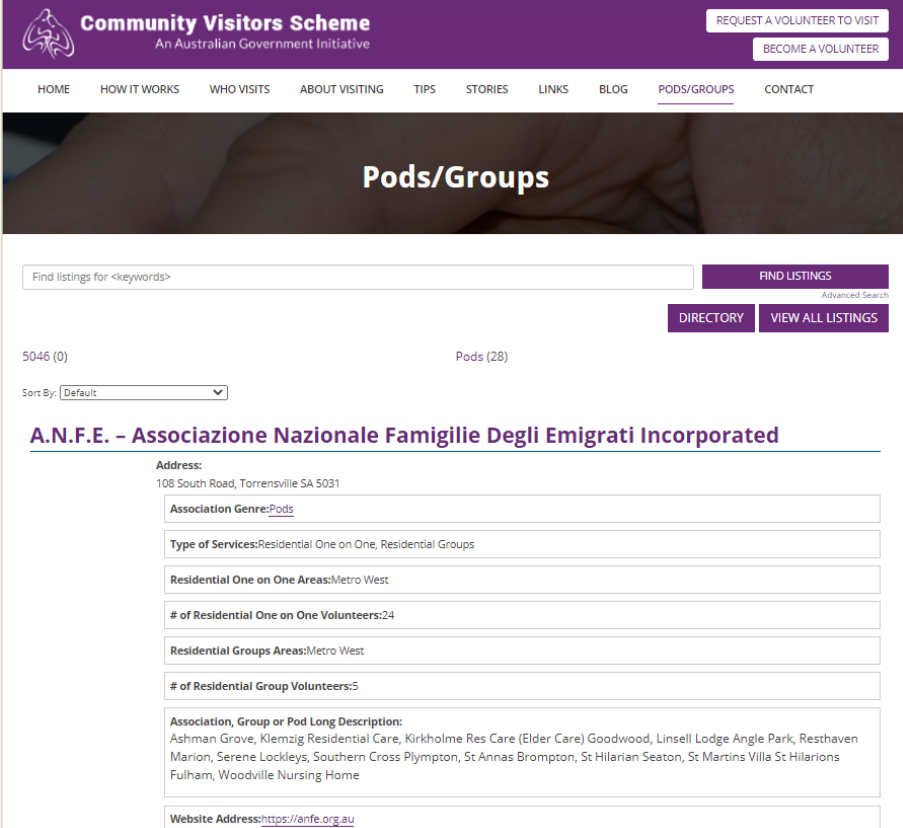
- South Australian aged care services owned and operated by CALD communities
- Available online on the MAC website or in hardcopy from the MAC office

PICAC SA - The power of networking

- Make sure you have subscribed to receive our newsletters and join distribution lists to know about incoming events, training/information sessions and network meetings
- There are great opportunities to share your experience, start collaborative projects, exchange ideas and updates and - most of all – learn from each other
- To subscribe, visit www.mac.org.au/contact-us

Community Visitors Scheme

- 28 organisations across the state
- Six CALD community run organisations with bilingual and bicultural volunteers
- In home and in residential care visitors



The screenshot shows the Community Visitors Scheme website. The header is purple with the logo and text "Community Visitors Scheme An Australian Government Initiative". Navigation links include HOME, HOW IT WORKS, WHO VISITS, ABOUT VISITING, TIPS, STORIES, LINKS, BLOG, PODS/GROUPS, and CONTACT. There are buttons for "REQUEST A VOLUNTEER TO VISIT" and "BECOME A VOLUNTEER". The main content area has a dark banner with the text "Pods/Groups". Below this is a search bar with the placeholder "Find listings for <keywords>" and a "FIND LISTINGS" button. There is also a "DIRECTORY" button and a "VIEW ALL LISTINGS" button. The search results show "5046 (0)" and "Pods (28)". A dropdown menu for "Sort By:" is set to "Default". The first result is "A.N.F.E. - Associazione Nazionale Famiglie Degli Emigrati Incorporated". The details for this result are as follows:

Address:
108 South Road, Torrensville SA 5031
Association Genre:Pods
Type of Services:Residential One on One, Residential Groups
Residential One on One Areas:Metro West
of Residential One on One Volunteers:24
Residential Groups Areas:Metro West
of Residential Group Volunteers:5
Association, Group or Pod Long Description:
Ashman Grove, Klemzig Residential Care, Kirkholme Res Care (Elder Care) Goodwood, Linsell Lodge Angle Park, Resthaven Marion, Serene Lockleys, Southern Cross Plympton, St Annas Brompton, St Hilarian Seaton, St Martins Villa St Hilarions Fulham, Woodville Nursing Home
Website Address: https://anfe.org.au

(Community Visitors Scheme. Australian Government Initiative, 2021)

Contact Details – PICAC SA

PICAC program is delivered by Multicultural Aged Care SA Inc

Contact: Agnieszka Chudecka, Multicultural Learning and
Development Manager

Email: macsa@mac.org.au

Phone: 08 8241 9900

Website: www.mac.org.au

Multicultural Aged Care Library

- Phone: 08 8241 9900
- Email: circdesk@mac.org.au
library.mac.org.au
- Address: 94 Henley Beach Road, Mile End SA

NSW and ACT

Jim Buultjens
Manager
PICAC NSW and ACT

Top 10 birthplaces 65+ in NSW

1. Germany
2. Netherlands
3. Italy
4. Malta
5. South Africa
6. China
7. Greece
8. India
9. Egypt
10. Phillipines

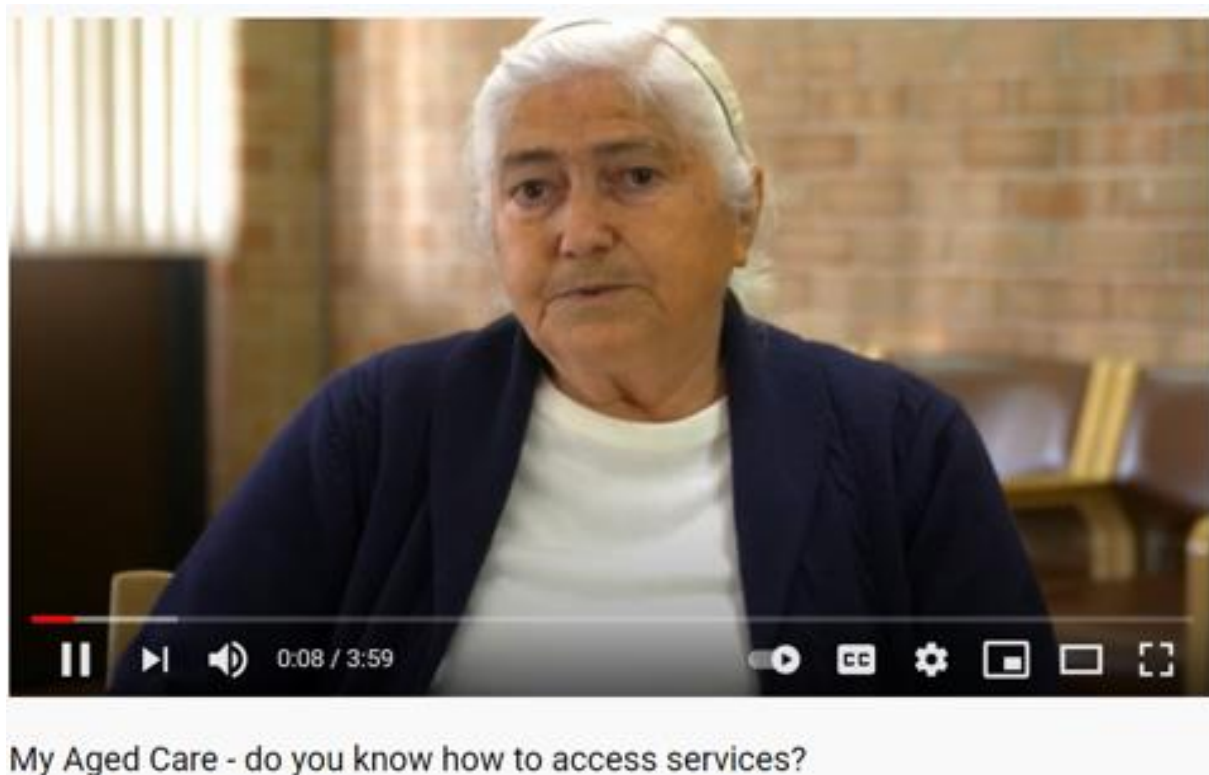


MCCI Training Services

DELIVERED TRAINING LOCATIONS

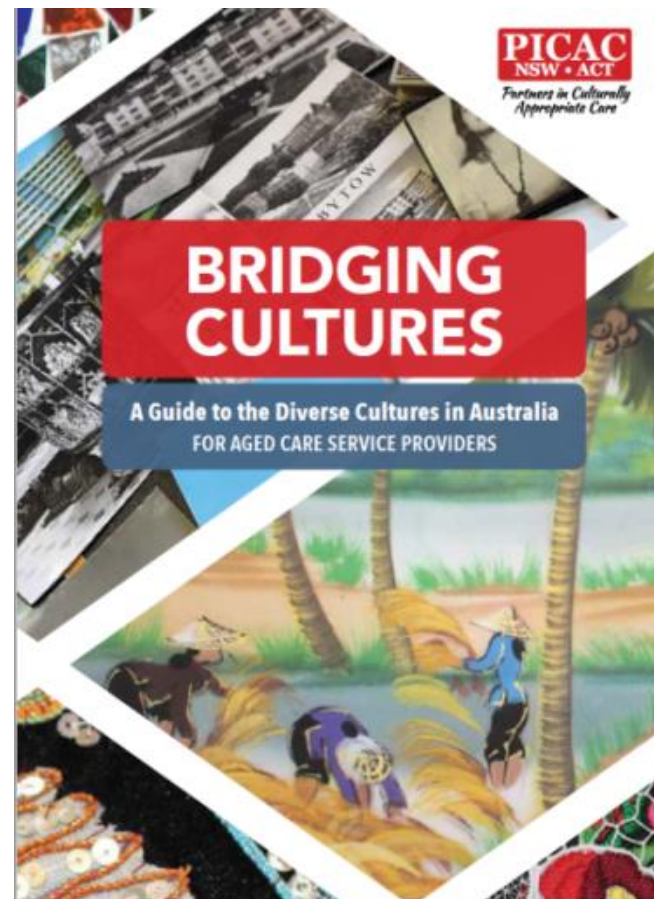


Case study



My Aged Care - do you know how to access services? Resource by MCCI,
found at: <https://www.youtube.com/watch?v=lwfVmyl66UA>

Useful Resources for Providers



Useful Resources for Consumers

Multicultural Seniors Information Guide

TO GOVERNMENT FUNDED SUPPORT SERVICES
AVAILABLE TO ASSIST IN LIVING WELL



MY AGED CARE

CONSUMER JOURNEY



Call 131 450 to ask for an interpreter in your language

Mental Health Support for Seniors

Symptoms

- I am feeling sad
- I don't enjoy anything anymore
- I am feeling alone
- I can't sleep, I sleep too much or I frequently have nightmares
- I am not interested in eating
- I feel like my life is out of control
- I don't want to see anyone
- My memory is worse than usual
- I think about hurting myself or ending my life

Support

- Your Doctor
- Family and Friends
- Support Services
- Community or Religious Leader
- Mental Health Services

Recovery

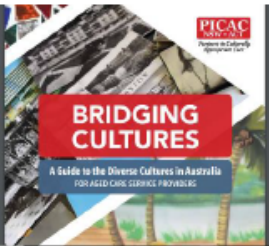
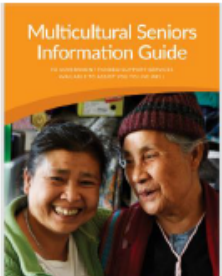


If this is how you feel, talk to someone

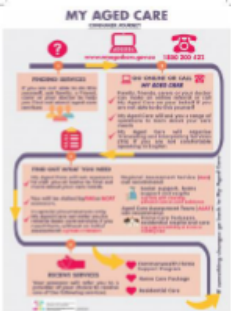


If someone is at risk of harming themselves or others call triple zero (000) immediately.

MCCI
MULTICULTURAL COMMUNITIES
COUNCIL OF ILLAWARRA
Parramatta Community Support Centre
(PHAC) NSW & ACT




Multilingual resources

Ref	Resource	Status	Title/Location
	<p>Bridging Cultures</p> 	<p>Live MCCI/ PICAC NSW &ACT website</p>	<p>Guide for Service Providers; Bridging Cultures</p>
	<p>Multicultural Seniors Information guide</p> 	<p>Live MCCI/ PICAC NSW &ACT website</p>	<p>Information guide for CALD seniors Multicultural Seniors Information Guide:</p>




Multilingual resources

<p>My Aged Care Journey</p> 	<p>Live MCCI/ PICAC NSW &ACT website</p>	<p>My Aged Care CALD consumer journey in language</p> <p><u>English</u>, <u>Polish</u>, <u>Chinese</u> (simplified), <u>Vietnamese</u>, <u>Nepali</u>, <u>Hindi</u>, <u>Turkish</u> and <u>Chinese</u>.</p>
<p>Cross-cultural communication tips for your workplace</p> 	<p>Live MCCI/ PICAC NSW &ACT website</p>	<p>Cross-cultural communication tips for your workplace-poster</p> <p><u>Cross Cultural Communication poster:</u></p>
<p>Carers Support Booklet</p> 	<p>Live MCCI/ PICAC NSW &ACT website</p>	<p>Carers Support Booklets in Languages</p> <ul style="list-style-type: none">




Multilingual resources

<p>It's Not a Disgrace, it's dementia Videos</p>  <p>It's Not a Disgrace, it's dementia - Cambodia: n.CdnLwawwvuuuGwggw..._twu02...mgs</p>	<p>Live YouTube & Dementia Australia</p>	<p>It's Not a Disgrace, it's dementia Videos in languages YouTube site.</p>
<p>My Aged Care - do you know how to access services?</p>  <p>My Aged Care - do you know how to access services?</p>	<p>Live] YouTube & MCCI/ PICAC NSW &ACT website</p>	<p>My Aged Care - do you know how to access services? https://www.youtube.com/watch?v=Iwfvmyl66UA</p>
 <p>Barriers for CALD communities accessing My Aged Care</p>	<p>LIVE YouTube & MCCI/ PICAC NSW &ACT website</p>	<p>Barriers for CALD Communities MAC https://www.youtube.com/watch?v=-oVbRHX2R60</p>
<p>I am my Boss- I can plan my future</p>	<p>LIVE</p>	<p>I am my Boss- I can plan my future Planning ahead video</p>

Multilingual resources

 <p>I am my boss - I can plan my future</p>	<p>YouTube & MCCI/ PICAC NSW &ACT website</p>	<p>https://www.youtube.com/watch?v=JWtkVrTV9Es</p>
<p>CALDWays 2018 - The Multicultural Workforce – Uniting</p>  <p>CALDWays 2018 - The Multicultural Workforce – Uniting</p>	<p>LIVE YouTube & MCCI/ PICAC NSW &ACT website</p>	<p>CALDWays 2018 - The Multicultural Workforce – Uniting</p> <p>https://www.youtube.com/watch?v=8cg-G9egiOc</p>
<p>CALDWays 2018 - The Multicultural Workforce – Diversicare</p>  <p>CALDWays 2018 - The Multicultural Workforce – Diversicare</p>	<p>LIVE YouTube & MCCI/ PICAC NSW &ACT website</p>	<p>CALDWays 2018 - The Multicultural Workforce – Diversicare</p> <p>https://www.youtube.com/watch?v=jF2ZZqxxtlc</p>
<p>CALDWays 2018 - The Multicultural Workforce - The Worker Experience</p>	<p>LIVE YouTube & MCCI/ PICAC NSW &ACT website</p>	<p>CALDWays 2018 - The Multicultural Workforce - The Worker Experience</p> <p>https://www.youtube.com/watch?v=BixNt2N5GAI</p>

Multilingual resources

 <p>CALEPPO 2019 - The Multicultural Voice - The Worker Experience</p>		
<p>Uandme videos: MCCI and Why Documentary partnership</p>  	<p>LIVE uandme website & MCCI/ PICAC NSW & ACT website</p>	<p>Uandme videos: MCCI and Why Documentary partnership</p> <p>http://uandme.com.au/</p> <p>https://www.mcci.org.au/page/about-us</p>

Contact Details – PICAC NSW/ACT

PICAC program NSW/ACT is delivered by Multicultural Communities Council of Illawarra

Contact: Jim Buultjens

Email: jim@mcci.org.au

Phone: (02) 42297566

Website: www.picacnsw.org.au

QUEENSLAND

Silvia Borges
Team Leader
PICAC QLD

Top 10 birthplaces Non English Speaking Background 65+ in QLD

1. Germany
2. Scotland
3. Italy
4. Netherlands
5. China
6. India
7. Phillipines
8. Greece
9. Vietnam
10. Malta



Local Resources – PICAC QLD

- PICAC QLD is available to support aged care organisations with cultural resources that may be relevant to their CALD clients and residents.
- Resources include:
 - ✓ Translated information on relevant topics (MAC, dementia, etc)
 - ✓ Life story templates and conversations starters
 - ✓ Cultural Profiles
 - ✓ Cultural presentations
 - ✓ Advice on possible strategies on individual cases
 - ✓ Links with communities

Case Study – Meet Amina

- ❖ Elderly female resident, originally from Ethiopia
- ❖ Reluctant to engage with staff/other residents
- ❖ Sought advise from Ethiopian community leader
- ❖ Traditional Ethiopian Coffee Ceremony performed at facility
- ❖ Included burning fragrant frankincense, and traditional foods
- ❖ Origins of Coffee Ceremony tradition explained
- ❖ Some historical background about Ethiopia also included
- ❖ Positive outcome for resident – shared important aspect of her culture
- ❖ Provided an opportunity to engage with staff & other residents
- ❖ Two Italian residents found out Amina could speak Italian
- ❖ Some residents subsequently keen to know about other aspects of Ethiopian culture
- ❖ Follow up with Italian cultural day

Muhammad's story

- ❖ Persian resident in aged care facility,
- ❖ Severe memory loss – does not remember family/friends
- ❖ Difficulty communicating, starting to forget his English language
- ❖ Socially isolated – no visitors
- ❖ Staff contacted PICAC asking for help with strategies to engage
- ❖ Upcoming Nowruz (Persian New Year) – potential opportunity to engage other residents and staff
- ❖ Set up Haft-sin (table of symbolic items)
- ❖ Muhammad's participation – explained symbolic meaning of items
- ❖ Follow up by Lifestyle Team at facility.
- ❖ Arranged a Persian dinner to celebrate Nowruz, and commitment to get occasional Persian takeaway
- ❖ DT researched and delivered cultural presentation for staff & residents.
- ❖ Connection with local Community Visitor Scheme provider to look for a Farsi speaking visitor

Additional Resources

- <https://eccq.com.au/>
- <https://metrosouth.health.qld.gov.au/health-equity-and-access>
- <https://www.multiculturalaustralia.org.au/>
- <https://www.townsvilleic.com.au/>
- <https://www.mccgc.com.au/>

Contact Details – PICAC QLD

PICAC QLD program is delivered by the Diversicare

Contact: Silvia Borges, Team Leader PICAC program QLD

Phone: 0407 589675

Email: picaced@diversicare.com.au

Website: www.diversicare.com.au

NORTHERN TERRITORY

Cecilia Chiolero
Manager
PICAC NT

Top 10 birthplaces Non English Speaking Backgrounds 65+ in NT

1. Greece
2. Germany
3. Philippines
4. Italy
5. Netherlands
6. India
7. Malaysia
8. China
9. Indonesia
10. Sri Lanka



* 2016 Census

Getting the right information

- Quantity of information available is huge (mostly through the internet from websites, newsletters, social media etc.)
- Being able to find the right resources can be time consuming
- Although information is more accessible, there are some issues to consider:
 - ✓ Reliability (does it come from trusted sources?)
 - ✓ Accessibility (do the people who need it actually have access to it and find it easily?)
 - ✓ Relevance (the people who need it actually have access to it and find it easily?)

Multicultural information

PICAC NT and multicultural information is published on the COTA NT website. Frequently updated by the Program Manager.



The screenshot displays the PICAC NT website. At the top, the logo for PICAC NT (Partners in Culturally Appropriate Care) is shown alongside a banner that reads "Advocating for multicultural seniors in the NT". Below the banner, a navigation bar includes a "Home > PICAC" link and a "Listen" button. The main heading is "Multicultural Advocacy in the NT", followed by the subtitle "Partners in Culturally Appropriate Care, PICAC NT". The central section is titled "CULTURAL BACKGROUND RESOURCES" and "TOOLS TO HELP CARE FOR SENIORS FROM CALD BACKGROUNDS". It features a photo of diverse elderly people and a list of 18 contents, including resources for ageing, health, and language. A link "Click here to download your copy" is provided. To the right, a "Multilingual Older Persons COVID-19 Support Line" is advertised with contact numbers in Italian, Greek, Vietnamese, Mandarin, Cantonese, and Arabic. Below this, a sidebar lists various services: "Multicultural events & training", "PICAC's multicultural work", "Multicultural care resources", "Multicultural services", and "Contact us".

Home > PICAC

[Listen](#)

Multicultural Advocacy in the NT

Partners in Culturally Appropriate Care, PICAC NT

CULTURAL BACKGROUND RESOURCES

TOOLS TO HELP CARE FOR SENIORS FROM CALD BACKGROUNDS



Contents

- 1 Centre for Cultural Diversity in Ageing
- 2 Department of Health
- 3 DCH - Ageing and Aged Care
- 4 Translating and Interpreting Service
- 5 AUST Guidelines for Health Professionals Working with Interpreters
- 6 My Aged Care
- 7 Department of Immigration and Citizenship
- 8 Cultural and Religious Guidelines for Service Providers
- 9 Calendar of Cultural and Religious Dates
- 10 Ethnic Media
- 11 Cross-Cultural Communication
- 12 Cultural Competence
- 13 Catering for Culturally and Linguistically Diverse Seniors
- 14 Information in Languages
- 15 Incontinence Care Information in Other Languages
- 16 Translated Mental Health Information
- 17 Information to raise dementia awareness in CaLD Communities
- 18 Information on Palliative Care

[Click here to download your copy](#)

Cultural Background Resources March 2020-2021

links to key resources to help care for seniors from CaLD backgrounds.

Multilingual Older Persons COVID-19 Support Line

Italian 1800 549 844	Mandarin 1800 549 847
Greek 1800 549 845	Cantonese 1800 549 848
Vietnamese 1800 549 846	Arabic 1800 549 849

The Multilingual Older Persons COVID-19 Support Line provides information about COVID-19 and can support you to connect with aged care services, dementia care and other support services. It is available in Arabic, Cantonese, Greek, Italian, Mandarin and Vietnamese. All calls are free.

Call PICAC NT on 8943 1004 for more information about the support line and to download brochures in the six languages. Also on www.cotant.org.au/picac

Support Line hours: FREE-CALL 24hr, 7 days a week Monday - Friday. Excludes public holidays.

- Multicultural events & training
- PICAC's multicultural work
- Multicultural care resources
- Multicultural services
- Contact us


- Engaging and positive images of multicultural seniors
- Most up to date and key information very prominently positioned
- Easy to see links to resources and more information
- Clear link to assistance.

Cultural Background Resources Booklet

CULTURAL BACKGROUND RESOURCES
TOOLS TO HELP CARE FOR SENIORS FROM CALD BACKGROUND



PICAC NT
Partners in Culturally
Appropriate Care



Contents

- 1 Centre for Cultural Diversity in Ageing
- 2 Department of Health
- 3 DOH - Ageing and Aged Care
- 4 Translating and Interpreting Service
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- 16 Translated Mental Health Information
- 17 Information to raise dementia awareness in CaLD Communities
- 18 Information on Palliative Care

Cultural background resources



CULTURAL BACKGROUND RESOURCES
TOOLS TO HELP CARE FOR SENIORS FROM CALD BACKGROUND



- Published on [PICAC NT's Multicultural resources](#) web page
- Updated twice a year
- Delivered in web and print PDF formats
- Links to local or national resources depending on relevance (e.g. community groups)

Support and services

- **Provision of publications and information** packs tailored to provide information and resources for on specific topics or cultural profiles
- **Connection with community groups** to ensure the needs of cultural and linguistically diverse seniors are being met and to deliver information *face to face* (and with translators as required)
- **Training and information** sessions for aged care workers, consumers and stakeholders
- **Promotion** of Aged Care Rights and initiatives focused on multicultural care.
- **Migration stories collection** through short videos in collaboration with CDU

<https://www.cotant.org.au/picac/migration-stories-from-the-nt/>

Migration stories

The Migration stories project was undertaken to showcase the experiences of seniors from a multicultural background in the NT



Contact Details – PICAC NT

PICAC program NT is delivered by COTA NT

Contact: Cecilia Chiolero, PICAC NT Program Manager

Email picac@cotant.org.au

Phone 08 8941 1004

Web cotant.org.au/picac/

TASMANIA

Ruth Osborne
Manager
PICAC Tas

Top 10 birthplaces Non English Speaking Backgrounds 65+ in Tasmania

1. Netherlands
2. Germany
3. Italy
4. South Africa
5. Greece
6. Poland
7. China
8. Croatia
9. India
10. Malaysia



Living Well at Home

Checklist and tips to support improved wellbeing

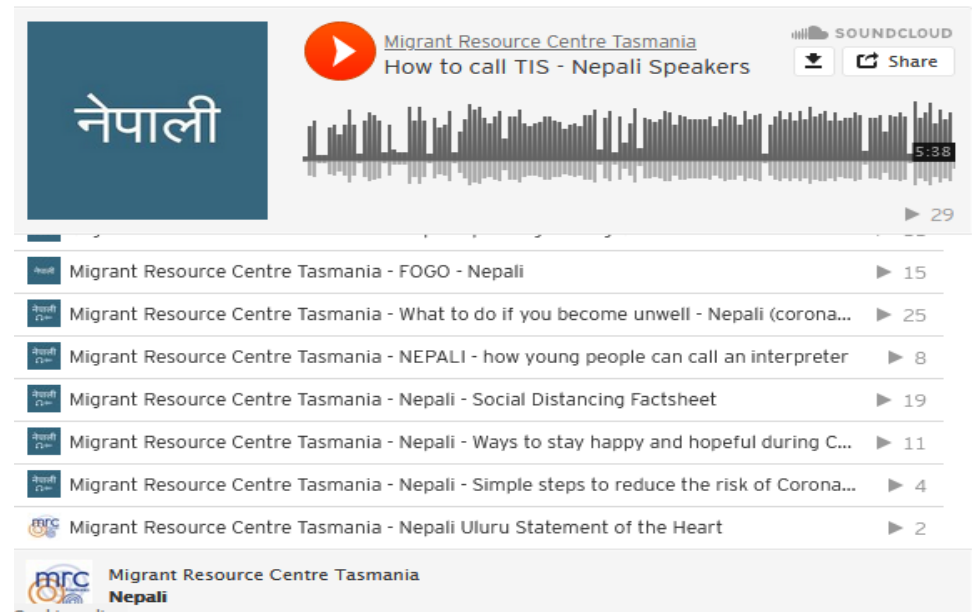
- English
- Greek
- Italian
- Nepali
- Simplified Chinese



Living Well at Home



- Aged and Community Services
- Navigator and PICAC
- Multicultural Youth Tasmania
- Phoenix Centre
- Training



mrctas.org.au

soundcloud.com/mrc_tas_settlement



Housing



Transport



Children
and Families



Employment



Settlement
Services



Young
People



Justice and
Legal



Older
People



Education
and English



Managing
Money



Health



Community

Home

Welcome to the Multicultural Access Point (MAP) website



Tasmania is a culturally, religiously and linguistically diverse State, with a long history of migration.

Regardless of country of birth, language, culture, religion, or time of arrival, it is important that all Tasmanians have access to the services they need.

The Multicultural Access Point (MAP) site is a quick and easy way to find information and services for migrants and former humanitarian entrants in Tasmania, including information on interpreting services, housing and accommodation, health, community, education, managing money, transport and settlement support.

The MAP website can also assist international students and short-stay migrants to understand the services they might need while staying in Tasmania.

Translating and Interpreting



News

- Multilingual Older Persons COVID-19 Support Line
- New Family and Sexual Violence Resources in Community Languages
- Child and Youth Wellbeing - Have your say
- Community Connectors program helps access disability support
- Carers Gateway launched
- Cervical Cancer Awareness Week 16-22 November 2020
- Keep on top of COVID
- Human Rights Week Tasmania Awards 2020

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Events

- Nepal Hobart Fair 2020
- Ladies Lichen Breakfast



MULTICULTURAL
COUNCIL *of* TASMANIA

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Our Story

MRC has been providing services to assist the settlement of migrants in Tasmania since 1982.

Contact Details – PICAC TASMANIA

PICAC Tasmania program is delivered by the Migrant Resource Centre Tasmania

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Website: mrctas.org.au

WA

Maggie Greening
Project Consultant
PICAC WA

Top 10 birthplaces Non English Speaking Background 65+ in WA

1. Italy
2. India
3. Myanmar
4. Germany
5. Malaysia
6. Netherlands
7. Poland
8. Singapore
9. China
10. Croatia



*2016 Census

Resources – PICAC Western Australia

Provide aged care providers in WA with access to resources both local and national:

Local Resources include:

- ❖ Covid-19 Resources
- ❖ Business resilience and continuity framework
- ❖ Phrase Cards (9 Languages)
- ❖ Flash Cards (9 Languages)
- ❖ Communication Aid Kits (9 Languages)
- ❖ Cultural Profiles
- ❖ Cultural presentations
- ❖ Links with communities

Resources are available here:

<https://www.fortisconsulting.com.au/picac-resources-2>

Case Study – Multicultural Charter

Challenge: Staff's ability to be culturally safe and provide culturally appropriate responses to client's and their family carers.

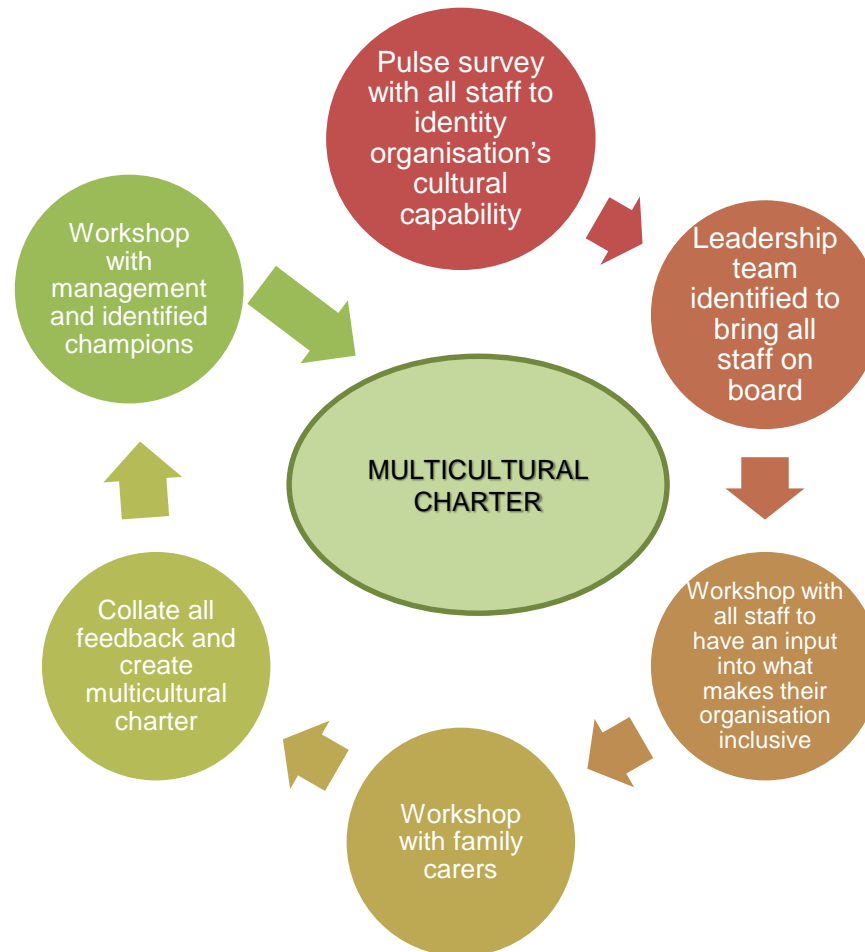
Solution: Work with organisation to bring management, staff and selected family carer's together to work on a Multicultural Charter and supporting resources

Process:

CALD Family

Carers: Confronting staff on arrival about their loved one's care

Staff: Inability to communicate in the family's primary language and not responding or responding inappropriately.



Management Team:

Providing appropriate support and resources

Contact Details – PICAC Western Australia

PICAC program is delivered by Fortis Consulting

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Thank you

www.picacalliance.org.au