



# *Stories to Inspire*

Cultural Diversity in Ageing  
2012 Conference

7–8 June 2012

Melbourne Convention Centre

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# Cultural Diversity in Ageing 2012 Conference: Stories to Inspire

## **WELCOME**

The Centre for Cultural Diversity in Ageing is pleased to host and welcome you to the Cultural Diversity in Ageing 2012 Conference - Stories to Inspire.

We hope that the Conference will provide us all with many opportunities to exchange ideas, learn from each other and explore opportunities to further culturally inclusive initiatives and collaborations.

The Conference brings together delegates from across the country and from a range of professions. As we all strive to improve the quality of our services to older people from culturally and linguistically diverse backgrounds, the great range of approaches presented at this Conference provides inspiration for the implementation of new and more culturally inclusive initiatives.

Over many years cultural and linguistic diversity has been celebrated and acknowledged in aged care services. However, there is a continued challenge for holistic and strategic approaches which will ensure that we understand and better respond to growing diversity in the older Australian population.

In addition to careful analysis of the needs of older people, the Conference will also explore the increased workforce diversity and the benefits that it brings.

The Conference theme this year is 'Stories to Inspire'. We hope you will all be truly inspired as we explore unique and creative approaches to cultural diversity in ageing, consider the stories of ethnic communities, aged care services and staff, carers and of course stories of ageing migrants in the community.

### ***The Centre for Cultural Diversity in Ageing***

*The Centre for Cultural Diversity in Ageing receives funding from the Department of Health and Ageing through the Partners in Culturally Appropriate Care (PICAC) initiative*

### Registration

On arrival at the Conference, please see the registration and information desk. You will receive a delegate satchel and name badge, and staff will be able to assist with any queries you may have. A staff member will be at the desk at all times.

### Poster Presentations

There are a number of poster presentations on display throughout the duration of the Conference. We encourage you to browse these presentations at your leisure. Poster authors will be available to discuss their posters during breaks. Details of poster presentations are located on page 16 of the program.

### Public Transport

Southern Cross train station is only 1.5 kilometres from the Melbourne Convention Centre, and the easiest way to arrive is to take tram number 96, 112 or 109 south along Spencer Street. These trams stop opposite the Clarendon Street entrance.

### Parking

Parking is available at the Melbourne Convention and Exhibition Centre and South Wharf. Both entrances are off Normanby Road with daily rates of \$36 and \$28 respectively.

### Disabled Access

There are disabled parking bays in the Melbourne Convention Centre's car park. Park near doors 6 and 10 and use these lifts for best access to the Conference venue. Disabled amenities are located next to the lifts (see floor plan).

### Emergency Procedures

In the event of a fire, medical or security emergency, event coordinators will activate relevant procedures. If necessary, delegates can also call extension 6666 from the nearest wall phone, or 9235 8333 from any phone.

### First Aid

Should you require first aid assistance during the Conference, please notify the Conference organisers who will assist accordingly. Alternatively, call extension 8333 from a wall phone or call 9235 8333 for further assistance.

### Prayer Room

The prayer room is located on the ground level of the Melbourne Convention Centre. From the Conference venue, follow the stairs to the ground level and follow the foyer around to the right. The prayer rooms are located past the customer service desk and cloak room on the left hand side.

### Speaker's Preparation Room

All concurrent presenters are required to upload their presentations in the Speaker's Preparation Room, located behind the Plenary Room (unless previously submitted). Presenters can also sign the optional consent form in the Speaker's Preparation Room for approval to upload their presentation on the Conference website.

## Workshops

You are invited to attend two workshops that will take place during the Conference. You can see more information on these sessions on page 16.

## Social Function

All delegates are invited to attend the social function following the proceedings on Thursday 7 June. This will be a great opportunity to network in a relaxed and social environment, while enjoying drinks, canapés and live music from Melbourne duo Nougat. The function will take place in the Conference's foyer area.

## Massage Area



During the lunch and afternoon tea breaks, all delegates are invited to enjoy a massage to relax and rejuvenate thanks to session supporters Benetas. Look out for the massage therapists in the orange t-shirts located in the foyer area.

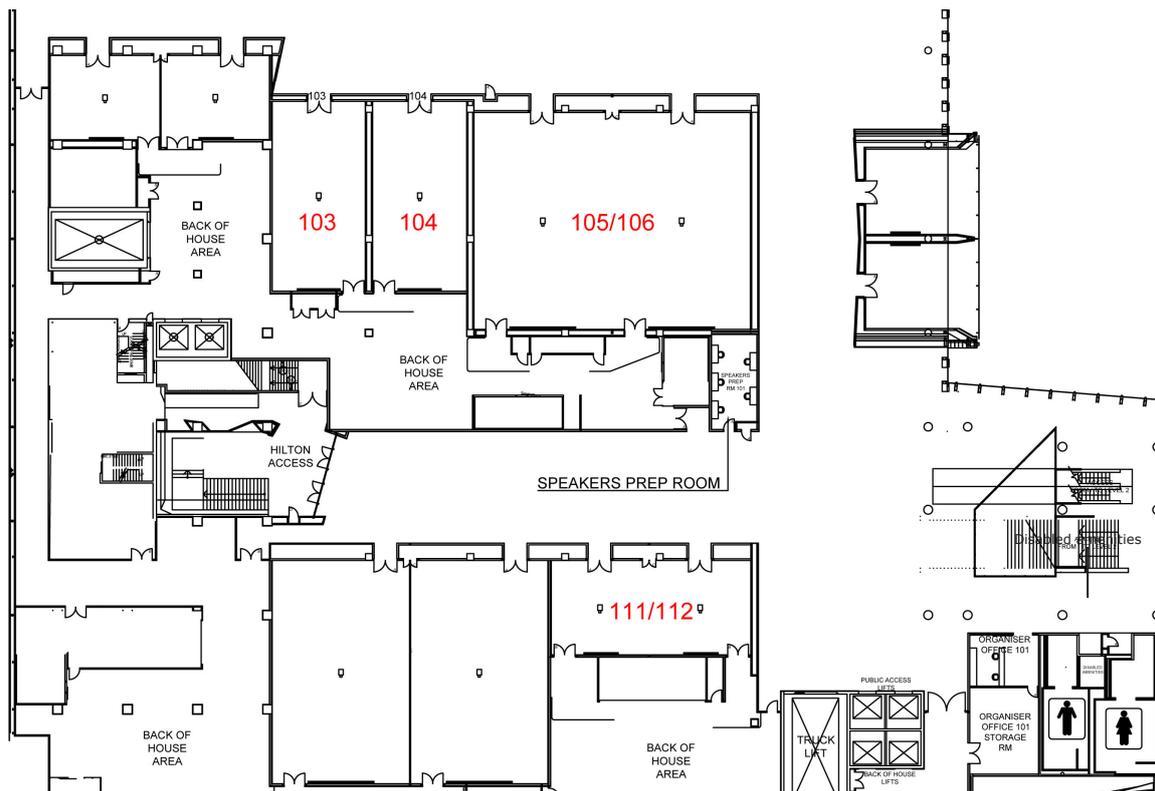
## Tai Chi

For an energised and holistic start to Day Two, all delegates are invited to participate in a free Tai Chi class from 8.15am until 8.45am. Please indicate your interest at the registration desk on Day One.

## Henna Art

Free henna art is available in the foyer area during the lunch break on Day Two. Come and experience this centuries-old tradition and take home a unique conference souvenir!

## Floor Plan



Thursday 7 June 2012

**8.00am-8.45am**    **Registration**  
**8.45am-9.15am**    Conference welcome on behalf of Centre for Cultural Diversity in Ageing  
*Plenary Room*    Ljubica Petrov - Manager  
Conference welcome and housekeeping  
Sasha Jovanovic - Conference Facilitator  
Welcome to Country  
Colin Hunter - Wurundjeri Elder  
Conference welcome on behalf of the Department of Health and Ageing  
Bernadette Ryan - Victorian State Office Manager

**9.15am-10.15am**    **KEYNOTE PRESENTATIONS**  
*Plenary Room*    Inspiration from the Bush!  
Sharon Davis, Frontier Services  
CALD Aged Care: Who Cares?  
Pino Migliorino, Federation of Ethnic Communities' Councils of Australia

**10.15am-10.45am**    **Morning tea**

**10.45am-12.30pm**    **KEYNOTE PRESENTATIONS**  
*Plenary Room*    Stories that Inspire: The Healing Power of Story  
Arnold Zable, renowned author and storyteller  
Panel discussion: Ageing, Equity and Cultural Diversity  
1. The Hon Susan Ryan AO - Australia's Age Discrimination Commissioner  
2. Beth Wilson - Victoria's Health Services Commissioner  
3. Michael Gorton AM - Victorian Equal Opportunity and Human Rights Commission

**12.30pm-1.30pm**    **Lunch**

**1.30pm-3.00pm**    **CONCURRENT SESSIONS**  
*Plenary Room*    Concurrent session 1a: Innovations in Community Awareness  
*Chair: Penni Michael, DutchCare*

- **Planning Ahead for Aboriginal Elders in SA** - Lenore de la Perrelle, ACH Group
- **Culturally Appropriate Interventions to Improve the Low Health Literacy of Older CALD Clients to Self-Manage their Diabetes** - Jaklina Michael, RDNS
- **Depression and Anxiety Among Older People from CALD Backgrounds - Getting the Message Out and Improving Outcomes** - Sue Gherdovich, beyondblue

*Room 104*    Concurrent session 1b: Community Education and Information  
*Chair: Jack Sach, Alzheimer's Australia Vic*

- **Empowering Small Ageing Ethnic Communities in Victoria: Stories on Living with Dementia** - Claire Naffah, Alzheimer's Australia VIC with Chanthanchon (Jane) Vongsay, Florentina Butnariu, Rimma Sverdlin, Hannele Roberts
- **Ageing in Australia: Cultural Diversity in Aged Care Expo** - Danyel Walker, Centre for Cultural Diversity in Ageing

- Room 103**      **Concurrent session 1c: Healthy Ageing and Nutrition**  
**Chair: Mark Sheldon-Stemm, Kalyna Care**
- **Crafting Healthy Ageing** - Cecilia Rachel Hernandez, City of Melbourne
  - **Happy Eating Project** - Paula Trood and Lynne Centner, Benetas
  - **Diversity on the Menu in Residential Care** - Liz Goldsmith, Blue Cross
- Room 111/112**      **Concurrent session 1d: WORKSHOP**  
**How to Inspire Stories**  
Facilitator: Arnold Zable
- 3.00pm-3.30pm**      **Afternoon tea**
- 3.30pm-5.00pm**      **CONCURRENT SESSIONS**  
**Plenary Room**      **Concurrent session 2a: Carer Perspective and Support**  
**Chair: Yvonne Santalucia, NSW Refugee Health Service**
- **My Mother's Wishes** - Eva Hussain, Polaron Language Services
  - **More than just Bingo!** - Annalisa Cannizzaro & Mary Predebon, Carers Victoria
  - **Home Away from Home - Cultural Responsiveness in Aged Care** - Connie San Jose, Spectrum Migrant Resource Centre
- Room 104**      **Concurrent session 2b: Positive Outcomes through Positive Partnerships**  
**Chair: Gary Ferguson, Seniors Rights Victoria**
- **Out of the Square: Inspiring Stories of Greek Community Volunteers in Relation to Palliative Care** - Stelios Piakis and Paraskevi Tsingas, Australian Greek Welfare Society
  - **Person Centred Care and Cultural Inclusiveness (Consumer Rights Perspective)** - Debra Nicholl, Elder Rights Advocacy
  - **Models of Good Practice: Person Centred Care and Cultural Inclusiveness** - Deidre McGill, RDNS
- Room 103**      **Concurrent session 2c: Healthy Living and Lifestyle**  
**Chair: Assunta Morrone, Western Health**
- **Crossing Borders** - Georgia Birch, Deakin University
  - **Celebration of Life: A Cultural Event** - Paul Brophy, Brotherhood of St Laurence
  - **Against all Odds: Health Living Recipes** - Elizabeth Drozd, Australian Multicultural Community Services
- Room 111/112**      **Concurrent session 2d: Culturally Inclusive Service Delivery**  
**Chair: Rosa Colanero, Multicultural Aged Care Inc**
- **Elanora - Bringing the Community Together** - Melanie Dicks and Jane Nolan, UnitingCare Ageing South Eastern Region
  - **A Model for Delivering Culturally Inclusive Community Care Services Within Mainstream Organisations** - Maria Bunn, HomeCare Options
  - **Mainstream - Can They Really Do It?** Brad Cooper, Baptcare
- 5.00pm-6.00pm**      **Drinks function in foyer, with music from Nougat. All delegates are invited to attend.**

Friday 8 June 2012

8.00am-9.00am Registration

8.15am-8.45am Tai Chi

9.00am-10.30am **CONCURRENT SESSIONS**

Plenary Room Concurrent session 3a: Education and Training in Cultural Diversity

Chair: Kris Spark, Seniors Information Victoria

- Enhancing the Lives of Older Refugees: A Self Improvement Resource for Community Service Providers - Yvonne Santalucia, NSW Refugee Health Service
- Best Practice Techniques in Cultural Diversity Training in a Health Care Setting - Monita Mascitti-Meuter, St Vincent's Hospital
- Reflections on the Death of a Loved One - Agnieszka Chudecka, Multicultural Aged Care Inc

Room 104

Concurrent session 3b: Capturing Life Stories

Chair: Dr Harriet Radermacher, Monash University

- Understanding Diversity within Ethno-Specific Communities - Anita Frayman, Monash University
- Life Story Writing for Older Adults in a Community Health Setting - Julie Nitschke, Ballarat Community Health
- Thawa - Kevin Brown and Thawa Wah, Continuing Education Bendigo

Room 103

Concurrent session 3c: Promoting Wellbeing through Healthy Living Environments

Chair: Eva Hussain, Polaron Language Services

- The Role of Social Sharing and Reminiscence for Wellbeing in Ageing - And How Can We Achieve It? Ken Blair - Blair Architects
- Home Fire Safety: A Social Inclusion Model - Julie Harris and David Nicholson, Metropolitan Fire and Emergency Services Board
- Campfires in the Heart - Appropriate Design for Aboriginal and Torres Strait Islander Aged Care Facilities - Yash Srivastava and Ruth Elvin, Centre for Appropriate Technology

Room 111/112

Concurrent session 3d: Dementia Care

Chair: Linda Tan, Migrant Information Centre (Eastern Melbourne)

- Memory Lane Cafe - Jennifer Philipp, Alzheimer's Australia Vic and Daniela Tomanoska, Macedonian Community Welfare Association Inc
- Returning to the Past: A Pathway to the Future for Dementia Sufferers - Dr Gerardo Papalia, Monash University and CO.AS.IT
- Dementia Champions for the Dutch in Residential Care - Penni Michael, DutchCare Ltd

10.30am-11.00am Morning tea

11.00am-12.30pm **CONCURRENT SESSIONS**

Plenary Room Concurrent session 4a: Engaging Communities

Chair: Odette Waanders, Palliative Care Victoria

- 8 Things CALD Communities Want to Know About Dementia - Laurel Gourlay, Alzheimer's Australia Vic
- A Step Towards Cooperative Learning: Educational Session vs Information Session - Shama Pande, Multicultural Aged Resource Service, Cabramatta Community Centre
- Linking CALD Communities and Aged Care Service Providers - Dr Leena Vuorinen, Diversicare

- Room 103**      **Concurrent session 4b: Research in a Culturally Diverse Community**  
**Chair: Alexis Hughes, DutchCare**
- **Research on CALD Ageing: Aspirational or Imperative** - Rosa Colanero, Multicultural Aged Care Inc
  - **Growing Older in a Foreign Land: The Importance of Identity for Rural Migrant Men** - A/Prof Susan Feldman and Dr Harriet Radermacher, Monash University
  - **Research with Culturally and Linguistically Diverse Communities in Australia: Priorities and Methods** - Dr Colleen Doyle, National Ageing Research Institute (NARI)
- Room 104**      **Concurrent session 4c: Aged Care Workforce Diversity**  
**Chair: Claire Naffah, Alzheimer's Australia Vic**
- **The Cultural Tapestry of Jewish Care** - Kate Fandry and Susan Lyon, Jewish Care Victoria
  - **Giving Instructions That Work With Multicultural Staff** - Taruni Falconer, Intercultural Dynamics Pty Ltd
  - **Supported to Learn: Prepared to Care in a Multicultural Setting** - Dr Brenda Harrison, Multicultural Aged Care Services Geelong Inc
- Room 111/112**      **Concurrent session 4d: WORKSHOP**  
**Dementia and People from Culturally and Linguistically Diverse Backgrounds - Speaking My Language**  
Facilitator: Karen Thode, Dementia Behaviour Management Advisory Service (DBMAS) Vic
- 12.30pm-1.30pm**      **Lunch**
- 1.30pm-3.15pm**      **KEYNOTE PRESENTATIONS**  
*Plenary Room*      Keynote address by The Hon Mark Butler MP, Minister for Mental Health and Ageing
- Best Practice Initiatives**
- **Cultural Responsiveness in Health Settings: Cultural Myth Busting & Challenging Attitudes**—Lena Dimopoulos, Manager Transcultural Services, Eastern Health
  - **Palliative Care and Cultural Diversity**—Odette Waanders, Palliative Care Victoria
  - **Awareness of Incontinence in Ethnic Communities**—Susan McCarthy, Victorian Continence Resource Centre
- 3.15pm-3.45pm**      **Afternoon tea**
- 3.45pm-4.30pm**      **SPECIAL EVENT: Stories to Inspire and Celebrate**  
*Plenary Room*      **Courage to Achieve** - Dr Olga Kanitsaki AM
- Performance by Omar Musa - Australian Poetry Slam Champion
- 4.30pm**      **Conference close**



### **The Hon Mark Butler MP - Minister for Mental Health and Ageing**

Mark Butler was elected to Federal Parliament in 2007 representing the electorate of Port Adelaide. In 2009 Mark was appointed Parliamentary Secretary for Health, and in September 2010 he was appointed the Minister for Mental Health and Ageing.

In December 2011, Mark was appointed to Cabinet as Minister for Mental Health, Ageing and Social Inclusion.

Before entering Parliament, Mark worked for 15 years in the Liquor Hospitality and Miscellaneous Union (now United Voice) - including 11 years as State Secretary - representing thousands of workers within aged care, and many other sectors. Mark was a Member of the South Australian Social Inclusion Board during its major review of the South Australian mental health system and served on a number of other Boards in areas including tourism, gambling and vocational training.

In 1997, Mark was elected as the youngest ever President of the ALP in South Australia, and has been a Member of the ALP National Executive and National Executive Committee since 2000.

He holds a First Class Honours Law degree, an Arts degree and a Masters degree in International Relations and was awarded a Centenary Medal in 2002 for services to trade unionism.



### **The Hon Susan Ryan AO - Age Discrimination Commissioner, Australian Human Rights Commission**

Susan Ryan was appointed as Australia's first Age Discrimination Commissioner on 30 July 2011 for a five year term.

Up until her appointment as Commissioner, she had been Women's Ambassador for ActionAid Australia and chaired the Australian Human Rights Group since 2008. She had also chaired the Australian Human Rights Act Campaign Inc. since 2005.

Immediately prior to commencing as Commissioner, Susan was also the Independent Chair of the IAG and NRMA Superannuation Plan.

From 1975 to 1988, Susan was Senator for the ACT, becoming the first woman to hold a Cabinet post in a federal Labor Government. She served in senior portfolios in the Hawke Government as Minister for Education and Youth Affairs, Minister Assisting the Prime Minister on the Status of Women and Special Minister of State.

As Education Minister, Susan saw school retention rates double and universities and TAFEs grow significantly without the charging of tuition fees. She also pioneered extensive anti-discrimination and equal opportunity legislation, including the landmark Sex Discrimination Act 1984 and the Affirmative Action Act 1986.



### **Sharon Davis - Regional Manager NT, Frontier Services**

Sharon Davis is the Regional Manager NT for Frontier Services, a national agency of the Uniting Church in Australia. Sharon has worked in the NT since 1993 and has oversight of services within the NT and into the Kimberly region of WA. These services provide community services and residential care to clients from Aboriginal and Torres Strait Islander, Asian, Greek and other cultural backgrounds.

Prior to coming to the NT Sharon held senior nursing positions in NSW in aged care homes that specifically provided services for residents from European cultural backgrounds.

Sharon was awarded a Centenary Medal for her contribution to aged care in the NT and in 1995 she received the Louis Ariotti Award recognising innovation and excellence in health services by the National Rural Health Alliance. She was awarded Telstra NT Business Women's Award of the year in 1999 (Private Sector).



### **Pino Migliorino - Chairperson, FECCA**

Pino Migliorino is a leading commentator, researcher and consultant in the area of ethnic affairs and multicultural policy, with over 30 years of ethnic community involvement and working in multicultural affairs across three sectors. Pino is currently the Chairperson of FECCA (Federation of Ethnic Communities' Councils of Australia), elected in October 2009 and re-elected in November 2011.

Pino is passionate about multicultural affairs and social justice and provides an informed voice in advocating for the needs and interests of our diverse cultural, linguistic and religious communities.

18 years ago, Pino founded and still leads Cultural Perspectives and CIRCA Research which are sector leaders in researching and communicating with culturally and linguistically diverse and Aboriginal and Torres Strait Islander communities in Australia.

Of particular note is his involvement in key advisory bodies in the ageing area including:

- Chair of the NSW Ministerial Advisory Committee on Ageing (2008 - 2011);
- Chair of the National Cross Cultural Dementia Network;
- Participation in the Federal Government's Ageing Consultative Committee;
- Treasurer for INAS and Italian 'Patronato' assisting older Italians with their overseas pensions inquiries.



### **Arnold Zable - Author and storyteller**

Arnold Zable is an acclaimed writer and one of Australia's best-loved storytellers. He is the award-winning author of the memoir *Jewels and Ashes* and the bestselling novel *Café Scheherazade*, which was recently adapted for the stage. His other books include *The Fig Tree*, the novels *Scraps of Heaven* and *Sea of Many Returns*, and his recent collection of stories *Violin Lessons*, which takes the reader on an intimate journey into the lives of people he has met on travels over the last forty years.

He is the author of numerous stories, columns, essays and features and is co-writer of the play *Kan Yama Kan*, in which asylum seekers tell their stories.

Arnold has worked in a range of cross-cultural projects and conducted workshops for many groups including refugees, immigrants, the homeless, the hearing impaired, and most recently, survivors of the Black Saturday bushfires and problem gamblers. He is a human rights advocate and president of International PEN, Melbourne, and speaks and writes with passion about memory and history, displacement and community.

Arnold has presented extensively at universities, writers festivals and conferences throughout Australia, and has a doctorate in creative arts, Melbourne University, where he was recently appointed a Vice Chancellor's fellow.



### **Beth Wilson - Victoria's Health Services Commissioner**

Beth Wilson is Victoria's Health Services Commissioner and is a lawyer by training, having worked mainly in administrative law. Beth has had a long-standing interest in medico/ legal and ethical issues.

The Health Services Commissioner receives and resolves complaints about health service providers with a view to improving the quality of health services for everybody.

Prior to becoming Health Services Commissioner, Beth was the President of the Mental Health Review Board, a Senior Legal Member of the Social Security Appeals Board and WorkCare Appeals Board and a past President of the Victorian Branch of Australian and New Zealand Association of Psychiatry, Psychology and Law (ANZAPPL). In 2007 Beth was appointed a member of the Disability Services Board.

Beth has received several important awards in recognition of her achievements. These include:

- 2002 - Monash University's Distinguished Alumni Award for outstanding professional achievements and inspirational leadership
- 2003 - Centenary Medal for services to health
- 2004 - An Honorary Doctorate from RMIT for contributions to health education
- 2008 - Induction onto the Victorian Honour Roll of Women for services to women's health in Victoria



**Michael Gorton AM - Principal, Russell Kennedy Pty Ltd and board member of Victorian Equal Opportunity and Human Rights Commission**

Michael Gorton AM is a principal with Russell Kennedy, Solicitors, with experience in corporate and commercial law, and a special interest in Health Law. He has qualifications in Law and Commerce, and has an extensive background in the community sector. Michael was awarded Honorary Fellowships by the Royal Australasian College of Surgeons and the Australian and New Zealand College of Anaesthetists. He was made a Member of the Order of Australia in January 2004.

Michael is currently a board member of the Victorian Equal Opportunity and Human Rights Commission; Melbourne Health (Royal Melbourne Hospital); National Ageing Research Institute; and a Committee Member of the Australian Health Professional Regulation Agency (Agency Management Committee).

Michael's former appointments include President of the Health Services Review Council, National President of Greening Australia and National Secretary and Victorian President of the United Nations Association of Australia.



**Lena Dimopoulos - Manager Transcultural Services, Eastern Health**

Lena Dimopoulos has a diverse background with qualifications in history, gerontology, human resources and adult education. She has worked in the health and community services sector in both culturally specific and generic services for approximately 30 years.

Lena works part-time at Eastern Health running the Transcultural Services Unit. Her work on transcultural services has been recognised with 3 industry awards for initiatives in formally harnessing the skills of bilingual workers in healthcare, development of a training needs assessment tool, and communication resources (Cue Cards) that are being utilised internationally across a number of sectors.

Her research interests are related to adult learning and cultural perceptions. Her passion is human rights issues and developing strategies to empower individuals to use their own voice. Lena was the recipient of the Victorian Government Award for Excellence in Multicultural Affairs in 2004, in recognition of her work with multicultural communities.



**Odette Waanders - CEO, Palliative Care Victoria**

Odette's current role as CEO of Palliative Care Victoria draws on her passionate interest in promoting quality of life through empowering, supportive and inclusive policies and services. She has experience in a broad range of health, aged, disability and community services in a range of policy development, advocacy and service management roles. She has worked for community and public sector organisations in Australia and NZ.

Promoting greater recognition and support of carers is a key aspect of her work. She is also committed to enhancing the way we provide information and services to people from culturally and linguistically diverse backgrounds.

Odette served as a Board Member of Alpha Autism Inc. for four years and she is a member and graduate of the Australian Institute of Company Directors.



**Susan McCarthy - Continence Nurse Consultant/Manager,  
Victorian Continence Resource Centre**

Susan has worked in the specialty of Continence Promotion and Management for over 20 years. She has held positions as a clinician, educator and manager. She currently works at the Victorian Continence Resource Centre and has previously held positions at Calvary Health Care Melbourne and Peninsula Health.

She has presented at numerous national conferences on incontinence, and has contributed to a range of publications for the Continence Foundation of Australia including Easy English Guide to Toilet Training, Awareness of Incontinence in Ethnic Communities and Water for Wellbeing - Promoting Adequate Fluid Intake for the Frail Older Person: A Resource Kit for HACC and Residential Aged Care.

## Guest of Honour



**Dr Olga Kanitsaki AM**

Dr Olga Kanitsaki is the former Head of the Department of Nursing and Midwifery at RMIT University, and was the first Professor of Transcultural Nursing in Australia.

Olga is the founder of the Transcultural Health Care Council, and was involved in numerous committees including Australian Greek Society for the Care of the Elderly, Ethnic Communities Council Health Subcommittee and the Health Services Review Council. She was also instrumental in the formation of the Ethnic Disabled Committee.

Throughout her career she fought for a more culturally responsive health care system in Victoria. In 1995 she received an Order of Australia in recognition of her achievements, and she completed her PhD in medical anthropology in 2000.

## Conference Facilitator



**Sasha Jovanovic**

Sasha has delivered more than 1,200 presentations to over 35,000 delegates across Australia. Following an education in psycho-sociology and specialising in anthropology, Sasha was later engaged in a number of successful business start-ups and is the winner of a Champion Entrepreneurship award. Recently he has developed, managed and delivered the world's largest face to face financial literacy education and behaviour change program for the Commonwealth Bank Foundation.

Sasha's Romany gypsy heritage and fluency in a number of languages assists his work across eastern Europe with agencies engaged with assisting refugees, children and ethnic minorities in war-torn countries. He is the author of the soon to be published book *Diverse Prophets - The Five Laws Of Profiting In Diversity*. With a unique blend of education and experience he brings a specialist perspective to capturing the economic opportunity in diverse markets.

### Inspiration from the Bush!

Sharon Davis - Regional Manager NT, Frontier Services

My stories inspire me and I trust they inspire others.

What do they inspire in me?

Pride. Humility. Humour. Despair...

The words go on and on, however the inspirations sometime falter.

Who are the stars of my stories?

The many people, who live, laugh and love in remote Australia. The first Australians, those who came after and those who have stayed.

What is the point of my stories?

To increase the depth of empathy with, and understanding of, the people from diverse backgrounds who are from many cultural backgrounds and have enriched the lives of many travellers through remote Australia.

Come with me as I travel remote Australia and introduce you to my story tellers.

### CALD Aged Care - Who Cares?

Pino Migliorino - Chairperson, Federation of Ethnic Communities' Councils of Australia

The presentation will seek to place CALD Aged Care and its related issues in a demographic and policy context relevant to the discussion of ageing, aged care and population. The specific issues that will be covered are:

- Responding to the Productivity Commission Review of Aged Care process and the struggle to bring CALD aged care issues from 'special need' to a 'core consideration';
- Considering CALD ageing advocacy focussing on its relative strength and coverage within the aged care industry;
- Evaluating policy and program constructs for aged care from the perspective of CALD communities;
- Advocating for a CALD aged care sector identity and presence.

While considering past and current issues, the presentation will position the discussion into the short and medium term future.

### Stories that Inspire: The Healing Power of Story

Arnold Zable - Renowned author and storyteller

Stories humanise. Stories provide a voice to the voiceless. Stories traverse cultural boundaries. At the heart of story lies the art of listening. It is not only the story, but also the way it is told that defines its uniqueness.

Arnold Zable will address the healing power of stories, and the light they shed on contemporary Australia, and the journeys of refugees and immigrants past and present. He will explore the power of story as a means of deepening understanding of cultural diversity, and of empowerment for traumatised individuals and families, and the ageing. Arnold will draw on his own writing and stories, and his involvement with a range of story telling projects with groups such as the ageing, asylum seekers, refugees, bushfire survivors, the homeless and problem gamblers.

## The Hon Susan Ryan AO - Age Discrimination Commissioner, Australian Human Rights Commission

Age Discrimination Commissioner Susan Ryan will outline her role and the role of the Australian Human Rights Commission in the national discussion about aged care services. She will discuss how taking a human-rights based approach to health care can promote culturally appropriate care for people from CALD communities.

## Access to Health Services and Complaints for CALD Elders

Beth Wilson - Victoria's Health Services Commissioner

Complaints from consumers of health care provide an opportunity to understand their experiences and use them to improve quality.

## Risk Management and Cultural Diversity

Michael Gorton AM - Principal with Russell Kennedy Pty Ltd and board member of Victorian Equal Opportunity and Human Rights Commission

Providers of aged care services should be aware of issues regarding cultural diversity and risk management.

Firstly, service providers must be aware of their legal obligations under anti-discrimination legislation.

Secondly, service providers will wish to provide "best practice" standards of care. This will include issues concerning communication (particularly to those of a non-English speaking background) and the provision of culturally appropriate services, dealing with issues of culture, religion, beliefs, etc.

Facilities face many risks, not just legal. Organisations and service providers face risks of a legal, financial and business environment nature. By addressing cultural diversity at all levels of service design and delivery, facilities ensure the health and wellbeing of their clients, and reduce these risks.

A risk management approach requires organisations to consider:

1. Reviewing levels of delegation and responsibility, to ensure that appropriate people in the organisation have a clear understanding of their roles, objectives and duties.
2. The organisation has a system of accountability and reporting - to ensure that urgent issues are raised through appropriate channels so that regular reporting occurs through appropriate lines of management.
3. Appropriate policies and procedures are in place - demonstrating both a commitment and implementation of good practice in relation to discrimination and equal opportunity.
4. Appropriate education and training of all relevant staff - it is not sufficient to merely have appropriate policies, staff must be properly trained and educated in these issues.
5. A system of notice requirements, compliance check list and sign-off - a system by which management at various levels of the organisation "sign-off" in relation to compliance within their area of EO and discrimination issues, and notification of any complaint, breach or incident.
6. Complaint handling - a system to deal with instances which occur and complaints which are received.

## **Cultural Responsiveness in Health Settings: Cultural Myth Busting & Challenging Attitudes**

Lena Dimopoulos - Manager, Transcultural Services, Eastern Health

There has been a plethora of reports on “cultural barriers” to service access and service provision for culturally diverse communities since the 1970s. The same issues crop up regardless of which community the report is considering. Over the last 15 years Eastern Health has been investigating barriers to positive patient experiences that are inadvertently set up and perpetuated through cultural diversity training and mixed message when resources are limited. Trials were conducted to test models of cultural diversity training that would lead to sustainable improved communication with patients and increased levels of satisfaction. Modelling best practice in cultural responsiveness education by changing the message from one of endorsing cultural myths through community profiling, to developing a consistent message based on intra-cultural differences and inter-cultural similarities, has helped us in getting a step closer to achieving the holy grail in health - Patient Centred Care. Getting off the “cultural barrier” merry-go-round requires long-term and on-going work within organisations to tackle a shift in staff attitudes, through good quality cultural diversity training, that will result in positive patient experiences. If the responsibility for a shift in attitude is reluctantly or inappropriately addressed, we may well be reading about the same “cultural barriers” in reports over the next 30 years.

## **Palliative Care and Cultural Diversity**

Odette Waanders - CEO, Palliative Care Victoria

Cultural and spiritual beliefs and practices inform our experiences of life-threatening illness, dying, death and bereavement. Palliative care services aim to provide person and family-centred holistic care to improve the quality of life and experiences of dying, death and bereavement. Lower utilisation of palliative care services by people from culturally and linguistically diverse backgrounds prompted Palliative Care Victoria to engage with multicultural peaks, ethno-specific agencies, palliative care services and other key stakeholders at a forum in September 2010. This presentation will outline the actions taken in response to the key recommendations at that forum to establish a leadership group and to develop and implement a Palliative Care Cultural Diversity Strategy. These include the findings of a research project and key action priorities identified at a Palliative Care and Cultural Diversity Forum in May 2012.

## **Awareness of Incontinence in Ethnic Communities**

Susan McCarthy - Continence Nurse Consultant/Manager, Victorian Continence Resource Centre

Incontinence is a common health issue that affects people across the life span. It is an issue that individuals find difficult to raise with health professionals. It is not easy for an adult to say “I wet myself”. How much harder must it be when the person has to speak through an interpreter?

The Victorian Continence Resource Centre (VCRC) regularly speaks to community groups about the health issue of incontinence. However, requests from CALD communities are few and far between. A previous Home and Community Care project highlighted a need for further information and education about incontinence for CALD communities. We approached 10 ethno-specific organisations to assist us explore the awareness of the prevention, treatment and management of incontinence within these communities.

The presentation will discuss the findings from the 20 focus groups conducted, the project’s recommendations, and how these have influenced the ways we engage with CALD communities.

### Poster presentations

The following posters will be on display throughout the Conference, and we encourage you to browse through them during the breaks and chat to the authors:

**Balancing the Personal with Personnel in Person Centred Care** - Shannon Taheny, Multicultural Aged Care Inc

**Dementia Awareness in CALD Communities across the Generations** - Robyn Tan, Migrant Information Centre (Eastern Melbourne)

**Protecting Elder Rights** - Gary Ferguson, Seniors Rights Victoria

**Caring at Home** - Jo Kim

**Weaving the Web: Updating the Multicultural Aged Care Handbook** - Amar Varsani, Independent Living Centre Multicultural Aged Care Service

### Workshops

Two workshops will be held at different times during the Conference, and details are as follows:



#### **How to Inspire Stories - Arnold Zable (Thursday 7 June, 1.30pm)**

A follow up to Arnold's keynote address, which will explore the art of listening, and how to inspire people to tell their stories, and indeed, how to explore and document our own life journeys. The workshop will include an exploration of writing and story telling techniques, the art of imagination, and the craft of storytelling, both written and oral, and both fiction and non-fiction, novel and memoir, family tales and biography.



#### **Dementia and People from Culturally and Linguistically Diverse Backgrounds - Speaking My Language - Karen Thode (Friday 8 June, 11.00am)**

This 90 minute workshop aims to provide an introduction to the content of one-day educational workshops designed by Dementia Behaviour Management Advisory Service entitled Speaking My Language: Best practice in understanding behaviours of people with dementia from culturally and linguistically diverse backgrounds.

The free workshops will be rolled out by DBMAS Vic in association with PICAC to dementia care residential and community organisations later this year (dates to be announced).

### Musical performances

#### **Nougat**

Nougat seeks to highlight the beauty and versatility of mandolin and guitar. Their music sits on the cusp of world and classical music, and they are comfortable in both classical and world music environments. They are Melbourne based and have an established reputation in Melbourne and Victoria.

#### **Omar Musa**

Omar Musa is a rapper and poet from Queanbeyan. He has won numerous awards for poetry and music, including the Australian Poetry Slam and the Indian Ocean Poetry Slam. He has released a book of poetry and three hip-hop albums recorded in the USA and has toured throughout Asia, Europe and Australia, doing writers festivals and hip-hop shows, including tour support for Gil Scott-Heron in Germany. He has also supported Dead Prez, Pharoahe Monch and Jean Grae. He is part of international hip hop group MoneyKat.



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Do you work with CALD clients? Get your copy of "Mind your language: a service provider's guide to communicating with CALD audiences" at [www.polaron.com.au](http://www.polaron.com.au).

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**Centre for  
Cultural Diversity  
in Ageing**

The Centre for Cultural Diversity in Ageing supports the aged care sector address the needs of elderly people from culturally and linguistically diverse backgrounds.

The Centre provides training, consultancy and resources to the aged care sector, and supports culturally and linguistically diverse communities to better understand the aged care services available in Australia.

**For more information, visit [www.culturaldiversity.com.au](http://www.culturaldiversity.com.au)**

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# *Stories to Inspire*

Cultural Diversity in Ageing  
2012 Conference

7–8 June 2012

Melbourne Convention Centre

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