



Department of **Local Government,
Sport and Cultural Industries**
Office of **Multicultural Interests**

Multicultural Café Aged Care Consultation Forums



**Report of proceedings
and outcomes 2015–2017**

Multicultural Café—Aged Care Consultation Forum

10.00am – 1.00pm Wednesday 8 March 2017

Introduction

On Wednesday 8 March 2017, the Office of Multicultural Interests (OMI) in partnership with the **City of Bayswater**, Umbrella Multicultural Community Care Service Inc and Alzheimer's Australia WA co-hosted a Multicultural Café—Aged Care Consultation Forum at Maylands Autumn Centre, 55 Ninth Avenue, Maylands.

Forty-one people attended the forum including the organisers (nine), relevant stakeholders (14), community members (16) and Umbrella volunteers (two).

As part of follow-up actions from the Multicultural Café—Aged Care Consultation held in Armadale on 10 November 2016, the forum aimed to validate the issues of culturally and linguistically diverse (CaLD) seniors that arose from the last two events (the other event was the Multicultural Aged Care and Dementia Forum held in Maylands on 12 November 2015).

Community Cafés raise awareness about support services for aged care. Presented in a shared community setting, the cafés are an opportunity to build connections and hear from service providers and seniors—including those with dementia—from culturally and linguistically diverse (CaLD) backgrounds about the issues faced by them, their families and their carers.

Given that the City of Bayswater was in the process of developing an Age-friendly Community Plan, it was expected that this consultation will provide an opportunity to explore issues facing CaLD seniors. It will also provide a platform to highlight issues emerging from the City of Armadale consultation and explore strategies to address them.

The objectives of the consultation were to:

- identify CaLD community needs and issues regarding access to multicultural aged care services. including dementia services
- provide information regarding changes in the aged care system that will affect CaLD seniors and dementia-related programs and resources available to CaLD groups from Alzheimer's Australia WA
- raise awareness of issues for seniors from CaLD backgrounds, their families and carers
- identify strategies that could be used to improve access to aged care services including dementia services, and building partnerships between the community, seniors, services providers and local governments
- build capacity for a more inclusive community under the Age-friendly Australia and Dementia-friendly Community Frameworks.

The session was divided into three parts: presentations, a Q & A session and a group discussion.

Presentation

The forum was opened by Ms Rebecca Ball, Executive Director, OMI, who provided background information on the purpose of the workshop and the program run by the City of Bayswater for seniors in the community. She also explained the importance of the Multicultural Café by highlighting the demographics of CaLD seniors, their major issues as identified in the previous consultation at the City of Armadale, and OMI's initiative to address those issues.

Two welcoming speeches followed Ms Rebecca Ball's speech:

- Ms Fiona Bentley, Strategic Planning Projects Manager, City of Belmont, introduced Ms Catherine Ehrhardt, Councillor, South Ward, City of Bayswater. In her introductory speech, Ms Ehrhardt emphasised the importance of seniors as valued members of society and outlined her role in pushing for the city's age-friendly strategies.
- Ms Henrietta Biczi, Program Coordinator at Umbrella Multicultural Community Care Services Inc, summarised how the success of last year's Multicultural Forum inspired the partners to organise today's forum.

There were three presentations and a Q & A session:

- Dr Rita Afsar, Senior Research and Evaluation Officer, OMI, provided a statistical profile of CaLD seniors in Bayswater to contextualise the importance of the demographic transition occurring in the LGA. Areas for future action were highlighted, including addressing issues relating to social isolation, health, mental health (including dementia and disability services), higher rates of need among CaLD women, and noting the importance of local government support
- Ms Heather Thorne, Project Officer-Multicultural Communities, Alzheimer's Australia WA, highlighted major features of the Dementia CaLD Link Project, one of the key programs through which Alzheimer's Australia WA is working with CaLD communities
- Ms Rebecca Mcilroy, Executive Director, Australian Government Department of Health, focused on the recent changes in the aged care system: aged care reforms and changes in home care, both of which are centred on consumer choice. She discussed different aspects of the My Aged Care website, including assessment processes and types of services, and some of the essentials of consumer directed care (CDC)
- Ms Marija Popovic, dementia carer and an Alzheimer's Australia WA advocate, related her experience of caring for her late father, who had dementia. She considered that her ability to speak English and Croatian helped her to work for her father and the community. She identified loneliness as a major issue for people with dementia and their children due to stigma, communication difficulties

and cultural beliefs related to dementia in CaLD communities. Ms Popovic advocated for community awareness and education about dementia to address stigma and social isolation.

Q and A session

The question and answer session was mainly directed to Rebecca Mcilroy's presentation, which was expected given that she raised some pertinent issues related to aged care. Questions included:

- under the old system, each State was allocated places under the Home and Community Care (HACC) package. In case some States have not used all the places, can they use the balance under the new system?
- what are the prospects for assessment for CaLD seniors who are not very well, but not too sick?
- not all seniors were interested and/or skilled in computers and therefore the information contained in the My Aged Care website was not very helpful for them. They wanted to know where CaLD seniors could get appropriate, accurate and quick and easy information
- CDC provides a self-funding option in which seniors can choose their service providers. However, participants asked how consumers could choose appropriately when they do not know the costs of the service providers, given that providing this information is not mandatory on the My Aged Care website.

Group discussion

Group discussions were based on four themes: aged care reform, dementia information and services, carers' issues, and information and community access.

Table 1: Issues that emerged from consultations, by theme

Themes	Issues that emerged from consultations	
	City of Armadale	City of Bayswater
Aged care reform	<ul style="list-style-type: none"> • Economic cost: the reform's impact on capacity building in smaller organisations, competition between small and large service providers. • Intergenerational differences in needs, abilities and expectations. • Accessing the My Aged Care website is problematic for many CaLD seniors who are not computer literate, and for many regional seniors due to poor connectivity. 	<ul style="list-style-type: none"> • Difficulty in choosing service providers in the absence of information on their administrative costs on the My Aged Care website.
Information and community access	<ul style="list-style-type: none"> • There is a shortage of translated resources, such as dementia care packages, particularly in the languages spoken by CaLD seniors. • Nursing home staff spend less time with people with dementia who do not speak their languages. • The My Aged Care website does not contain relevant information about WA options, such as a link to Home and Community Care (HACC). 	<ul style="list-style-type: none"> • Need for translated materials. For example, 40 per cent of Umbrella clients need information regarding aged care services and medical plans. • CaLD seniors had difficulty in getting accurate, up-to-date, quick and easy information. • CaLD seniors had difficulty in contacting the city or shire council as phone calls were often answered by answering machine which were not easy to navigate.
Quality and accessibility of dementia information and services	<ul style="list-style-type: none"> • Given their language barriers and different cultural norms and practices, CaLD seniors with dementia prefer continuous care by the same carer. In reality, this is not possible due to high staff turnover rates. • There is not much opportunity for staff training related to CaLD dementia issues. 	<ul style="list-style-type: none"> • People and institutions often do not have information on dementia-related service providers. For example, Umbrella, which does not provide specialist services for dementia, often receives referrals for people with dementia from hospitals and/or GPs.

CaLD carers	<ul style="list-style-type: none"> • Seniors don't recognise themselves as carers. • Support workers often do not listen to the carers. • Carers lack adequate financial support. • Language barriers. 	<ul style="list-style-type: none"> • Language. • Stigma. For example, dementia is not acknowledged in some cultures or is equated with lunatic behaviour. • Family obliged to be carers. • Lack of places to meet. • Lack of education and/or training for support workers.
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Direct outcomes

Connecting CaLD carer with the coordinator of Morley Senior Citizen Centre

During the consultation on dementia, one participant from the Italian community who was the carer for her husband with dementia reported her concerns regarding who would look after her husband if she became sick. She had no information about respite service. Without any information and support, she felt isolated as she could not leave her husband alone. As the City of Bayswater has three centres for seniors in the LGA, Fiona Bentley, the Strategic Planning Projects Manager, put the respondent directly in touch with Ms Rosie Daniel, the Coordinator of Morley Senior Citizen Centre. Ms Daniel informed the respondent about the respite and other services and programs run by the centre. She also noted the participant's contact number to call her for the day care and other centre activities/programs.

City of Bayswater Age Friendly Strategy

Consultations on CaLD seniors' issues at the City of Bayswater informed the Age Friendly Strategy developed by the City of Bayswater in April. As a part of the strategy, the city developed an extensive road map for action addressing major issues emerged from Multicultural Café and other consultations as well as online surveys.

Major recommendations

- CaLD aged care providers need to take responsibility to engage in consultation forums and advocate for preparing in advance to address the changes arising out of aged care reforms.
- The community needs to play a more proactive role in informing CaLD seniors about aged care reforms.
- Consultation forums need to engage more with CaLD seniors and their families for direct information dissemination and outcomes.
- Consultation forum organisers need to consider providing transport to facilitate participation of CaLD seniors and their family members.

Next steps

Following the forum, the partner agencies determined the following follow-up actions:

- OMI, Umbrella and Alzheimer's Australia WA will work together with the City of Belmont to hold a Multicultural Café consultation forum to explore issues facing CaLD seniors as part of implementing the city's age friendly community plan. This will also provide a platform to highlight issues emerging from the City of Bayswater forum and explore strategies to address them. It is expected that the forum will be held in June 2017.
- Due to closure of funding this financial year for CaLD projects, Alzheimer's Australia WA have no immediate plan. If there is funding, they will consider partnering with the City of Bayswater and Umbrella to work for the CaLD community champions/advocates program.
- Umbrella plans to enhance links between CaLD providers and the City of Bayswater to ensure more CaLD seniors are aware of the services in the area and increase engagement with their local community.
- OMI will provide copies of the report to relevant stakeholders and will also investigate the potential for a Multicultural Café in the southern corridor to be held in the first half of 2017.

Multicultural Café—Aged Care Consultation Forum

10.00am – 1.00pm Wednesday 21 June 2017

Introduction

On Wednesday 21 June 2017, the Office of Multicultural Interests (OMI) in partnership with the **City of Belmont**, Umbrella Multicultural Community Care Service Inc and Alzheimer's Australia WA co-hosted a Multicultural Café—Aged Care Consultation Forum at Centenary Park Community Centre, Belmont.

Community Cafés raise awareness about support services for aged care. Presented in a shared community setting, the cafés are an opportunity to build connections and hear from service providers and seniors—including those with dementia—from culturally and linguistically diverse (CaLD) backgrounds about the issues faced by them, their families and their carers.

This was the fourth Multicultural Café. The first, held on 12 November 2015, focused on identification of best practice in multicultural aged care. A second forum was held in Armadale on 10 November 2016. Its purpose was to seek participants' views on aged care reform, information and community access, quality and accessibility of dementia information and services, and CaLD carers' issues.

The third forum was held in Maylands on 8 March 2017. It also sought participants' views on the above issues and provided a means of validating the findings of the Armadale forum. The forum offered information regarding changes in the aged care system, dementia-related programs and resources available to CaLD groups from Alzheimer's Australia WA, and encouraged the development of partnerships between the community, seniors, service providers and local governments. The forum also provided an opportunity to gather input into the City of Bayswater's Age-friendly strategy.

As in the previous two forums, the Belmont Multicultural Café aimed to raise awareness of issues for CaLD seniors including preventing and managing dementia. The objectives were to:

- identify CaLD community needs and issues to access multicultural aged care services including dementia services
- provide information regarding Home Care Packages and how Aged Care Assessment Teams (ACAT) work under aged care reform, how CaLD consumers exercise their choice in the context of consumer-directed choice, and basic facts regarding dementia
- identify strategies that could be used to improve access to aged care services including dementia services
- validate the issues that emerged from previous forums, particularly regarding aged care reforms, information and community access, quality and accessibility of dementia information and services, and CaLD carers

- build partnerships between the community, seniors, service providers and local governments
- build connections between seniors, aged care providers and local and State government
- build capacity for a more inclusive community under the Age-friendly Australia and Dementia-friendly Community Frameworks.

Sixty people attended the forum including the organisers, relevant stakeholders, volunteers, and community members, including seniors and carers from Croatian, Hungarian, Macedonian, Italian, Vietnamese, Middle Eastern and Burmese backgrounds.

The session was divided into three parts: presentations, a Q & A session and a group discussion.

Presentations

The forum was opened by Ms Helen Maddocks, Manager Strategy and Planning, OMI, who highlighted the important role the City of Belmont is playing in implementing its Age-friendly Community Plan and offering a range of sports and wellness programs for its senior residents: the demographics of CaLD seniors: major issues emerging from the City of Bayswater consultation: and OMI's work in addressing issues faced by CaLD seniors.

Ms Helen O' Sullivan, Seniors and Disability Officer, and Claire Ferreira Garel, Cultural Diversity Officer, City of Belmont provided diversity statistics for the local government area and cited activities and programs related to senior residents including those from CaLD backgrounds. These are provided either directly by the city or through clubs operating in city facilities. They include 'Silver Sports'; walking groups; a health and wellness program; active, nutritious and creative lifestyles classes; games; and arts and crafts classes.

Ms Henrietta Biczi, Community Engagement and CVS Senior Coordinator at Umbrella Multicultural Community Care Services Inc, welcomed participants and outlined the agenda of the forum including themes for consultation—aged care reform, information and community access, quality and accessibility of dementia information and services, and CaLD carers' Issues.

There were three presentations and a Q & A session:

- Dr Rita Afsar, Senior Research and Evaluation Officer, OMI, provided a statistical profile of CaLD seniors in Belmont to contextualise the importance of the demographic transition occurring in the area. Major issues highlighted were difficulties accessing simple information and navigating complex aged care services, the importance of addressing social isolation, and physical and mental health (including dementia and disability services). It was noted that older women from CaLD backgrounds have higher needs for assistance than CaLD men and Western Australian women of the same age, and that local governments have an important role to play in supporting aged care initiatives
- Ms Heather Thorne, Project Officer-Multicultural Communities, Alzheimer's Australia WA, discussed frequently asked questions related to dementia, such as

major causes of dementia; common myths; and some signs and symptoms of dementia

- Ms Rebecca Mcilroy, Assistant Director, Australian Government Department of Health, focused on the process and changes in aged care assessment for a home care package as a part of the recent aged care reforms. Ms Mcilroy highlighted different aspects of aged care assessment including the role of aged care assessment teams (ACATs), the outcome of assessments, how to find service providers via the My Aged Care website, how to enter into a Home Care agreement with the chosen provider, and entitlements under the Home Care Package fund
- Ms Henny Bizci explained the work needed to research the types of services and costs of Home Care Packages (HCPs) under Consumer Directed Choice (CDC). She noted the challenges involved in helping CaLD seniors navigate new and increasingly digitised CDC models and the need to ensure staff are trained and equipped with tools to support equitable access to choice and quality care.

Q & A session

The question and answer session was mainly directed to Ms Mcilroy. Questions raised by the participants and Ms Mcilroy's responses are documented below in Table 1.

Table 1: Questions and answers regarding aged care reforms

Questions	Answers
1) How much subsidy is paid for each level of home care?	<ul style="list-style-type: none"> • Level 1: \$22.35 per day or \$8,157.75 annually • Level 2: \$40.65 per day or \$14,837.25 annually • Level 3: \$89.37 per day or \$32,620.05 annually • Level 4: \$135.87 per day or \$49,592.55 annually
2) Is the subsidy paid annually?	<ul style="list-style-type: none"> • No. The subsidy is paid on a daily rate basis to an Approved Provider, who claims each month through the Department of Human Services.
3) What is the wait time for a home care package?	<ul style="list-style-type: none"> • As the system has only been operational since 27 February 2017, there is no public data on average wait time for a package as yet. The department intends to make information about the regional supply and demand for home care packages available in late July 2017. According to the latest information on the website, the maximum wait is more than 12 months for most people because of the demand for home care packages. It could be sooner depending on the individual situation.
4) How does a consumer pay fees if they are experiencing hardship?	<ul style="list-style-type: none"> • There are two type of fees associated with a home care package service: the basic daily fee and the income-tested fee. • The basic daily fee for a home care package is 17.5 per cent of the single person rate of the basic age pension. • The income tested fee is determined by the Department of Human Services. They will determine if you have to pay an income-tested care fee, and the amount of government help

	<p>you may be able to receive based on your financial information.</p> <ul style="list-style-type: none"> If you are experiencing hardship, the Australian Government may pay some or all of your fees if you started receiving a home care package on or after 1 July 2014. The value of your assets will be taken into account as part of the assessment process. To apply for financial hardship assistance you must complete and lodge the relevant Department of Human Services 'application for financial hardship assistance' form.
<p>5) I was assessed a few years ago. Am I on the National Queue?</p>	<ul style="list-style-type: none"> To determine if you are on the National Queue you should call My Aged Care on 1800 200 422.

Group discussion

Group discussions were based on four themes: aged care reform, dementia information and services, carers' issues and information and community access. The table below provides a comparison across each of the consultations—Belmont, Bayswater and Armadale.

Table 2: Group discussions by theme in Belmont, Bayswater and Armadale

Themes	City of Belmont: Issues	City of Bayswater: Issues	City of Armadale: Issues
Aged care reform	<ul style="list-style-type: none"> Difficulty accessing information on the My Aged Care website due to limited translated languages, low English proficiency and low education levels of many CaLD seniors. Intergenerational differences in expectations arising out of different cultural orientations. Lack of culturally and linguistically appropriate services. 	<ul style="list-style-type: none"> Difficulty choosing service providers in the absence of information about their administrative costs on the My Aged Care website. 	<ul style="list-style-type: none"> Accessing the My Aged Care website is problematic for many CaLD seniors who are not computer literate and for many regional seniors due to poor connectivity. Economic cost of aged care system changes—impact on capacity building for smaller organisations, competition between small and large service providers. Intergenerational differences in needs, abilities and expectations.
Information and community access	<ul style="list-style-type: none"> Need for translated materials in own languages. Need for simple fact sheets on aged care, such as those 	<ul style="list-style-type: none"> Need for translated materials—for example, 40 per cent of Umbrella clients need information about aged care services and medical 	<ul style="list-style-type: none"> There is a shortage of translated resources such as dementia care packages, particularly in languages spoken by CaLD seniors.

	<p>prepared by Umbrella.</p>	<p>plans in the Polish language.</p> <ul style="list-style-type: none"> • CaLD seniors have difficulty getting accurate, up-to-date, quick and easy information. • CaLD seniors have difficulty contacting City of Bayswater staff as calls are often answered by an answering machine that is not easy to navigate. 	<ul style="list-style-type: none"> • Nursing home staff spend less time with people with dementia who do not speak their language. • The My Aged Care website does not contain relevant information about WA options such as a link to Home and Community Care (HACC).
<p>Quality and accessibility of dementia information and services</p>	<ul style="list-style-type: none"> • Some participants do not know who or how to contact Alzheimer’s WA. • Many participants are not aware of the signs of memory difficulties. • Widespread fear about dementia and confusion regarding age-related memory loss and dementia. 	<ul style="list-style-type: none"> • People and institutions often do not have information about the agencies that provide dementia-related services. For example, Umbrella does not provide specialist services such as those for dementia, but often receives referrals for people with dementia from hospitals and/or GPs. 	<ul style="list-style-type: none"> • Given their language barriers and different cultural norms and practices, CaLD seniors with dementia prefer continuous care by the same carer. In reality, this is not possible due to high staff turnover rates. • Limited opportunity for staff training related to CaLD dementia issues.
<p>CaLD carers</p>	<ul style="list-style-type: none"> • Language barriers. • Intergenerational difference in expectations— younger generation is less responsive while seniors need more help such as companionship, transport and mobility to address social isolation. • Carers often don’t have access to translator/interpreter services. 	<ul style="list-style-type: none"> • Language. • Stigma. For example, dementia is not acknowledged in some cultures or is equated with lunatic behaviour. • Family obliged to be carers. • Lack of places to meet. • Lack of education and/or training for support workers. 	<ul style="list-style-type: none"> • Language barriers. • Seniors don’t recognise themselves as carers. • Support workers often do not listen to the carers. • Carers lack adequate financial support.

The forum also provided an opportunity for participants to highlight aged care service providers who provide them with information and/or services on aged care, including aged care reform, dementia and prevention of elder abuse. These are:

- **Advocare**—provides information and services related elder abuse prevention
- **Alzheimer's WA**—provides necessary information about dementia in many languages, raises awareness about dementia among CaLD and other communities, provides necessary support and services to aged care agencies to create CaLD Link Coordinator and Dementia Friendly Communities in partnership with local governments
- **Ishar**—provides information and referrals to specific services such as mental health, including contact details of service providers. Deals with a broad range of issues related to settlement, empowerment and wellbeing
- **Rainbow**—has made useful referrals to the dementia helpline for its clients with Polish and Yugoslavian backgrounds
- **Umbrella**—provides necessary information regarding aged care reforms and aged care services.

Conclusion

The City of Belmont Multicultural Café—Aged Care Consultation Forum reinforced the findings of the Multicultural Cafés held in the City of Bayswater and City of Armadale, particularly in relation to the:

- importance of communication strategies that reach CaLD seniors—especially aged care services—and the changes to the aged care system and the role of aged care providers and the community in reaching this group
- importance of providing necessary information about dementia
- challenge of overcoming intergenerational differences in expectations and the importance of support for carers
- value of engaging with CaLD seniors in the development of policies and programs, and enabling this engagement through initiatives that proactively secure this input, such as by facilitating transport to consultations and providing multilingual communication mechanisms.

The forum also provided an opportunity for links to be made between CaLD seniors and service providers, enabling direct action to be taken in relation to individual concerns. For example, some carers from Middle Eastern backgrounds expressed interest in obtaining the 'I need an interpreter' card for seniors within their community and the cards were later sent to those interested.

Multicultural Café—Aged Care Consultation Forum

9.30am–12.30pm Thursday 10 November 2016

Introduction

On Thursday 10 November 2016, the Office of Multicultural Interests (OMI) in partnership with the **City of Armadale**, Umbrella Multicultural Community Care Service Inc and Alzheimer's Australia WA co-hosted a Multicultural Café—Aged Care Consultation Forum at Armadale District Hall, Corner of Jull Street and Church Avenue, Armadale.

Thirty-eight people attended the forum including the organisers (nine), relevant stakeholders (23) and community members (six).

The forum arose from participant feedback from the Multicultural Aged Care and Dementia Forum held on 12 November 2015, in which the need to raise more awareness of CaLD seniors' issues, make existing services more culturally appropriate, and establish connections with relevant stakeholders were emphasised.

Given that local government delivers services directly or indirectly, builds infrastructure and sets policies that have a direct impact on how communities run and manage their day-to-day activities, they have an important role to play in improving the quality of life of CaLD seniors.

Community Cafés raise awareness about support services for aged care. Presented in a shared community setting, the cafés are an opportunity to build connections and hear from service providers and seniors—including those with dementia—from culturally and linguistically diverse (CaLD) backgrounds about the issues faced by them, their families and their carers.

The objectives of the consultation were to:

- identify CaLD community needs and issues with accessing multicultural aged care services including dementia services
- provide information regarding changes in the aged care system that will affect CaLD seniors and dementia-related resources available to CaLD groups from Alzheimer's Australia WA
- raise awareness of dementia in CaLD communities
- build the capacity of not-for-profit (NFP) organisations and community groups to deliver aged care services, including dementia services, in the future
- identify strategies that could be used to improve access to aged care services including dementia services, and building partnerships between the community, seniors, services providers and local governments
- build capacity for a more inclusive community under the Age-friendly Australia and Dementia-friendly Community Frameworks.

The session was divided into two parts: presentations and group discussion.

Presentations

The forum was opened by Dr Tony Buti MLA, Member for Armadale, who reflected on how the city has been transformed from one of Anglo-Celtic/Anglo-Saxon dominance to a culturally diverse community, and the importance of the forum in establishing more connections between CaLD seniors and relevant stakeholders.

Three welcoming speeches were given:

- Ms Rebecca Ball, Executive Director, OMI, explained the importance of the Multicultural Café by highlighting the demographics of CaLD seniors, their major issues and OMI's initiative to address those issues
- Ms Wendy Hill, Community Development Officer, City of Armadale, highlighted some of the important initiatives of council that are linked with CaLD communities and expressed her desire to connect with CaLD seniors in the implementation of the city's Dementia Action Plan
- Ms Henrietta Bicz, Program Coordinator at Umbrella Multicultural Community Care Services Inc, summarised how the success of last year's Multicultural Forum inspired the partners to organise today's forum.

Five presentations followed:

- Ms Heather Thorne, Project Officer Multicultural Communities, Alzheimer's Australia WA, introduced the OMI-funded CaLD Dementia Friendly Communities (DFC) Program through which DFC principles and resources are being promoted to CaLD communities, service providers and local governments including the City of Armadale
- Dr Rita Afsar, Senior Research and Evaluation Officer, OMI, provided a statistical profile of CaLD seniors in Western Australia to contextualise the importance of the demographic transition occurring in the State. Areas for future action were highlighted including addressing issues relating to social isolation, health, mental health (including dementia and disability services), higher rates of need among CaLD women, and noting the importance of local government support
- Ms Henrietta Bicz focused on the under-utilisation of aged care services by CaLD seniors due to barriers such as language, culture, no financial support or money (particularly for first generation migrants), refugee experience and confusion arising from the complexity of the system. She emphasised the need for removing barriers through the provision of culturally appropriate services and bilingual staff, and the need for funding for CaLD-specific programs and services
- Ms Teresa Kwok, Chief Executive Officer, Chung Wah Community and Aged Care, delineated some of the challenges of the consumer driven care (CDC) model for CaLD communities. It was noted that the core principle of CDC—person-centred individual choice—can conflict with the family-oriented culture of many CaLD seniors who may not be accustomed to making their own decisions. Language barriers and the different cultural practices of many Asian seniors mean that it is not easy to implement the CDC model in these communities.

- Ms Marija Popovic, dementia carer and an Alzheimer's Australia WA advocate, related her experience of caring for her late father, who had dementia. Issues including trauma, stigma, communication difficulties and cultural beliefs related to dementia in CaLD communities were highlighted. Ms Popovic advocated for community awareness about dementia and social isolation, and initiatives to reduce stigma and to foster a person-centred and recovery-oriented culture from a CaLD perspective.

Group discussion

Group discussions were based on four themes: aged care reform, dementia information and services, carers' issues and elder abuse.

Themes	Issues	Recommendations
Aged care reform	<ul style="list-style-type: none"> • Economic cost: the reform's impact on capacity building in smaller organisations, competition between small and large service providers. • Intergenerational differences in needs, abilities and expectations. • Accessing the My Aged Care website is problematic for many CaLD seniors who are not computer literate, and for many regional seniors due to poor connectivity. • The My Aged Care website does not contain relevant information about WA options, such as a link to Home and Community Care (HACC). 	<ul style="list-style-type: none"> • More opportunities for building capacity of small service providers. • Policies need to take into account the intra-groups differences of CaLD seniors. • Need to initiate and/or replicate programs to enhance CaLD seniors' computer literacy. • Need to improve regional internet services. • The My Aged Care website needs to be translated into the major languages of CaLD seniors and have more relevant information/links for States/Territories.
Elder abuse (EA) in CaLD communities	<ul style="list-style-type: none"> • There is a lack of awareness about the elder abuse networks and helpline even among service providers. • How to reach CaLD seniors as they often do not come forward to report, due to shame and cultural stigma. • According to the Aged Care Complaints Commissioner's (ACCC) report between 1 January and 30 June 2016, three-quarters (77.3 per cent) of the total complaints received from WA were related to residential aged care. • A case was cited of a CaLD senior with dementia who had neighbour who had previously run an aged care 	<ul style="list-style-type: none"> • More consultation and education sessions regarding safety networks such as the Western Australian network for prevention of elder abuse (WANPEA) and services such as the EA helpline. • Interagency collaboration between NGOs, CaLD groups, local government and public services. • Develop activities to raise awareness in consultation with CaLD communities. • Need to raise awareness about the ACCC's role and resources, such as free education and

	<p>home. The neighbour allegedly took \$300,000 from the CaLD senior without providing any services. When the case was investigated and the neighbour was found guilty, she was required to serve a jail term of only one month.</p>	<p>information resources online and in print. Most of the resources aim to help people receiving aged care, as well as their families or friends, to understand their options to raise a concern within the aged care service or with the ACCC, and to understand how the complaint process works. These resources are available in 25 languages.</p>
<p>Quality and accessibility of dementia information and services</p>	<ul style="list-style-type: none"> • There is a shortage of translated resources such as dementia care packages, particularly in the languages spoken by CaLD seniors. • Given their language barriers and different cultural norms and practices, CaLD seniors with dementia prefer continuous care by the same carer. In reality, this is not possible due to high staff turnover rates. • There is not much opportunity for staff training related to CaLD dementia issues. • Nursing home staff spend less time with people with dementia who do not speak their languages. 	<ul style="list-style-type: none"> • Need more dementia champions like Marija to advocate, educate and challenge dementia stigma in CaLD communities. • Need for more resources in community languages. • Need for more cultural competency training for staff of aged care facilities and other services. • Need for more bilingual staff and music therapy in aged care facilities for CaLD seniors with dementia.
<p>CaLD carers</p>	<ul style="list-style-type: none"> • Seniors don't recognise themselves as carers. • Support workers often do not listen to the carers. • Carers lack adequate financial support. • Language barriers. 	<ul style="list-style-type: none"> • Need to have more consultation with carers to understand their needs. • Need for cultural competency training and CaLD carers support groups. • Need to increase carers' allowances to enable carers to enjoy respite facilities. • Local government can provide free computer training and information sessions on existing services for CaLD carers. • Need to have more subsidised interpreter and translating services.

Conclusion

The session was concluded by Professor Loretta Baldassar, Discipline Chair of Anthropology and Sociology at the University of Western Australia (UWA) who outlined some of the major issues that emerged from the forum, particularly social isolation, stigma relating to dementia in CaLD communities, and concerns regarding the CDC model.

She noted the role of cultural brokers or community champions as mechanisms through which to increase access to services by CaLD seniors and to address the issues of marginalisation and stigma.

Professor Baldassar ended by signalling the role of new technologies to support CaLD carers.

Next steps

Following the forum, the partner agencies determined the following follow-up actions:

- OMI, Umbrella and Alzheimer's Australia WA will work together with the City of Bayswater to hold a Multicultural Café consultation forum to explore issues facing CaLD seniors as part of developing the city's age friendly community plan. This will also provide a platform to highlight issues emerging from the City of Armadale forum and explore strategies to address them. It is expected that the forum will be held in February/March 2017.
- As a part of a Memorandum of Understanding, the City of Armadale and Alzheimer's Australia WA will work to implement the Dementia Friendly Communities project. As a part of this project, the City of Armadale is planning a community dementia-friendly communities' consultation early in 2017 which will aim to include CaLD seniors.
- Alzheimer's Australia WA will also consider partnering with the City of Armadale and Umbrella to apply for funding to set up a CaLD community champions/advocates program.
- Umbrella plans to enhance links between CaLD providers and the City of Armadale to ensure more CaLD seniors are aware of the services in the area and increase engagement with their local community.
- Umbrella will also investigate funding opportunities to develop a volunteer 'Community Champion' model where members of the different communities would be trained to identify and assist CaLD seniors by providing culturally sensitive information and linking them with services and programs.
- OMI will provide copies of the report to relevant stakeholders and will also investigate the potential for a Multicultural Café in the southern corridor to be held in the first half of 2017.

Multicultural Café—Aged Care Consultation Forum

4.30–8.30pm Thursday 12 November 2015

Introduction

On Thursday 12 November 2015, the Office of Multicultural Interests (OMI), Umbrella Multicultural Community Care Service Inc and Alzheimer's Australia WA co-hosted a Multicultural Aged Care and Dementia Forum at The RISE, **Maylands**.

The forum arose from growing awareness of the need for greater focus on aged care issues for culturally and linguistically diverse (CaLD) communities, including new and emerging communities, and the need for special attention to be given to the issue of dementia.

Background

The forum was founded on research which suggests that:

- due to cultural and language barriers, most new and emerging communities do not access support services: migrants, particularly those who arrive at an older age and as refugees, often lack knowledge in navigating Australian systems and services, resulting in under-utilisation of aged care services
- older migrants are at greater risk of mental health conditions such as anxiety and depression and poor social outcomes (such as capacity to participate fully in society) than Australian seniors and those from main-English speaking countries
- there is limited understanding of dementia among the CaLD community
- cultural stigma attached to dementia can lead to denial of the condition and/or delayed diagnosis, leading to poor health outcomes for some CaLD older people
- quality care for older people from CaLD backgrounds with dementia is dependent on staff knowledge and ability
- gaps in knowledge about this group remain as they are often excluded from research studies due to language difficulties.

Objectives

The objectives of the forum were to:

- identify CaLD community needs and issues to access multicultural aged care services
- provide information about the Alzheimer's Australia WA's (AAWA) resources available to CaLD groups
- provide information regarding the changes in the aged care system that will affect CaLD seniors
- raise awareness of dementia in CaLD communities

- build the capacity of CaLD organisations to deliver aged care services including dementia in the future
- identify strategies that could be used to improve access to aged care services.

Forum program

The forum commenced at 4.30pm and was introduced by Ms Henrietta Biczi, Community Visitor Scheme (CVS) Coordinator and OMI Project Officer, Umbrella Inc. Opening presentations were made by Ms Rebecca Ball, OMI Executive Director, Ms Nilda Eisen, President Umbrella Inc and Mr Jason Burton, General Manager Education, Research and Consultancy, Alzheimer's WA.

Keynote presentations on key topics were subsequently made:

- CaLD Seniors in Regional WA—Dr Rita Afsar, Senior Research and Evaluation Officer, OMI
- Dementia CALD Link Program—Ms Heather Thorne, Project Officer Multicultural Communities, Alzheimer's WA
- Empowering CaLD Seniors Project—Ms Henrietta Biczi
- Aged Care Reforms—Ms Sue Moffat, Team Leader-Planning and Flexible Services, Aged Care Delivery WA, Department of Health.

Presentations were followed by discussions around major themes, a summary of the outcomes, and a brief introduction of her project on 'Ageing and new media: A new analysis of older Australians' support networks' by Prof Loretta Baldassar, Department of Anthropology and Sociology, University of Western Australia (UWA). Ms Henrietta Biczi closed the forum at 8.15pm.

Participant feedback

The forum attracted 34 attendees: 12 members of different ethnic communities (Sudanese, Indian, French, Mongolian, Hungarian, Russian, Church groups and African communities) and 22 people from 11 different organisations (Silver Chain Group, Edith Cowan University, University of Western Australia, Carers WA, City of Bayswater, Chung Wah Association, Department of Social Services, City of Stirling, Umbrella Inc, Alzheimer's WA and OMI) (see Attachment).

Participant feedback was sought in relation to four key themes:

- discover the 'best of what it is'—what is working well in aged care facilities and programs?
- dream and design of what it should be—what services and programs would you like for aged care, people living with dementia and CaLD carers?
- dementia—share your positive and negative experiences involving a person living with dementia
- carers/family members looking after seniors—positive experiences of people caring for seniors in your services or community.

Participants' discussions and feedback were analysed and the following themes were identified:

1. Creative/innovative models of residential aged care/dementia/disability

- Recreating a familiar atmosphere—for example, shops, streets and trees in the dementia facility De Hogeweyk (Dementiavillage) in Weesp, Amsterdam, the Netherlands, which is a self-contained world with restaurants, cafes, a supermarket, gardens, a pedestrian boulevard, hairdressing salon and theatre where people with dementia shop, cook and live together safely. The idea is to design a world that maintains as much a resemblance to normal life as possible without endangering the patients.
- Involving participants in arts and music, including musical instrument performances. For example, the Judson Manor retirement home in Cleveland, Ohio, United States of America (USA) allows music students of the Cleveland Institute of Music to live free in exchange for performing to the residents at least once a month.
- Facilitating contact with children and/or pets. For example, by integrating childcare with a senior care centre where 125 children and 400 elderly residents come together five days a week. The Mount, an Intergenerational Learning Centre in West Seattle state, USA, provides an opportunity for emotional and mental transformation of many residents diagnosed with dementia and Alzheimer's.
- Sharing the facilities in a mutually beneficial way. For example, Zorgcentrum is a retirement home in Deventer, the Netherlands, that allows students rent-free housing in exchange for spending 30 hours per month working for or just spending a few hours with the elderly inmates.

2. Workforce development, recruitment and retention

- Incorporate aged care, counselling and dementia-related care in technical qualifications such as vocational education and training (VET) certificate training.
- Make aged care needs more attractive so that the aged-care sector can draw a more qualified CaLD workforce, and improve retention.
- Recognise and value aged care positions and make aged care facilities creative and artistic so that there is competition to be employed in them.
- Consider 'leadership succession' planning for aged care services to attract more young people to leadership positions and ensure greater innovation.
- Consider a social business model for the sector with well-defined safety nets for vulnerable or isolated CaLD seniors. It was noted that transparent, honest and open communication with the community is needed for a social business model to be effective.

3. Culturally appropriate strategies and programs

- Ensure that CaLD seniors in general, and those with dementia in particular, can maintain their language, culture, and have access to family and friends, volunteers

and support services, such as the Community Visitors Scheme, subsidised social activities and/or individualised support programs.

- More resources to bridge cultural, language and funding gaps in aged care facilities including those for dementia.
- Ensure that CaLD seniors have access to appropriately trained interpreters and bilingual workers.
- Offer incentives such as awards and bonuses to encourage trained interpreters and bilingual workers to work in aged care facilities.
- Prioritise organisations that demonstrate effective strategies to address the needs and preferences of people from CaLD backgrounds, and have a good track record for funding and promote these types of facilities.
- Change the school language teaching program to facilitate more community language teaching programs.
- Make more translated information available regarding dementia, multicultural aged care services and health promotion activities.
- Provide more multicultural day care centre facilities for people with dementia.
- Create and train more community coordinators for CaLD seniors with dementia as envisaged by the Alzheimer's Australia WA's CaLD Link project.
- Organise more community-based activities such as cultural celebrations, food festivals, music and dances to share joy and keep CaLD seniors in good humour.

4. Treatment and management

Participants highlighted the important roles played by the following service providers in the treatment and management of CaLD seniors' mental health issues including dementia:

- Older Adult Mental Health Team
- Dementia Behaviour Management Advisory Service (DBMAS)
- Severe Behaviour Response Team (SBRT)
- Alzheimer's WA
- Umbrella
- Carers WA
- CaLD African Home and Community Care (HACC) Day Care Centre.

They also highlighted the need for:

- more programs involving active trials such as health promotion
- care and support based on the individual needs of people with dementia, such as individualised care programs, for example, the Bayswater ECHO Community Services and 'Spark of Life' programs run by the Dementia Care Australia. In

addition to a one-on-one case management approach, participants also wanted these and related programs and/or services to encourage more family involvement to facilitate learning about the person with dementia, their history, needs, likes and dislikes, and ensure staff continuity.

- **Community awareness**

- Develop a culturally appropriate communication strategy to raise community awareness regarding existing multicultural aged care services, particularly dementia.
- Involve community leaders to raise awareness and change myths and stigma associated with dementia.
- Dementia service providers such as Alzheimer's WA to consider regular information sharing, possibly by using radio and television to generate mass awareness about the conditions and symptoms of dementia, information on general practitioners (GPs) and surgeons working in the area, counselling services and the importance of follow-up.
- Consult and collaborate with multicultural aged care service providers such as Umbrella, Chung Wah, and the Australian Asian Association, together with communities and peak bodies such as the Metropolitan Migrant Resource Centre, Italo-Australian Welfare and Cultural Association, Multicultural Service Centre and Muslim Women's Support Centre, to implement changes in policies, laws and programs and initiate new policies, laws or programs for the aged care sector.
- Harness the potential of new media to encourage links with distance carers and involve aged care facilities and young people in new media ventures.

- **Carer's support**

- Have more services such as counselling, respite, and physical and mental health-related services for CaLD carers.
- Create more opportunities for networking between social support groups and community groups to share the burden of CaLD carers.
- Ensure greater availability of translated materials on aged care and carer's support programs/services for carers' information and education.
- Recognise the role of carers formally in workplaces and allow carer's leave in the private and not-for-profit sectors through legislation.

Forum outcome

Following the forum, further work has already been undertaken.

- Umbrella's Empowering CaLD Seniors Project is currently working with Community Champions or Cultural Brokers who link groups or people of differing cultural backgrounds to mainstream information. This has enabled the project to reach a higher number of unsupported seniors' groups within these communities and has increased the number of people attending workshops and receiving information about the aged care system.

- The information collected from the discussion will enhance the project's goals and will act as a baseline for developing projects that aim to further increase awareness about CaLD seniors, their needs and issues within mainstream organisations.
- AAWA has finalised the Dementia CALD Link Project recruitment process and has 13 coordinators. Over the next six months, the project officer will be working with each coordinator to develop and complete a plan of action. The project officer will organise three meetings of the group to facilitate collaboration on common goals and issues. The project will be publicised on the Dementia Partnership Project Facebook page and coordinators will be encouraged to use this online forum to share recent and future events in their organisation. Each coordinator will have the opportunity to attend three AAWA workshops to increase their dementia knowledge. An evaluation report will be written at the conclusion of the project.

What next?

- As a follow-up to the forum, Alzheimer's WA will focus on community awareness-raising for the remaining six months of the project. It will also ensure that each coordinator receives training in dementia and dementia care so that they will be able to educate their communities.
- Umbrella Inc will continue to work with new and emerging communities to identify CaLD senior groups in the Perth metropolitan area to further determine the needs and issues of their ageing members, and to gain an understanding of their knowledge about the support and services available to them.
- Umbrella also plans to continue partnerships with other organisations to strengthen networks for multicultural communities and possibly reevaluate in the coming years the effect of these partnerships and forums on the aged care issues of CaLD seniors.
- OMI will continue to collaborate with peak agencies and service providers to improve aged care and dementia services for CaLD seniors.