

PICAC, MASP and GENERAL MANAGEMENT report 2016-2017 for AGM

The PICAC program is funded by the Commonwealth Department of Health until June 2018 and has been rolled over for another year without entering a tendering process.

At the moment Lina is executing the work plan approved by DOH for this funding period, see attached.

The five objectives of PICAC are:

- Provide sustainable partnerships between CALD communities and aged care services;
- Develop, assist and disseminate a range of translated age care resources;
- Deliver information and cultural briefing session to CALD communities;
- Identify specific barriers faced by older CALD people when accessing age care services;
- Provide culturally appropriate skills training to aged care staff.

During the year our PICAC Manager has:

- Assisted and supported the PICAC Program formalise their national networking opportunities and collaborations by setting up a PICAC Alliance. A Memorandum of Understanding was signed by the seven organisations nationwide currently administering the PICAC Programs.

The announcement about the PICAC Alliance was well received nationally by CALD community organisations and generalist service providers alike, and the PICAC Alliance aims to build on this goodwill to reinforce the need for key stakeholders in CALD aged and community care working together.

PICAC Program beyond 2017

The PICAC Alliance looks forward to hearing about the continuation of the PICAC Program functions and outcomes through funding beyond July 2018.

The PICAC Alliance is ever hopeful that stability and continuity of funding for the next three to five years will be provided. It has been reassuring to hear the Assistant Minister Aged Care on several occasions expressing continuing Government commitment to older people from CALD backgrounds having access to: aged care information; translations; resources and receiving appropriate services.

There has been a PICAC Program funded in each State and Territory, implementing a number of strategies and delivering on priority outcomes for nearly twenty years. Collectively the PICAC Programs have accrued 150 years of experience and expertise in the aged care sector.

The PICAC Programs have been the conduits between the Aged Care Reforms, CALD aged and community care information, resources and training

and services delivery and CALD older people. An example is the National My Aged Care Accessibility Project.

The National Ageing and Aged Care Strategy for CALD older people and the CALD Strategy Working Group are two Government mechanisms for promoting CALD aged and community care. The PICAC Alliance express their appreciation for their recognition and acknowledgement that it is the PICAC Programs delivering to the outcomes and outputs of the Government's National CALD Strategy to ensure that CALD older people receive quality aged care that is inclusive, responsive and culturally appropriate. As the number of CALD older people increases then the role and functions of the PICAC Programs become more than ever essential and indispensable.

In this time of change and transition the PICAC Programs provide a haven for CALD older people seeking information and services and for service providers seeking to engage with older CALD persons. Funding to the PICAC Programs would ensure that stability and continuity would prevail and that acknowledged, vital aged care and cultural knowledge expertise would not be dissipated or lost in the winds of change.

- Attended the CULTURAL DETECTIVE® FACILITATOR CERTIFICATION COURSE with a number of other PICAC's from other States.

Hosted by Multicultural Aged Care in Adelaide, this 2.5 day globally-validated workshop was tailored to:

- Enhance intercultural effectiveness and productivity in your organization or community
- Deepen your understanding and application of intercultural communication competence
- Gain expertise in using the Cultural Detective® method and the diverse ways it can be implemented for intercultural effectiveness, teambuilding and cross-functional communication.

Through an experiential learning process, the Cultural Detective® process helps each individual understand why colleagues or CaLD clients from other countries and cultures act the way they do. This necessarily means each individual understand their *own* actions and reactions.

As a participant, I was able to see that we are all driven by our values and beliefs, and are influenced by our culture, our upbringing and life experiences. We learn how "common sense" is really culturally-filtered 'sense' – common only to those sharing the same cultural lens, core values and patterns of behaviour.

The process uses three core competencies developed in face-to-face workshops:

- Cultural Self Awareness (Who am I?)
- Cultural Literacy (Who are they?)
- Cultural Bridging (How do we bridge? Or not?)

The principles of the course were integrated and used in the Partners in Culturally Appropriate Care NT Cultural Awareness sessions specifically for Aged Care workers to help them interact with their CaLD clients more effectively, building those important bridges much more easily and delivering the best quality care in the Aged Care setting.

- Continued to service the Aged Care Residential / Community Aged Care service providers and allied health care services with information and advice on culturally competent work practice (e.g. Alzheimer's NT / Carer's NT / Anglicare / Catholic Care / Terrace Gardens / ACCRS / Pearl Southern Cross / Tiwi Gardens Regis / Masonic Homes / Life without Barriers);
- Continues to provide cultural awareness and cultural competency support designed to meet the needs of service providers, including translations;
- Chair of CaLD (culturally and linguistically diverse) Seniors Round Table as an extension of the half yearly network made up of champions that will be given training and information regarding Aged Care/Health services in Darwin to pass onto the over 70 Multicultural cohorts and to discuss issues they face Ageing in a foreign country;
- Continues to build capacity for the Emerging Aged Care Needs of Culturally and Linguistically Diverse Communities;
- Provided support to the Events Manager for the coordination of all multicultural events during the year such as Harmony Day, various multicultural activities during Seniors Expo and in Seniors Month with the Multicultural Luncheon which was the most successful so far as over 130 seniors attended. Seniors enjoyed a wonderful dry season day on the lawns of Poinciana Park, soaked up the Middle Eastern atmosphere and also learnt a few facts about Syria.
- Secured Sponsorship agreement with Department of Health (\$5000) to promote My Aged Care at Expo 2017.
- Part of FECCA's Healthy Ageing Reference Network.
- Promoted COTA and PICAC as part of the Italian Festival event held in May 2017 showcasing two migrations stories curated by PICAC NT and CDU film students and was invited to open the event attended by over 200 people with a speech on the importance of multiculturalism and the history of the Italian Community in Darwin. Copy of the migration stories are on our website:
<http://www.cotant.org.au/picac/migration-stories-from-the-nt/>
- Lina Paselli has been invited to be part of the Minister's Advisory Council on Multicultural Affairs (MACMA) to provide high level and strategic advice from the community to government on matters pertaining to multicultural affairs. MACMA provides formal, ongoing and effective linkages between governments and the multicultural community to improve policy delivery outcomes.

MACMA will:

- Advise the Minister on matters that are of interest or emerging issues facing the multicultural community.
- Explore and discuss how the needs of the community can be effectively met by service providers, so that members of the multicultural community can fully participate in all aspects of life in the Northern Territory.
- Direct specific tasks to the relevant working groups, to address issues such as Employment, and Community Safety.

- Consider issues that the Minister for Multicultural Affairs may refer to the MACMA for advice.

Council on the Ageing (Northern Territory) Inc. (COTA NT) has developed a professional reputation for the work being done amongst the CaLD community and seniors service providers, focusing on practical and deliverable initiatives which improve outcomes for clients and the organisations that service them.

Additional Multicultural & General Management Projects:

- Multicultural Aged Social Program (MASP) successfully running for Italian and Timorese/Portuguese Seniors groups, continued to provide support and information and managing a team of volunteers and bilingual coordinators. Funded until June 2018, looking into developing further with other CaLD seniors groups;

The aim of the Multicultural Affairs Sponsorship Program (MASP) is to assist seniors within Territory migrant and ethnic communities to stay in touch, keep connected with the wider community and engage with new people in regular events and activities that promote cultural and linguistic diversity in the Northern Territory.

- Successfully trained a group of 6 peer educators to visit groups of senior consumers for the delivery of 13 CDC (Consumer Directed Care) sessions.

Funded by Home Care Today, the COTA Federation completed the Controlling My Own Life: Making the most of CDC program (CDC program). The program aimed to recruit, train and support volunteer peer educators to deliver peer education sessions to clubs and groups of older people, to educate and build on older peoples existing knowledge and encourage them to make the most of CDC and the aged care gateway.

The CDC program was originally funded from 2014 to 30 June 2015 to deliver 18 sessions, and a further grant was provided to deliver additional 13 sessions between 1 July 2015 and 30 June 2017 with the majority of sessions held prior to February 2017. A total of 345 seniors in the NT received a CDC session from the start of the program with a particular focus on CaLD (culturally and linguistically diverse seniors), see attached final report.

- Successfully trained a peer educator to visit groups of senior consumers to explore and discuss wellness, enablement and co-production, through the facilitation of an interactive session called Your Wellbeing, Your Plan and concluded the Step Forward program delivering 3 sessions before Community West ceased operations.

Step Forward-Together was a project of partners COTA Australia and Community West. The partners developed a framework, principles and resources to guide and support both service providers and consumers in the co-production of wellness/enablement focussed aged care services that support healthy ageing, see attached report.

The Your Wellbeing, Your Plan sessions encourage seniors to embrace and strive for wellness. The term wellbeing is recognised in some areas more than

the term wellness, so the sessions were named Your Wellbeing, Your Plan and explored wellness in three areas;

- Body (physical)
- Mind (intellectual, emotional and spiritual)
- Social (community, culture and country)

- Successfully secured funding through the Northern Territory Government Community Immediate Works Grants for a total of \$99,400.00. These funds enabled COTA NT to commission Nightcliff Builders to undertake much needed and essential electrical, plumbing and building works. The funding replaced aged fixtures and fittings such as a switchboard, ceiling fans, light and fan switches, sliding doors into our main activity room, an extra air-con unit to use at our bigger functions and fully renovated toilets including accessibility bathroom.
- Submitted the COTA NT Fridge magnet with Helpful Telephone Numbers for Seniors project application to the Mercy Foundation for a total of \$7,673.48. The purpose of the application was to create a branded A5 fridge magnet for seniors to keep on their fridges with a list of helpful telephone numbers specifically for seniors including social justice numbers such as the Antidiscrimination Commission, Family Violence, Counselling, Legal Services etc.
- Submitted a major CBF Community Organisation Grants application for the COTA NT across the NT project for a total of \$78,841. The purpose of the project was for COTA NT to be organizing a tour across the NT organizing and hosting specific events in Katherine Tenant Creek and Alice Springs for Seniors which included free morning tea and information sessions, including advocacy workshops on the services COTA provides and how to access our directory of Senior specific service providers across the NT.
- Successfully secured \$4,106 under the CBF Community Organisation Grants Program for the phone and teleconference system which enabled us to purchase a new phone system outright.
- Developed COTA NT's Volunteer Recruitment Strategy which follows the National Standards for Volunteer Involvement guidelines and features many interesting and diverse roles available to seniors including: Peer Education, Volunteer Bus Driving, Event Support Volunteering, Maintenance Officer and Office Administration.

The Strategy has enabled COTA NT to recruit the Volunteer Coordinator position that has been key in the success of recruiting all other volunteers that have enabled us to successfully run our major events such as Expo and Seniors Month and take a second seat as staff in the running of our fundraising events such as Devonshire Cream Tea's (once a month) and raffle ticket selling in the mall and Casuarina Shopping Centre.

- Support to the Events Manager with the development of the Seniors Calendar 2017 print and distribution to local hot spots.
- Supports COTA staff and Volunteers with all IT issues, general maintenance of the office, rosters, office supplies and administration (invoices and payments).

- Provides ongoing advocacy support to COTA staff and Volunteers on behalf on COTA members and non-members on issues regarding housing, discrimination, employment, health and accessing payments through Centrelink, access to Seniors Card and NT Pensioner and Carer Concession Card and aged care accessing the My Aged Care portal.

06/10/2017

Lina Paselli

General Manager