CARING FOR CALD CARERS
TRAINING GUIDE & USER MANUAL
CARING FOR CULTURALLY AND LINGUISTICALLY DIVERSE (CALD) CARERS PROJECT

Enhancing the lives of our aged community since 1974
www.ibf.org.au
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First published February, 2012.

Benefits of Using This Training Manual
This training manual has been developed (in collaboration) for the sole use of providing guidance and assistance with designing, facilitating and delivering training programs which provide education and support for CaLD carers.

This manual has been designed to serve as a guide only and relies on the quality of current and relevant information sourced, understanding of the cultural sensitivity required to work with a cultural group and competence of facilitators.

Developed by;
Patricia Rios, CPP Project Officer.
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Introduction

Project Background
The concept of the CPP ‘Caring for CaLD Carers’ project 2009-2012 was an initiative of the Italian Benevolent Foundation SA Inc (IBF). This project was a follow up from the IBF CPP ‘Services for Italian Carers’ Project 2008-2009 which resulted in the development of a resource booklet for Italian carers to assist them in their caring role.

The ‘Caring for CaLD Carers’ Project is an information / resource / training package or tool in the form of a manual for community workers to use for CaLD carers to empower them and assist them to make informed decisions about their loved ones.

Aims
• To encourage mainstream service providers to practice information delivery in languages other than English by using their own internal human resources or external translating and interpreting services
• Increase access and equity of services by CaLD carers
• To strengthen existing relationships with steering committee members and stakeholders around the issues of empowering CaLD carers

Objectives
• Expand on our at hand CPP project ‘Services for Italian Carers’
• Work in consultation with CaLD communities to address cultural concepts, values and processes regarding their caring role
• Offer community education that provides information to carers on services available and how to access them
• Coordination of current information on all services into a format which is suitable for CaLD carers and their families that can quickly and effectively navigate the areas of importance to their needs
• Offer individual and systemic advocacy and support
• Increase greater choice and equity to services available to CaLD carers
• Broaden cultural awareness and competency training for mainstream providers
• Extend and facilitate the use of Translating and Interpreting Service (TIS 131 450)
• Work in partnership with Commonwealth Respite and Carelink Centres in SA to develop a memorandum of understanding
• Form a steering committee that will guide the project
• Use existing local and CaLD networks to advertise and promote the project via local ethnic radio, media and key stakeholders
Summary of the Project Time line

2009 - 2010:
- Promotion of Project
- Consultation and Survey
- Survey Report
- Ongoing evaluation

2010 - 2011:
- Develop 8 modules for the information/resource/training manual.
- Train relevant staff who will be using the manual to familiarise themselves with the information
- Implementation of Information/resource/training manual. Trial modules to CaLD communities - Italian, Chinese, Tatar-Bashkurt carers
- Develop value-add sustainability strategies
- Ongoing evaluation

2011 - 2012:
- Continuation of implementation of information/resource/training manual
- Continue to develop and implement value-add project sustainability strategies
- Identify valuable outcomes from the project
- Through an evaluation process identify gaps that may be addressed in future
- Promote the manual to other CaLD carer groups and mainstream
## Glossary

**Adult child carers**  refers to the adult children of carers i.e. sons/daughters, nieces or nephews, etc.

**CaLD**  Culturally and Linguistically Diverse

**Carer**  A carer is someone who helps and supports a family member or friend who needs assistance. This may be a frail older person, an adult or child with a disability, a person with a chronic or mental illness or someone recovering after a long illness or accident.

**Culture**  Culture refers to the cumulative deposit of knowledge, experience, beliefs, values, attitudes, meanings, hierarchies, religion, notions of time, roles, spatial relations, concepts of the universe, and material objects and possessions acquired by a group of people in the course of generations through individual and group striving.

**Facilitator**  Educational staff. Facilitator is referred to in this publication to distinct between the difference of ‘teacher’ and somebody who facilitates the process of adult learning.

**Module**  A smaller aspect of the ‘Training Program’. In this context, there are eight (8) modules of learning that make up the Training Program.

**Target groups**  Groups of CaLD carers this project investigates i.e. Italian, Chinese and Tatar-Bashkurt Carers

**Training Program**  A program designed for training in specific skills. In this context, the training program is titled ‘Caring for CaLD Carers’.
Research and Background

Key Facts about Carers in SA (from the 2006 Census*)

- There are 222,700 Carers, 77% in metro Adelaide and 23% in rural SA
- 31,720 (or 14.2%) of 222.700 Carers are from culturally and linguistically diverse backgrounds
- 41,290 (18%) are primary Carers of whom 29,441 (71%) are female
- There are 30,300 young Carers under 25 years of age
- 48% of primary Carers provide at least 40 hours per week support
- 44% of primary Carers themselves have a disability
- 46% of primary Carers are employed full time
- 37% of primary Carers are reliant on a government pension or allowance for their income
- An estimated 64 million hours of caring are provided by carers each year valued at $2.4 billion

In addition to the above facts, other statistics indicate that there are significant numbers of people over 65 years of age from CaLD backgrounds who would require aged care assistance as well as support, information and services for carers. Many of these persons would have the role of caring for a spouse, parents or siblings in the family. For the purposes of understanding the size of these CaLD communities and their potential need for carer support services, below is a list of the top 20 groups;

<table>
<thead>
<tr>
<th>Country</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Italy</td>
<td>12,441</td>
</tr>
<tr>
<td>Greece</td>
<td>5,489</td>
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<tr>
<td>Germany</td>
<td>4,486</td>
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<tr>
<td>The Netherlands</td>
<td>2,781</td>
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<td>Poland</td>
<td>2,293</td>
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<td>Croatia</td>
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<td>S Eastern Europe</td>
<td>962</td>
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<td>Hungary</td>
<td>901</td>
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<td>India</td>
<td>843</td>
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<td>Ukraine</td>
<td>816</td>
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<td>Vietnam</td>
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<td>Latvia</td>
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<td>Austria</td>
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<td>China</td>
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<td>Malta</td>
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<td>Cyprus</td>
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<td>Lithuania</td>
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<td>Egypt</td>
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<td>Malaysia</td>
<td>331</td>
</tr>
<tr>
<td>Serbia</td>
<td>326</td>
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</tbody>
</table>

*With Census 2011 information not yet released, we assume numbers in all categories mentioned in this document have increased.

** Information obtained from the Australian Bureau of Statistics, 2006 Census.
**Project Survey**

As part of The Caring for CaLD Carers Project, a survey was carried out for the 3 participating communities - The Italian, Chinese and Tatar-Bashkurt carers. The Survey Report (ref. APPENDIX 1) was a culmination of responses from over 90 respondents from the CaLD communities and forms the fundamental foundation for the development of the information sessions.

**Survey Objectives:**

- to ascertain the level of knowledge of CaLD carers about their carer role and carer support services and to identify service gaps
- to develop an information / resource package for community workers to address the needs of CaLD carers from Italian, Chinese and Tatar-Bashkurt communities
- to tangibly produce a resource manual with 8 modules focusing on the service gaps expressed by the target groups
- to implement the information/resource package to the 3 communities in 2011-2012

**Key findings**

- Two (2) groups of carers emerged from the survey; One made up of adult child carers, mainly their sons and daughters, who were born in Australia and predominately speak English; and another comprised of their spouses, i.e. husbands or wives who live at home, share living arrangements and don’t speak English fluently

- English was not spoken by most of the CaLD carers interviewed; hence strategies were needed to be developed to ensure effective communication

- Most CaLD carers interviewed were ignorant of other carer support agencies so strategies need to be developed, like an agency visitation program, to ensure that CaLD carers level of knowledge is enhanced

- Most CaLD carers appreciated the ‘culturally sensitive’ approach taken when implementing the survey i.e., being interviewed in familiar surroundings, translated surveys, using interpreters, bilingual volunteers and staff, discussion of questions in their respective language over a meal and having other family members present with them.
The Training Manual

The survey revealed some gaps in service delivery for carers and additional strategies for carers needing to be implemented. From this, arose an agreement to develop a training manual.

Understanding the Manual

This training manual is to be used as a reference or guide when designing, customising or delivering the CaLD training program. The following elements form the basic components of the training program;

• Guest speakers / facilitators / presenters will use this training manual to deliver eight (8) weekly 2-hour modules or sessions to new carers from CaLD backgrounds
• Eight (8) modules have been developed for the guest speakers/ facilitators/ presenters to captivate the audience, initiate and generate discussion.
• Modules may have a focus on identifying gaps in the system that hinders CaLD carers accessing services and develop strategies on how to improve them as well as praising good CaLD carer support models and experiences.
• Language assistance from bilingual staff and bilingual volunteers for guest speakers/ facilitators/presenters and professionals may be required.
• Language assistance should be assessed before each module is delivered to the CaLD carers.
• Use of TIS (131 450) or other reputable professional interpreting agency may be required.
• Information and resources for each module content is attached as a tool for the guest speaker/ facilitator/presenter for their use or reference
• Some resources may be designed as hand outs for the new CaLD carers
• Some photocopying of resource material may be required for some modules in which case they must be organised prior to the sessions
Program Delivery
To effectively deliver the ‘Caring for CaLD Carers’ Training Program, the following elements have been provided to assist developers, coordinators or delivery staff to effectively run the training program;

Facilitators Profile
It is important to ensure trainers/facilitators have the necessary skills to deliver such a program. Below is a list of considerations to be used as a broad-based set of guidelines to help ensure trainers/facilitators are chosen based on merit and suitability;

- Must have proven effective facilitation skills
- Know how to engage with and use interpreters
- Have the skills to organise/develop/use customised visual presentations (i.e. diagrams, flow charts, cartoons, using colour, audio visual presentations etc.,)
- Be able to accurately interpret the ‘hidden messages’ of participants and intuitively customise the training program
- Research or obtain important knowledge regarding the specific cultural background of each carer group
- Organise relevant information/resources, such as; hand outs, guest speakers, bilingual assistants, interpreters, photocopying/printing, relevant to each session.

Preparation
Prior to a program being offered, there must be consideration to thorough preparation of the training program before the actual delivery date. Below is a guide to assist in the preparation of the program.

One month before...
Target Group
The target group can be any cultural group with a need for this information. It is desirable that you develop appropriate and effective networks (with the cultural group) in order to promote and gain access this group. In many instances, prior to the commitment to run this program, meetings with CaLD network members may be beneficial to determine the level of request to have such a program. This network group may form part of the regular liaisons required to effectively facilitate this program.

Following, is a list of topic areas to consider in the initial set-up of the program. Remember, these are customisable and flexible considerations that will remain specific to the cultural group you are working with.
Cultural Factors
- Research specific about the culture of the target group is desired
- Learning to say 'hello' in the desired language is a good ice breaker
- Organise interpreters, bilingual staff and volunteers to ensure communication is effective
- Is it appropriate to include food/refreshments at each meeting? Who will provide this food? Prepare/serve? Pay? Are there adequate facilities to handle food at the venue?

Scope facilitators/trainers
- ensure an official invitation letter goes out to the facilitator indicating the correct venue, date and time and confirm acceptance of this invitation (confirmation)
- Facilitators must contact the group organiser to learn specific things about the group eg; gender, numbers, ability to understand English, etc

Dates
- Dates must be clearly stated and negotiated with all relevant persons. Confirmation of all dates and times must be put into writing with written response to indicate confirmation of availability.
- Avoid quick and informal conversations over the phone for confirmation as often commitments/appointments are forgotten or misinterpreted.

Venue
- The venue should be a location familiar to the target group and easily accessible to all participants.
- The venue should be able to meet the cultural needs of the group and facilitate an effective learning environment.

Promotion and Marketing
- Ensure the group has been contacted through a flyer communicated in English AND in the native language of the cultural group with all relevant information about the program including venue, time, program outline (ref. APPENDIX 2)
- Consider promoting the program on Ethnic Radio, church leaders, other groups from same or similar backgrounds and community workers networks.
- Use culturally specific networks to assist in the promotion and confirmation of attendees. Use these networks to form a relationship with in order to regularly liaise with.

One/Two weeks before...
- Confirm facilitators (in writing and verbal)
- Confirm venue
- Confirm participants
- Confirm food
- Confirm the availability of all resources, learning materials
**Theoretical Frameworks**

The following two frameworks add value and form the underpinning foundation and intent of the project. They are;

1. **Cultural Intelligence Framework**
   
   This Project was based on building cultural awareness and developing cultural competencies.

   Most facilitators would follow a model of delivery whereby they take considerable care in understanding their audience before addressing them. Developing cultural competencies and addressing the cultural expectations of the audience, carers are more likely to build effective relationships.

   Such delivery model includes the Cultural Intelligence framework which builds cultural competencies and creates the foundation for demonstrating and delivering culturally targeted and responsive aged and community care. The framework includes:

   - Acquiring cultural experiences, knowledge and understandings.
   - Applying cultural content factors to knowledge, skills and competencies.
   - Adjusting behaviours: being mindful of cultural content and checking assumptions.
   - Anticipating knowledge, skills and competencies to be effective in intercultural settings.

2. **Adult Learning Framework**

   This Project was underpinned by adult learning principles which differ to children and teens. Varying research confirms that adult learners take in knowledge differently than when they were younger. Whilst we will identify some of the ways in which they differ, it is important for all those delivering services to adults to become fluent in the multiplicity of ways this could differ even within cohorts of adult learners

   **The Adult Learner (principles)**
   - Expects their previous knowledge to be valued
   - Are more receptive to hands on learning
   - Will increase in confidence by constantly having their learning reinforced
   - Rely on verbal feedback rather than written
   - May often have had negative experiences in their learning journey
   - May approach learning differently as a result of their culture
   - May put huge pressures on themselves to succeed at a high level rather than just make do

   Whilst we suggest further reading on such topics we point to at the very least the use of a survey of the audience to assist cultural awareness.

   Note: Some groups do not relate to written surveys but are often receptive to verbal interaction and it is expected that facilitators are experienced in customising learning programs, allowing for flexibility).
The Modules

An Overview

| Module 1: Introduction and Role of the Carer | To explore different carer definitions and cultural concepts. |
| Module 2: How to access aged care services | To identify ways to access aged care services and ensure CaLD carers have an understanding of what aged care options are about and what is available to them at their time of need. |
| Module 3: Health and well-being | To ensure that CaLD carers know how to balance responsibility, health and well-being |
| Module 4: Legal matters | Ensure that CaLD carers can identify legal matters affecting them and learn how to access services for information and solutions to their issues |
| Module 5: Respite | CaLD carers are able to perform their caring role effectively by ensuring they can take 'time off' when in need and ensure that Respite Services and Programs available to the community respond appropriately to CaLD carers needs |
| Module 6: Dealing with grief and loss | Learn strategies and gain knowledge on how to best deal with your emotions while caring for someone from a CaLD background |
| Module 7: Financial matters | For CaLD carers to understand the financial impact of caring and for them to seek appropriate financial information when needed |
| Module 8: Creative approaches - Resources for CaLD Carers | To empower CaLD carers with information and knowledge about existing services and programs that they can access for accurate reference |
Session Plans

Module 1: Introduction and Role of the Carer

Delivery time: 2 hours

Location: Use surroundings familiar to participants

Objectives:
• To explore different carer definitions and cultural concepts
• To apply carer definitions to the Australian setting
• To determine the impact caring has on carers in a multicultural context?

Resource Checklist
☐ Organise the venue, lunch, flyers for each session if applicable
☐ Ensure promotion of the session has gone out 1 month prior the event
☐ Reminder phone calls should be made one week before the session to confirm numbers of CaLD carers coming.
☐ Organise the laptop for your visual presentation
☐ Organise photocopies and related material as hand outs
☐ Organise speakers from other agencies if applicable

Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Presentation Methodology</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>First half - 50 mins with 10 minutes for introduction</td>
<td>Introduction. Go through the content questions to encourage interest and discussion</td>
<td>Written material (refer to table)</td>
</tr>
<tr>
<td>BREAK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Second half - 50 mins</td>
<td>Generate conversation to discuss feeling and emotions. Interactive workshops may be appropriate</td>
<td>Written material (refer to table)</td>
</tr>
</tbody>
</table>

Further Notes

None.
### Module 1: Introduction and Role of the Carer (Session Contents)

<table>
<thead>
<tr>
<th>OBJECTIVE(s)</th>
<th>CONTENTS</th>
<th>RESOURCES</th>
</tr>
</thead>
<tbody>
<tr>
<td>• To explore different carer definitions and cultural concepts</td>
<td>Define what a carer is in your cultural background</td>
<td>• Italian Benevolent Foundation SA - Assisting Carers in Supporting their loved Ones - the Role of the Carer booklet English / Italian, IBF, 2009. <a href="http://www.ibf.org.au">www.ibf.org.au</a></td>
</tr>
<tr>
<td>• To apply carer definitions to the Australian setting</td>
<td>How do you know you are a carer?</td>
<td>• A Guide to the Aged Care Services for the Chinese-Speaking Community in SA 2010 <a href="http://www.culturaldiversity.com.au">www.culturaldiversity.com.au</a></td>
</tr>
<tr>
<td>• To determine the impact caring has on carers in a multicultural context?</td>
<td>Some statistics around carers in Australia.</td>
<td>• Chinese Welfare Services of SA Inc <a href="http://www.chinesewelfareservices.org.au">www.chinesewelfareservices.org.au</a></td>
</tr>
<tr>
<td></td>
<td>Who cared for the frail or disabled elders in your family?</td>
<td>• Tatar Bashkurt Association of Australia Inc <a href="http://www.australiantatars.com">www.australiantatars.com</a></td>
</tr>
<tr>
<td></td>
<td>Comparisons of the caring role in Australia and overseas in particular Italy, China, Tatarstan and Bashkurtostan? How does the caring role continue in Australia?</td>
<td>• SA Office for Carers <a href="http://www.sa.gov.au">www.sa.gov.au</a></td>
</tr>
<tr>
<td></td>
<td>What is it like to be caring for your spouse, husband, wife or partner?</td>
<td>• SA Carers Recognition Act 2005 <a href="http://www.sa.gov.au">www.sa.gov.au</a></td>
</tr>
<tr>
<td></td>
<td>What is like to be caring for a child?</td>
<td>• SA Carers Charter <a href="http://www.sa.gov.au">www.sa.gov.au</a></td>
</tr>
<tr>
<td></td>
<td>How long is the caring for?</td>
<td>• SA Carers Policy <a href="http://www.sa.gov.au">www.sa.gov.au</a></td>
</tr>
<tr>
<td></td>
<td>Is caring shared equally among all members of the family?</td>
<td>• Commonwealth Carer Recognition Bill passed 28 October 2010 <a href="http://www.facsia.gov.au">www.facsia.gov.au</a></td>
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<td></td>
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<td>• Carer Support <a href="http://www.carersupport.org.au">www.carersupport.org.au</a></td>
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<td>• UCWB <a href="http://www.ucwb.org.au">www.ucwb.org.au</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>* Planning in Partnership Course</td>
</tr>
</tbody>
</table>
Module 2: Accessing Aged Care Services

Delivery time: 2 hours

Location: Use surroundings familiar to participants

Objectives:
- To identify ways to access aged care services and ensure CaLD carers have an understanding of what aged care options are about in Australia and what is available to them at their time of need
- To explore most common options in the Australian setting
- To compare those options with home country options
- To present all information available to CaLD carers and design their own level of care
- To encourage CaLD carers to use the Commonwealth Respite and Carelink centres

Resource Checklist
- Organise the venue, lunch, flyers for each session if applicable
- Ensure promotion of the session has gone out 1 month prior the event
- Reminder phone calls should be made one week before the session to confirm numbers of CaLD carers coming.
- Organise the laptop for your visual presentation
- Organise photocopies and related material as hand outs
- Organise speakers from other agencies

Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Presentation Methodology</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>First half - 50 mins with 10 minutes for introduction</td>
<td>Introduction. Go through the content questions to encourage interest and discussion</td>
<td>Written material (refer to table)</td>
</tr>
<tr>
<td>BREAK</td>
<td>Break 10 mins</td>
<td></td>
</tr>
<tr>
<td>Second half - 50 mins</td>
<td>Generate conversation to discuss feeling and emotions. Interactive workshops may be appropriate</td>
<td>Written material (refer to table)</td>
</tr>
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</table>

Further Notes

None.
# Module 2: How to Access Aged Care Services (Session Contents)

<table>
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<tr>
<th>OBJECTIVE(s)</th>
<th>CONTENTS</th>
<th>RESOURCES</th>
</tr>
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<tbody>
<tr>
<td>• To identify ways to access aged care services and ensure CaLD carers have an understanding of what aged care options are about in Australia and what is available to them at their time of need</td>
<td>What are the options in aged care in Australia?</td>
<td>• Department for Families and Communities <a href="http://www.dfc.sa.gov.au">www.dfc.sa.gov.au</a></td>
</tr>
<tr>
<td>• To explore most common options in the Australian setting</td>
<td>What is an ACAT - Aged Care Assessment Team?</td>
<td>• Metropolitan Domiciliary Care Inc <a href="http://www.sa.gov.au">www.sa.gov.au</a></td>
</tr>
<tr>
<td>• To compare those options with home country options</td>
<td>What is Community Care?</td>
<td>• Italian Benevolent Foundation SA <a href="http://www.ibf.org.au">www.ibf.org.au</a></td>
</tr>
<tr>
<td>• To present all information available to CaLD carers and design their own level of care</td>
<td>What is Residential Care?</td>
<td>• Centre for Cultural Diversity in Ageing 2008 Brochure <a href="http://www.culturaldiversity.com.au">www.culturaldiversity.com.au</a></td>
</tr>
<tr>
<td>• To encourage CaLD carers to use the Commonwealth Respite and Carelink centres</td>
<td>What is Respite Care? - <em>Brief discussion as this will be covered more in detail in Module 5</em>)</td>
<td>* Options in Aged Care - English &amp; Italian &amp; Chinese</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Seniors Information Service <a href="http://www.seniors.asn.au">www.seniors.asn.au</a></td>
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<td></td>
<td></td>
<td>* Care and support options</td>
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<td>* Residential Aged care facilities</td>
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<td>* Respite Care</td>
</tr>
<tr>
<td></td>
<td></td>
<td>* Service Charter</td>
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<tr>
<td></td>
<td></td>
<td>* Your link to living independently</td>
</tr>
<tr>
<td></td>
<td></td>
<td>* 1800 052 222 (FREECALL™).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Local Councils</td>
</tr>
</tbody>
</table>
Module 3: Health and Well-Being

Delivery time: 2 hours

Location: Use surroundings familiar to participants

Objectives:
- To ensure that CaLD carers know how to balance responsibility, health and well-being
- To offer CaLD carers preventative ways in which they stay and remain healthy in order to fulfil their caring responsibilities more effectively

Resource Checklist:
- Organise the venue, lunch, flyers for each session if applicable
- Ensure promotion of the session has gone out 1 month prior the event
- Reminder phone calls should be made one week before the session to confirm numbers of CaLD carers coming.
- Organise the laptop for your visual presentation
- Organise photocopies and related material as hand outs
- Organise speakers from other agencies

Schedule

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<tr>
<td>Second half - 50 mins</td>
<td>Generate conversation to discuss feeling and emotions. Interactive workshops may be appropriate</td>
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Further Notes

None.
### Module 3: Health and Well-being (Session Contents)

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<tr>
<th>OBJECTIVE(s)</th>
<th>CONTENTS</th>
<th>RESOURCES</th>
</tr>
</thead>
<tbody>
<tr>
<td>• To ensure that CaLD carers know how to balance responsibility, health and well-being</td>
<td>What are the cultural backgrounds of the carers?</td>
<td>• Carers SA Western Carers <a href="http://www.carers.asn-sa.au">www.carers.asn-sa.au</a></td>
</tr>
<tr>
<td>• To offer CaLD carers preventative ways in which they stay and remain healthy in order to fulfil their caring responsibilities more effectively</td>
<td>What are the best ways to look after yourself?</td>
<td>• Northern Carers Network <a href="http://www.ncnw.org.au">www.ncnw.org.au</a></td>
</tr>
<tr>
<td></td>
<td>How does nutrition and exercise play a role in looking after yourself?</td>
<td>• Carer Support organisations - Walk the journey with Carers, offer telephone support, Information and Advocacy - Support groups, outings, connect with other carers, - Retreat - Respite</td>
</tr>
<tr>
<td></td>
<td>What are the stresses in caring?</td>
<td>• Relationships Australia <a href="http://www.rasa.org.au">www.rasa.org.au</a></td>
</tr>
<tr>
<td></td>
<td>What is stress?</td>
<td>* More Birthdays Behind You *Community and Relationship Services</td>
</tr>
<tr>
<td></td>
<td>How do you deal with difficult decisions / situations?</td>
<td>• Beyond Blue <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a></td>
</tr>
<tr>
<td></td>
<td>Who do you go to for support?</td>
<td>*Reducing stress</td>
</tr>
<tr>
<td></td>
<td>The value of respite, retreats and participation on CaLD carer programs</td>
<td>• Multicultural Aged Care Inc <a href="http://www.mac.org.au">www.mac.org.au</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>* Use Cultural Intelligence Framework</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Local Councils</td>
</tr>
</tbody>
</table>
Module 4: Legal Matters

**Delivery time:** 2 hours

**Location:** Use surroundings familiar to participants

**Objectives:**
- To ensure that CaLD carers can identify legal matters affecting them
- To learn how to access services for information and solutions to their issues
- To explore most common legal questions when caring for someone in Australia

**Resource Checklist**
- Organise the venue, lunch, flyers for each session if applicable
- Ensure promotion of the session has gone out 1 month prior the event
- Reminder phone calls should be made one week before the session to confirm numbers of CaLD carers coming.
- Organise the laptop for your visual presentation
- Organise photocopies and related material as hand outs
- Organise speakers from other agencies

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<td>Second half - 50 mins</td>
<td>Generate conversation to discuss feeling and emotions. Interactive workshops may be appropriate</td>
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**Further Notes**
None.
Module 4: Legal Matters (Session Contents)

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</table>
| • To ensure that CaLD carers can identify legal matters affecting them      | Who in the family deals with asking the legal questions?                  | • Legal Services Commission  
  www.lsc.sa.gov.au                                                             |
| • To learn how to access services for information and solutions to their    | What is a Will? Is it necessary to do one?                                | • Aged Rights Advocacy Service  
  www.sa.agedrights.asn.au                                                       |
| issues                                                                         | What happens to personal property and possessions when one dies?          | • SA Community Legal Centres  
  www.saccls.org.au                                                               |
| • To explore most common legal questions when caring for someone in         | What are Powers of Attorneys?                                            | • Seniors Information Service  
  Australia                                                                     |  
  www.seniors.asn.au (Legal Advice, Wills, Power of Attorney)                    |
|                                                                              | What are Enduring Power of Attorneys                                     | • Alliance for the Prevention of Elder Abuse (APEA)  
  www.ap ea.org.au                                                                |
|                                                                              | What are Guardianship and advanced directives                           | • The Public Trustee  
  www.publictrustee.sa.gov.au                                                     |
|                                                                              | Do consulates play a role in relation to Pensions from overseas?          | • Office of The Public Advocate  
  www.opa.sa.gov.au                                                               |
|                                                                              | Do you have property overseas?                                           | • MALSSA (booklet and CD)  
  www.org.au                                                                      |
Module 5: Respite

Delivery time: 2 hours

Location: Use surroundings familiar to participants

Objectives
• To ensure CaLD carers are able to take time off when needed and utilise respite services and programs
• To encourage CaLD carers to participate in respite carer programs which are culturally sensitive and inclusive
• To ensure agencies delivering respite services and programs to CaLD Carers are held accountable and relevant information is delivered in languages other than English

Resource Checklist
☐ Organise the venue, lunch, flyers for each session if applicable
☐ Ensure promotion of the session has gone out 1 month prior the event
☐ Reminder phone calls should be made one week before the session to confirm numbers of CaLD carers coming.
☐ Organise the laptop for your visual presentation
☐ Organise photocopies and related material as hand outs
☐ Organise speakers from other agencies

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<tr>
<td>BREAK</td>
<td>Break 10 mins</td>
<td></td>
</tr>
<tr>
<td>Second half - 50 mins</td>
<td>Generate conversation to discuss How to access respite services in Australia. Use examples when necessary.</td>
<td>Written material (refer to table)</td>
</tr>
</tbody>
</table>

Further Notes
None.
### Module 5: Respite Services (Session Contents)

<table>
<thead>
<tr>
<th>OBJECTIVE(s)</th>
<th>CONTENTS</th>
<th>RESOURCES</th>
</tr>
</thead>
</table>
| • To ensure CaLD carers are able to take time off when needed and utilise respite services and programs | How is respite services offered in your country of origin?               | • Commonwealth Respite and Carelink Centres  
| • To encourage CaLD carers to participate in respite carer programs which are culturally sensitive and inclusive | Who does the respite support in your family?                             | - Carers SA in South East Country ![www.carerssa.org.au](www.carerssa.org.au) |
| • To ensure agencies delivering respite services and programs to CaLD Carers are held accountable and relevant information is delivered in languages other than English | What is Respite Care in Australia?                                        | - Uniting Care Wesley Bowden in North West Metro ![www.unitingcarewesleybowden.com.au](www.unitingcarewesleybowden.com.au) |
|                                                                              | How do you know that the respite service is sensitive to your cultural needs? | - Carer Support in South East Metro ![www.carersupport.net](www.carerssupport.net) |
|                                                                              | Agencies are obliged to meet Access and Equity Legislation - How do they do that? | • Italian Benevolent Foundation SA ![www.ibf.org.au](www.ibf.org.au) |
|                                                                              |                                                                          | • Northern Carers Network ![www.ncnw.org.au](www.ncnw.org.au) |
|                                                                              |                                                                          | • Seniors Information Service ![www.seniors.asn.au](www.seniors.asn.au) |
|                                                                              |                                                                          | * Respite Care Brochure ![www.mca.org.au](www.mca.org.au) |
|                                                                              |                                                                          | • Multicultural Aged Care ![www.mac.org.au](www.mac.org.au) |
|                                                                              |                                                                          | • Local Government - City of Tea Tree Gully ![www.teatreegully.sa.gov.au](www.teatreegully.sa.gov.au) |
|                                                                              |                                                                          | • Access and Equity legislation at Local, State and Commonwealth levels |
|                                                                              |                                                                          | • Local Councils |

- Other resources mentioned in the context that support the respite services and programs for CaLD carers.
Module 6: Dealing with Grief and Loss

Delivery time: 2 hours

Location: Use surroundings familiar to participants

Objectives:
• To learn strategies and gain knowledge on how to best deal with emotions while caring for someone from a CaLD background
• To empower CaLD carers with information and knowledge to effectively pull through whilst in difficult situations of grief and loss

Resource Checklist
☐ Organise the venue, lunch, flyers for each session if applicable
☐ Ensure promotion of the session has gone out 1 month prior the event
☐ Reminder phone calls should be made one week before the session to confirm numbers of CaLD carers coming.
☐ Organise the laptop for your visual presentation
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<td>Written material (refer to table)</td>
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Further Notes
None.
## Module 6: Dealing with Grief and Loss (Session Contents)

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<tr>
<th>OBJECTIVE(s)</th>
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<th>RESOURCES</th>
</tr>
</thead>
<tbody>
<tr>
<td>• To learn strategies and gain knowledge on how to best deal with emotions while caring for someone from a CaLD background</td>
<td>Are there emotional ups and downs in caring?</td>
<td>• Carers SA - Carer Advisory and Counselling Service</td>
</tr>
<tr>
<td></td>
<td>Carer Support groups in a safe environment</td>
<td><a href="http://www.carers-sa.asn.org">www.carers-sa.asn.org</a></td>
</tr>
<tr>
<td></td>
<td>How to form a carer support Group?</td>
<td>• Beyond Blue <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a></td>
</tr>
<tr>
<td></td>
<td>Dealing with long illnesses</td>
<td>*Depression in older people</td>
</tr>
<tr>
<td></td>
<td>Palliative care</td>
<td>- Eng</td>
</tr>
<tr>
<td></td>
<td>How to put your loved one into a nursing home?</td>
<td>* Grief and Depression - Italian</td>
</tr>
<tr>
<td></td>
<td>Dealing with death</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Funerals and closure</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sadness or Depression?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Moving on</td>
<td></td>
</tr>
<tr>
<td>• To empower CaLD carers with information and knowledge to effectively pull through whilst in difficult situations of grief and loss</td>
<td></td>
<td>• Seniors Information Service <a href="http://www.seniors.asn.au">www.seniors.asn.au</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>*Grief and Loss brochure</td>
</tr>
<tr>
<td>• Multicultural Aged Care (Refer to Module 3)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Palliative Care Council of SA <a href="http://www.pallcare.asn.au">www.pallcare.asn.au</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Alzheimer's Association <a href="http://www.fightdemetia.org.au">www.fightdemetia.org.au</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Religious Groups</td>
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<td>• Relinquished Groups</td>
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</tbody>
</table>
Module 7: Financial Matters

Delivery time: 2 hours

Location: Use surroundings familiar to participants

Objectives:
• To enable CaLD carers to understand the financial impact of caring and for them to seek appropriate financial information
• To provide information to CaLD carers about financial assistance and support available

Resource Checklist
☐ Organise the venue, lunch, flyers for each session if applicable
☐ Ensure promotion of the session has gone out 1 month prior the event
☐ Reminder phone calls should be made one week before the session to confirm numbers of CaLD carers coming.
☐ Organise the laptop for your visual presentation
☐ Organise photocopies and related material as hand outs
☐ Organise speakers from other agencies

Schedule

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Further Notes
None.
## Module 7: Financial Matters (Session Contents)

<table>
<thead>
<tr>
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<th>RESOURCES</th>
</tr>
</thead>
</table>
| • To enable CaLD carers to understand the financial impact of caring and for them to seek appropriate financial information | What is a Carers' Pension | • Centrelink  
| | What is a Carers Allowance? | | • Uniting Care Wesley Bowden [www.ucwb.org.au](http://www.ucwb.org.au) |
| | Financial assistance services | | - Interest Free Loans  
- Emergency Assistance |
| | Do you receive a pension from overseas? | | • Seniors Information Service Financial Issues  
Concessions for Seniors and Estate Planning [www.seniors.asn.au](http://www.seniors.asn.au) |
| • To provide information to CaLD carers about financial assistance and support available | | • Funeral Plans  
[www.apea.org.au](http://www.apea.org.au) |
| | | • Alliance for the Prevention of Elder Abuse (Refer to Module 4)  
[www.apea.org.au](http://www.apea.org.au) |
| | | • Relationships Australia SA  
(Refer to Module 3 - More birthdays behind you' brochure)  
[www.rasa.org.au](http://www.rasa.org.au) |
| | | • Patronato EPASA Services  
(Tax and Pensions from Italy) |
| | | • Consular Services in SA/Australia  
Module 8: Creative approaches - Resources for CaLD Carers

**Delivery time:** 2 hours

**Location:** Use surroundings familiar to participants

**Objective:**
- To empower CaLD carers with information and knowledge about existing services and programs that they can access for up to date and accurate references

**Resource Checklist**
- Organise the venue, lunch, flyers for each session if applicable
- Ensure promotion of the session has gone out 1 month prior the event
- Reminder phone calls should be made one week before the session to confirm numbers of CaLD carers coming.
- Organise the laptop for your visual presentation
- Organise photocopies and related material as hand outs
- Organise speakers from other agencies

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**Further Notes**
None.
### Module 8: Creative Approaches - Resources for CaLD Carers (Session Contents)

<table>
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<th>CONTENTS</th>
<th>RESOURCES</th>
</tr>
</thead>
</table>
| • To empower CaLD carers with information and knowledge about existing services and programs that they can access for up to date and accurate references | Offer CaLD carers a wide range of information, resources/ directories that are updated and they can keep for future reference. Discuss strategies on how to assist CaLD carers to access service agencies and programs that help them with their caring role. Discuss strategies on how to assist CaLD carers make informed decisions. | • Seniors Information Service [www.seniors.asn.au](http://www.seniors.asn.au)  
• Relationships Australia [www.rasa.org.au](http://www.rasa.org.au)  
• List of Consulates In SA [www.multicultural.sa.gov.au](http://www.multicultural.sa.gov.au)  
• Alliance for the Prevention of Elderly Abuse list of resources [www.apea.org.au](http://www.apea.org.au)  
• DoHA Useful Contact Numbers Information Sheet No. 24 [www.health.gov.au](http://www.health.gov.au)  
• MALSSA (Multilingual booklet and CD 2011) [www.malssa.org.au](http://www.malssa.org.au)  
• UCWPA's Ethnic Link Services [www.ucwpa.org.au](http://www.ucwpa.org.au)  
• CO.AS.IT [www.coasitsa.org.au](http://www.coasitsa.org.au)  
• Evaluation Form for the whole program  
• Graduation certificate |
Acknowledgements

The 'Caring for CaLD Carers' project received funds from the Department of Health and Ageing (DoHA) for the Community Partners Program (CPP) and was supported by members of the Steering Committee, they were:

- Aged Rights Advocacy Service
- Aged Rights and Advocacy Services Inc
- Carers SA including Western Carers
- Carers Support including South and East Metro Commonwealth Respite and Carelink Centre
- Chinese Welfare Service of SA Inc
- Department of Families and Communities
- East Turkistan Australian Association Inc
- IBF Healthcare College
- Italian Benevolent Foundation
- Legal Services Commission
- Multicultural Aged Care Inc
- Northern Carers Network Inc
- Overseas Chinese Association
- Seniors Information Service Inc
- South East Italian Pensioners Association in Mount Gambier
- Tatar-Bashkurt Association of Australia Inc
- Turkish Association of SA
- Uniting Care Wesley Bowden Inc - North and West Metropolitan Commonwealth Respite and Carelink Centre
- Uzbek Association
APPENDIX 1

Survey Report

Background

The concept of the CPP ‘Caring for CaLD Carers’ project 2009-2012 was an initiative of the Italian Benevolent Foundation SA Inc (IBF). This project was a follow up from the IBF CPP ‘Services for Italian Carers’ Project 2008-2009 which resulted in the development of a resource booklet for Italian carers to assist them in their role of a carer.

The IBF CPP 'Caring for CaLD Carers' Project 2009-2012 Survey Report is a culmination of over 90 respondents from CaLD backgrounds, primarily from Italian, Chinese and Tatar-Bashkurt communities in South Australia. The projects addresses

• the gaps that continue to exist between the CaLD aged and generic service providers
• assesses CaLD carers’ knowledge and understanding of mainstream carer support agencies in the community and
• Validates the development of an information and training package for CaLD carers.
• The survey was implemented with a CaLD framework and approach. This meant that
• the promotion of the project was translated accordingly
• CaLD carer groups and their families were approached and consulted in their familiar surroundings and
• bilingual and bicultural staff and volunteers were used

Outcomes from the survey will serve to develop an information and training package for CaLD carers so that they can be empowered and be more in control of their caring role and responsibilities, enhance their choices, and help them to make informed life decisions about themselves and their cared family members.

Gratitude is expressed to all the agencies on the Steering Committee for supporting the survey and having the opportunity to strengthen relationships and partnerships.

Other participants include Ms Nella Pesce from United Care Wesley Bowden Inc - Ethnic Link Services in Murray Bridge and Mrs Luigina Bresolin from the South East Italian Pensioners Association in Mount Gambier.
Survey Objectives:

• To ascertain the level of knowledge of CaLD carers about their carer role and carer support services and to identify service gaps
• To develop an information / resource package for community workers to address the needs of CaLD carers from Italian, Chinese and Tatar-Bashkurt communities
• To tangibly produce a resource manual with 8 modules focusing on the service gaps expressed by the target groups
• To implement the information/resource package to the 3 communities in 2011-2012

Key findings

• Two (2) groups of carers emerged from the survey; One made up of adult child carers, mainly their sons and daughters, who were born in Australia and predominately speak English; and another comprised of their spouses, i.e. Husbands or wives, who live at home and share living arrangements don't speak English fluently
• English was not spoken by most CaLD carers interviewed hence strategies need to be developed to ensure communication is effective
• Most CaLD carers interviewed were ignorant of other carer support agencies so strategies need to be developed, like an agency visitation program, to ensure that CaLD carers level of knowledge is enhanced
• Most CaLD carers appreciated the culturally sensitive approach taken when implementing the survey i.e., being interviewed in familiar surroundings, translated surveys, using interpreters, bilingual volunteers and staff, discussion of questions in their respective language over a meal and having other family members present with them.
About you and the person you care for:

1. **Your Ethnicity:**
   - Italian □
   - Tatar-Bashkurt □
   - Chinese □
   - Other □

   ![Ethnicity graph]

   The project aimed at interviewing 40 carers from Italian and Chinese backgrounds each and 10 from the Tatar-Bashkurt community.

   The overwhelming majority of respondents were from Italian (40), Chinese (40), Tatar-Bashkurt (10) backgrounds.

   There were some additional carer respondents from other CaLD backgrounds eg, Vietnam, Greek, Slovenia and Spanish speaking (5) that heard about this project and wanted passionately to be part of it.

2. **Main language spoken at home:**
   - Italian □
   - Tatar-Bashkurt □
   - Chinese □
   - English □
   - Other □

   ![Primary Language Spoken at Home graph]

   Adult child carers indicated that they spoke their mother tongue at home when talking to their parents suggesting that the best way of communicating with their elders was not in English.
Spouses in their caring role also admitted to communicating in their mother tongue as the preferred language.

All Chinese carers spoke Chinese at home when addressing their carers. All of the Tatar-Bashkurt carers spoke Tatar to their careers and most Italian carers spoke Italian at home.

Only 5 adult child carers, from the Italian community, spoke to their carers in English however most of those carers responded to their adult child carers in Italian.

**Finding 1**
Adult child carers who cared for their elders would like to have the option of having the Information/Training Package in either English or their mother tongue.

**Finding 2**
Spouses in their caring role who live at home and share living arrangements may like to have the Information/Training Package in their mother tongue or in English using an interpreter or bi-lingual officer.

3. Can you read and understand English?  Very well □  not at all □

Some Italian and Tatar-Bashkurt background carers pointed out that they could read and understand English very well (44.2%)

The overwhelming majority of Chinese carers stated that they did not speak or understand English at all. This may be due to their non-Latin script, making the whole language issue including reading and pronunciation a challenge. Another way of interpreting this response, is the fact that Chinese migration in larger numbers started in the 80's and adult children sponsoring their ageing parents made learning English a difficult process.
4. Do you have a large network of family members and friends in Adelaide / Australia?
Yes □   No □

This question gauged the level of participation and isolation of CaLD carers. Although geographically disadvantaged from the big city and specialised services and support programs for carers, 7 carers from the South East indicated that they had family members and friends around them for support. But pointed out that they don't get the services readily available in Adelaide.

The majority of CaLD carers, 74%, felt they had a large network in Australia.

5. Who do you care for?
Husband □   Wife □   Daughter   Son   Other.................

Some CaLD carers pointed out that they were caring for more than one person in the family which made them very busy people and required support on some occasions.
Generally speaking, all CaLD carers saw caring for their elders as a sense of duty where a heavier burden was placed on a particular person in the family to oversee their elderly responding well to social interaction, medical appointments, medication, diet, exercise, etc. Occasionally that job was shared between more than one members of the family.

A small number of CaLD carers interviewed in this project looked after their adult child or children.

The majority cared for were:
Husbands and Wives and Other comprised of mothers, fathers, mother-in-laws, father-in-laws, Uncles and Aunts

6. What sorts of things are difficult for you when you are a carer?
   a) Communicating with agencies? Yes □ No □

Most CaLD carers responded that they had difficulties in communicating with agencies. They were able to communicate effectively with agencies and their staff from their own cultural backgrounds, particularly the Chinese and Italians.

Communicating with mainstream agencies is a challenging process even for some carers who spoke English fluently as they indicated that bureaucratic processes and jargon was not always easy to understand

   b) Transport and getting yourself out and about? Yes □ No □
Some of the older women caring for their husbands never learnt how to drive in Australia so have to rely heavily on their children relatives or friends for transport and going out.

In general most CaLD carers could get to places particularly adult children carers.

c) Understanding the legal system Yes ☐ No ☐

Most CaLD carers (75.7%) lacked knowledge of the Australian legal system.

Some CaLD elderly carers took this question as only having to do with having their wills organised.
For the Italian carers, the services of Patronato at IBF covered issues around Italian pensions and were very thankful of the service offered.

Some CaLD carers saw Centrelink as a difficult agency to deal with in particular around issues like, benefits of Carers Support Pension versus Old Age Pension, Assets and hours for volunteering

d) Socialising with other people and visiting friends? Yes ☐ No ☐
Italian carers stated that they were happy to have many social programs for the Italian community around Adelaide so that respite services could be offered to them for daily errands, visiting friends and going out.

Similarly, the Chinese community delivers an extensive number of programs targeting both carers and carees hence isolation was not a big issue.

Some CaLD carers stated that transport and personal mobility restraints posed issues around visiting friends.

Other CaLD carers indicated that they were time poor and even if they wanted to socialise and visit friends their own family commitments and heavy family schedules impeded them from doing so.

In general CaLD carers stated that they were able to socialised and visited friends regularly.

e) Finding someone with your cultural background to look after your loved one when you need to go out? Yes □ No □
Some CaLD carers stated that this was an unresolved issue for them particularly the Chinese carers.

Appropriate language and communication between a caree and respite worker is very important for CaLD communities. To enjoy the service is to know that your loved one is well cared for when you can't be there. Respondents were adamant to leave their loved ones with 'strangers' or people that did not speak their language.

f) Having a break and some time for you? Yes □ No □

Most CaLD carers agreed that having a break from caring was ideal, but culturally and linguistically diverse respite services programs need to be in place for them to do so.

Some CaLD carers stated that they were aware of the Carer Support Groups available for them but due to employment commitments they were time poor and were not able to attend them.

g) Making money last to cover all financial expenses? Yes □ No □
Finances are a concern for most CaLD carers as pensions can only cover modest living expenses. CaLD Carers on Full time employment stated that they sometimes did not qualify for any government subsidy or support.

Stay home carers usually on a similar government pension stated that the cost of living is going up and must live very carefully. In total, 63.1% of CaLD carers stated that current income did not cover all financial expenses.

About services

7. Have you heard or used the following services:
   a) Italian Benevolent Foundation SA Inc Yes □ No □
   b) Chinese Welfare Service Inc Yes □ No □
   c) Tatar-Bashkurt Association of Australia Inc Yes □ No □
   d) Carers Support and Respite Centre Inc - South and East Commonwealth Respite and Carelink Centre Yes □ No □
   e) Uniting Care Wesley Bowden - North and West Metropolitan Commonwealth Respite and Carelink Centre Yes □ No □
   f) Multicultural Aged Care Inc Yes □ No □
   g) Seniors Information Service Yes □ No □
   h) Carers SA Inc Yes □ No □
   i) Northern Carers Network Yes □ No □
   j) Other services from your community Yes □ No □

The intent of this question was ensure that all partner agencies supporting this project may at a near future visit each one of the three (3) communities and formally introduce themselves to ensure that partnerships are strengthened and all agencies become more socially and culturally inclusive.

100 % of CaLD carers knew of their respective ethnic specific agency involved in this project.

Carers from the South East emphasised that most agencies stipulated on the survey were not available in their region.

Other services carers used for their needs included:

- Resthaven Physio
- Novita Services
- Domiciliary Care
- Life Without Barriers
Carer Knowledge of Diverse Service Providers

- Italian Benevolent Foundation SA Inc
- Chinese Welfare Service Inc
- Tantanaikonk Association of Australia Inc
- Carers Support Inc
- Uniting Care Wesley Bowden
- Multicultural Aged Care Inc
- Seniors Information Service
- Carers SA Inc
- Northern Carers Network
- Other services from your community

Number of Yes, No, Other responses for each service provider.

Total Number

0 10 20 30 40 50 60 70 80 90 100
Finding 3
An agency visitation program will be developed as part of this project.

8. Are you interested in referrals to mainstream service providers? Yes □ No □

Many CaLD carers were interested in tapping on to other services so long as language and communication provided is culturally appropriate either through the use of interpreters, bilingual volunteers or bilingual staff.

Some CaLD carers who disagreed with this proposition related to the fact that they were on full time employment and were time poor.

9. Develop an information/training program for CaLD carers to learn about support services for carers around issues such as:
   a) Respite services - what are they and how can they help the carer, do respite workers need to be bilingual and bicultural?
   b) Legal matters - power of attorney, wills, matters with Centrelink
   c) Financial matters - dealing with pensions and Centrelink, budgeting, government subsidies
   d) Loss and grief - how to deal with death and separation
   e) Dealing with stress - understanding the modern world pressures, meditation and other non western stress relief strategies
   f) Stigma associated with caring with someone with mental health issues, dementia or a disability
   g) Dependency - ensuring carers are supported to be as independent as possible, not feeling bad about accepting support
   h) Relationships within family members and friends and cultural traditions
   i) Nutrition, health and well being
   j) Other............................................

Yes □ No □
The intention of this question was to develop a program for CaLD carers that will address their specific needs and to gauge level of interest and participation from CaLD carers.

Most respondents (94.7%) stated that they were interested in participating in a program that could address their needs. Some emphasised their inability due to full time employment and were time poor.

**Finding 4**
Develop and implement an information/education/training package for CaLD carers that are culturally and linguistically sensitive through the use of interpreters, bilingual volunteers and/or bilingual staff.

10. Are you interested in attending carers support groups and/or educational programs?  
Yes □  No □  (please specify)............................................................

The common response for CaLD carers was positive except for those who were in full time employment and were time poor.

Carers from Mount Gambier stated that they would participate in carers support groups only if they were located around where they lived.
11. Are you interested in gathering resource material in Italian, Tatar and Chinese relevant to carers needs and set up a resource library Yes □ No □

The overwhelming majority of carers supported this idea and saw educational benefit in collecting books relevant to their needs.

Action / outcome from survey

The resource library idea has already started at IBF's Padre Pio Centre and with support from the targeted communities it is expected that resources for carers will be made available to them on a borrowing basis.

Any other ideas or thoughts:
- Organise manual handling course was strongly supported by the Tatar-Bashkurt community
- Provide information session on options to aged care
Community Partners Program - "Caring for CaLD Carers"
Survey for CaLD carers on their needs to maintain their caring role.

About you and the person you care for:

1. Your Ethnicity:  
   - Italian □  
   - Tatar-Bashkurt □  
   - Chinese □  
   - Other □

2. Main language spoken at home:  
   - Italian □  
   - Tatar-Bashkurt □  
   - Chinese □  
   - English □  
   - Other □

3. Can you read and understand English?  
   - Very well □  
   - Not at all □

4. Do you have a large network of family members and friends in Adelaide / Australia?  
   - Yes □  
   - No □

5. Who do you care for?  
   - Husband □  
   - Wife □  
   - Daughter □  
   - Son □  
   - Other ................

6. What sorts of things are difficult for you when you are a carer?  
   - h) Communicating with agencies?  
     - Yes □  
     - No □
   - i) Transport and getting yourself out and about?  
     - Yes □  
     - No □
   - j) Understanding the legal system  
     - Yes □  
     - No □
   - k) Socialising with other people and visiting friends?  
     - Yes □  
     - No □
   - l) Finding someone with your cultural background to look after your loved one when you need to go out?  
     - Yes □  
     - No □
   - m) Having a break and some time for you?  
     - Yes □  
     - No □
   - n) Making money last?  
     - Yes □  
     - No □

About services:

7. Have you heard or used the following services:  
   - k) Italian Benevolent Foundation SA Inc Yes □  
     - No □
   - l) Chinese Welfare Service Inc Yes □  
     - No □
   - m) Tatar-Bashkurt Association of Australia Inc Yes □  
     - No □
   - n) Carers Support and Respite Centre Inc - South and East Commonwealth Respite and Carelink Centre Yes □  
     - No □
   - o) Uniting Care Wesley Bowden Inc - North and West Metropolitan Commonwealth Respite and Carelink Centre Yes □  
     - No □
   - p) Multicultural Aged Care Inc Yes □  
     - No □
   - q) Seniors Information Service Yes □  
     - No □
   - r) Carers SA Inc Yes □  
     - No □
   - s) Northern Carers Network Inc Yes □  
     - No □
   - t) Other services from your community Yes □  
     - No □
8. Are you interested in referrals to mainstream service providers?
Yes □  No □

Would you agree with any of the following Ideas to support CaLD carers in their caring role?

9. Develop an information/training program for CaLD carers to learn about support services for carers around issues such as:
   k) Respite services - what are they and how can they help the carer, do respite workers need to be bilingual and bicultural?
   l) Legal matters - power of attorney, wills, matters with Centrelink
   m) financial matters - dealing with pensions and Centrelink, budgeting, government subsidies
   n) loss and grief - how to deal with death and separation
   o) dealing with stress - understanding the modern world pressures, meditation and other non western stress relief strategies
   p) stigma associated with caring with someone with mental health issues, dementia or a disability
   q) Dependency - ensuring carers are supported to be as independent as possible, not feeling bad about accepting support
   r) Relationships within family members and friends and cultural traditions
   s) Nutrition, health and well being
   t) Other........................................................

Yes □  No □

10. Are you interested in attending carers support groups and / or educational programs?
Yes □  No □ (please specify)........................................................

11. Resource material in Italian, Tatar and Chinese relevant to carers needs and set up a resource library
Yes □  No □

Any other ideas or thoughts:
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________

For office only: 
Name of interviewer:

Date: ........../......../ 2010
Community Partners Program - "Caring for CaLD Carers"
Indagine per badanti di Lingua e Cultura Diversa (CaLD) riguardo i loro bisogni per mantenere il ruolo del badante.

Informazione su di voi e la persona di cui avete cura:

1. La vostra Etnicità:
   - Italiano □
   - Tatar-Bashkurt □
   - Cinese □
   - Altro □

2. Lingua principale parlato in casa:
   - Italiano □
   - Tatar-Bashkurt □
   - Cinese □
   - Inglese □
   - Altro □

3. Potete leggere e capire l'Inglese?
   - Molto bene □
   - per niente □

4. Avete molti parenti e amici in Adelaide / Australia?
   - Si □
   - No □

5. Di chi avete cura?
   - Marito □
   - Moglie □
   - Figlia □
   - Figlio □
   - Altro ..................

6. Cosa vi rende difficile nel vostro ruolo di badante?
   - o) Comunicare con agenzie? Si □
   - No □
   - p) Trasporto per uscire? Si □
   - No □
   - q) Capire il sistema legale? Si □
   - No □
   - r) Socializzare con altre persone e visitare amici? Si □
   - No □
   - s) Trovare qualcuno della vostra cultura per badare ai vostri cari quando dovete uscire? Si □
   - No □
   - t) Avere un po’ di riposo e tempo per voi stessi? Si □
   - No □
   - u) Far durare i soldi? Si □
   - No □

Riguardo i servizi:

7. Avete sentito o usato i seguenti servizi:
   - u) Italian Benevolent Foundation SA Inc Si □
   - No □
   - v) Chinese Welfare Service Inc Si □
   - No □
   - w) Tatar-Bashkurt Association of Australia Inc Si □
   - No □
   - x) Carers Support Inc Si □
   - No □
   - y) Uniting Care Wesley Bowden - North and West Metropolitan Commonwealth Respite and Carelink Centre Si □
   - No □
   - z) Multicultural Aged Care Inc Si □
   - No □
   - aa) Seniors Information Service Si □
   - No □
   - bb) Carers SA Inc Si □
   - No □
   - cc) Northern Carers Network Si □
   - No □
   - dd) Altri servizi della vostra comunita’ Si □
   - No □
8. Nel caso che l'Italian Benevolent Foundation SA Inc non fosse in grado di fornirvi il servizio, volete essere riferiti ai servizi non specificatamente italiano (mainstream)?
Si □   No □

Sieti d’accordo con le seguente idea per dare appoggio ai badanti di Cultura e Lingua Diversa (CaLD) nel loro ruolo di badanti:

9. Sviluppare un programma d’informazione/educazione per badanti di Lingua e Cultura Diversa (CaLD), per fornire informazione sui servizi d’appoggio riguardo questione come:
   u) servizi d’appoggio - cosa sono e come possono aiutare il badante, devono essere bilingue e biculturali i lavoratori che offrono questi servizi?
   v) Questione legale - procura, testamento, affari con Centrelink
   w) questione finanziaria - affari con la pensione e Centrelink, bilancio preventivo, sovvenzione governativa
   x) perdita e dolore - come affrontare la morte e separazione
   y) affrontare lo stress - capire le pressione del mondo moderno, meditazione e altri strategie alternative per rilasciarsi dallo stress
   z) stigma associato nel prendersi cura di qualcuno con malattia mentale, la demenza o un’incapacità
   aa) Dipendenza - assicurare che i badanti hanno l’appoggio per essere il piu’ indipendente possibile, e di non sentirsi male nel accettare un appoggio.
   bb) Rapporti tra la famiglia e amici e tradizione culturale
   cc) Nutrizione, salute e ben essere
   dd) Altro.................................................................

Si □   No □

10. Vi interessa fare parte di un gruppo d'appoggio per badanti e / o un programma d’educazione?
Si □   No □ (per piacere specifica ) .................................................................

11. Informazione su risorsi in Italiano, Tatar e Cinese adatti ai bisogni dei badanti e organizzare una biblioteca dei risorsi
Si □   No □

Altri idea o suggerimenti:
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________

For office only:  
Name of interviewer:.................................................................

Date: ........../......../ 2010
CARING FOR CALD CARERS PROJECT

Calling on Italian carers!!
Are you caring for your mum, dad, wife or husband or anyone in your family?

Then this is FOR YOU!!

ITALIAN BENEVOLENT FOUNDATION SA INC.

Are pleased to announce the
‘Caring for CaLD Carers Project’
For Italian Carers

The program will be delivered in ITALIAN and will provide Valuable information and support for new Carers who are caring for someone they love.

The program sessions will run for 8 weeks, exploring a variety of different topics each week.

Start Date: Thursday 28 April
Session Time: 10.00 am – 12.00 pm (morning tea included)
Venue: Centro Padre Pio
222 Torrens Road,
RENOWN PARK SA 5008

Transport and Respite May Be Arranged

Persons interested in attending please contact;
Patricia Rios, CPP Project Officer on 8424 6000
By 21 April 2011

This CPP Project is funded by the Department of Health and Ageing
IBF COMMUNITY PARTNERS PROGRAM
Caring for CaLD Carers Project
EVALUATION FORM

for Module No. .......

1. Did you find the topics useful this morning? □ YES □ NO

If YES, Why? .........................................................................................................................................................
............................................................................................................................................................................
............................................................................................................................................................................

2. What did you think about the presentation / presenters?
............................................................................................................................................................................
............................................................................................................................................................................
............................................................................................................................................................................
............................................................................................................................................................................
............................................................................................................................................................................

3. Do you think you would be able to contact the services we talked about this morning to help you in the future? □ YES □ NO

If Yes, why?
............................................................................................................................................................................
............................................................................................................................................................................

If no, Why not?
............................................................................................................................................................................
............................................................................................................................................................................

THANK YOU

The Italian Benevolent Foundation SA Inc - Community Services

April - June 2011
1. Avete trovato utili gli argomenti di oggi? □ YES □ NO

Se Sì, Perche`? ........................................................................................................................................................................
........................................................................................................................................................................
........................................................................................................................................................................

2. Cosa avete pensato della presentazione/presentatore/presentatrice?
........................................................................................................................................................................
........................................................................................................................................................................
........................................................................................................................................................................

3. Pensate che potresti contattare i servizi di cui abbiamo parlato oggi per assistervi nel futuro? □ YES □ NO

Se Sì, Perche`?
........................................................................................................................................................................
........................................................................................................................................................................

Se no, Perche` no?
........................................................................................................................................................................
........................................................................................................................................................................

GRAZIE

The Italian Benevolent Foundation SA Inc - Community Services

Aprile- Giugno 2011
Certificate Of Attendance

This certificate acknowledges that

Vittoria

attended the

Caring for Culturally and Linguistically Diverse Carers Project

Held at Centro Padre Pio

April - June 2011

Presented by the Italian Benevolent Foundation SA Inc

This project was funded by the Department of Health and Ageing

Signature
Italia Mignone
Manager of Development and Support - Community Services

Date