

CALD COMMUNITY CARE PROGRAM

Newsletter

Spring/Summer Edition 2011

'A Journey Shared'



Carers from the Arabic Carer Support Group enjoying a day in the sun

LINKING YOU TO HOME & COMMUNITY CARE

The CALD Community Care Program is a **support, information and referral service** for Culturally & Linguistically Diverse older people, people with disabilities and their carers living in the St George and Sutherland areas. CCCP also offers a range of support services to carers of people living with mental illness.

We can help you with:

- Information about Home & Community Care (HACC) services
- Referral to services, support and follow up
- Individual advice and emotional support
- Carer Support Groups, Social Groups, Social Outings
- Information sessions and workshops

Please phone 9597 5455 to speak to one of our friendly Bilingual Case Workers to discuss your individual needs.

Editorial

Hello to all of our CCCP families,

As the weather begins to warm up and summer is fast approaching we look forward to a busy period leading up to the holiday season, with many events and outings planned, and opportunities for sharing, enjoyment and learning. Many highlights of our year to date are included in this newsletter, as are invitations and information on upcoming events, so please, take some time out, make yourself a cup of tea or coffee, and take a few minutes to read though 'A Journey Shared'.

Since our last newsletter we have had some changes to our staff, with some moving on to new endeavours, and others joining the CCCP team with fresh enthusiasm. We would like to welcome Sharmistha Choudhary, our newly appointed CALD Case Worker. Sharmistha will be working closely with all of our smaller communities in the St George & Sutherland Area, including the Russian, Maltese, Spanish, German, Vietnamese and Indian Sub-Continent communities. Also joining the team for a short period is Laila Beydoun, Disability Project Worker, who will work on a special project for parents of children with disabilities. And of course, we have our dedicated team of Bilingual HACC Workers: Suzie Shenouda (Arabic); Stephen Pang (Chinese); Valentina Kimovska (Macedonian & former Yugoslavia); Rita Enriquez (Italian); Helen Giovas and Sofia Zogalis (Greek). To contact any of the team, including Margherita Briscas, our Multicultural Access Project Worker, please call 9597 5455.

We hope that you will be able to join us for some of our upcoming celebrations, particularly, if you are a Carer, our Carers Week outing to Nan Tien Temple, and, for all of our families, our End of Year Celebration at the Rockdale Tennis Club in December. All guests will receive a free gift.

Best wishes to all for the holiday season and may you enjoy your cultural festivities and some quality time with family and friends.

Warmest Regards
Penny Antonopoulos
Manager
CALD Community Care Program

Left to right: Stephen, Laila, Helen, Sharmistha, Penny, Rita, Valentina, Suzie Below: Margherita, Sofie



Carers

Outing to Manly and the Opera House



Multicultural Carers at the Opera House

Two very special highlights thus far in 2011 have been our Carers Outing to Manly in May and a recent day at the Opera House. In May, a group of 25 carers joined us for a bus trip to Manly. It was a lovely autumn day and they enjoyed the sun, sea, and a little healthy exercise with a walk along the promenade. In August, 32 carers were treated to a tour of the Sydney Opera House, taking in the history and unique architecture of the building and enjoying lunch at the Opera House Café. Many of our carers, although living in Australia for many years, have not had the opportunity to visit the Opera House before – it was a day of memory making for many.

If you are interested in joining a carer support group or attending events and outings for carers please call 9597 5455 to register with our service. In October we are planning a special trip to the Buddhist Nan Tien Temple in Wollongong to celebrate *Carers Week 2011*. Call to reserve your place today.



Carers visit to Manly

Carers enjoying a stop for morning tea at St Peters



Carers Lunch at the Opera House



Partners in Depression Program

Do you have a family member, a friend or relative experiencing depression? Would you like to learn more about depression and how to support a person living with depression? If you have answered yes to these questions, Partners in Depression (PID) is a program that can help you.

PID is a group education program for people supporting a person with depression. The program will provide you with information on depression, its treatments, and strategies for maintaining a healthy relationship with the person you care for. Learn skills for managing the impact of depression on emotions, relationships and lifestyle. Also learn skills for improving your ability to manage stress and care for yourself.

The Hunter Institute of Mental Health has developed the PID Program. A range of community and health professionals from around Australia have been trained to facilitate the program in your local area. The St George Migrant Resource Centre has four staff members who have completed their training and are in the process of facilitating PID sessions, and/or planning for future sessions.

St George MRC is planning to run a free, six week PID group for Greek, Chinese, Macedonian carers as well as Multicultural carers group in English. Stephen Pang, our Chinese Bilingual Worker has successfully delivered 2 PID programs and is about to start another Chinese group in October 2011.

What is Depression?

Depression is more than just a low mood - it's a serious illness. While we all feel sad, moody or low from time to time, some people experience these feelings intensely, for long periods of time and often without reason. People with depression find it hard to function every day and may be reluctant to participate in activities they once enjoyed.

www.beyondblue.org.au



If you care for someone with depression, and are interested in attending one of the sessions listed above, please call 9597 5455 for further information.

(Pictured Left) PID Participants with facilitator Stephen Pang and team (centre front) and MRC Executive Officer Antoinette Chow (front right)

Families

Family Fun Days

When delivering services for Carers from diverse cultural backgrounds we recognised the special needs of families caring for children with disabilities, and particularly the need to engage the whole family and provide opportunities for culturally appropriate recreation, and most importantly, family fun. Parents and children alike always have a great time at these events. In 2010 we organised 2 successful outings for families, visiting the Symbio Wildlife Park and watching *Circus Quirkis*. These Outings were very well received and we have had an overwhelming demand for more family activities. One of our Arabic speaking parents shared that her family drove past Darling Harbour recently, and when her child noticed the location, commented “there was the Circus...there was the Circus” with excitement. Another memory making moment that we were privileged to help make happen. More recently, in September, our families visited **Calmsley Hill City Farm, Abbotsbury**. This outing was scheduled during the first week of the School Holidays. The children not only saw the animals but had a sensory experience by touching, feeling, patting and feeding a variety of farm and native animals. The parents enjoyed watching the drover sheering sheep, and, most importantly, the quality time spent with their families.

If you care for a child with a disability and would like to be on our mailing list for future events you can register with our service.

To register:
Phone 9597 5455 and speak to one of our Bilingual HACC Workers. Registration will take less than 10 minutes over the telephone.



Parents and Group Facilitator (right) at Calmsley Hill



One of the children enjoying the contact with animals

Parents as Case Coordinators

‘Parents as Case Coordinators’ is a 7 week group educational program that helps families caring for a child with a diagnosed mild to moderate disability. They learn about services available to support them, how to access those services, and how to set goals and make plans to achieve those goals in order to meet the needs of their families. Parents are also encouraged to develop self-care strategies. Most importantly, this program gives parents an opportunity to meet other parents in similar circumstances – to share experiences, talk to others, and connect socially over morning tea and lunch.

We are very committed to offering this program to our many local communities, and will begin with an Arabic session. If you are interested in attending please **call 9597 5455 to register your interest**. Parents from other backgrounds are also encouraged to register their interest – the more interest we have, the easier it will be for us to tailor a program in your own language and cultural needs in the very near future.

Connected Communities

Cantonese & Mandarin Social Group

Our newly established Cantonese and Mandarin Social Groups can keep you connected to your community, to current social issues, and enhance your wellbeing. *Please come to taste a sip of fresh cultural fragrance!*

It is common to hear that Chinese aged people in our community sometimes worry about their monotonous lifestyle, are sometimes lonely and face social isolation because of language barriers. In order to meet the needs of the Chinese community, CCCP has established a Cantonese Social Group and a Mandarin Social Group for the over 65's living in St George and Sutherland Shire. Through a variety of programs, members can make use of their leisure time, make new friends, develop potential, and widen their vision. Since March this year we have organised various activities for each meeting including karaoke, music appreciation, community news updates and talks on Dementia and falls prevention conducted by health professionals. We have had very positive feedback from all group members.

The Mandarin social group meets on the 2nd Monday and the Cantonese social group meets on the 4th Monday of the month. A one dollar contribution is requested per meeting and tea refreshment is provided. After the meeting, members voluntarily organise yum cha and lunch together to continue their friendship and to share their golden memories. Don't miss this valuable opportunity. For further details, please contact Stephen Pang, Group Facilitator, on 9597 5455.

Balkan Social Group

It is well recognized that social connectedness is important for psychological wellbeing, and, together with preventative health practices and physical wellbeing, result in a well-balanced and harmonious life. The Balkan Social Group caters for people from the Ex-Yugoslav Republic living in the St George and Sutherland

area. People from these communities often experience loneliness, isolation and depression due to language and cultural barriers. If you are feeling this way you do not sit alone. *Please come and join us!* The Balkan Group is very diverse and everyone is welcome regardless of their age, gender or religion. The group provides participants with an opportunity for social interaction and learning via information sessions on health-related topics and community services available in the area. You can have a cup of coffee or tea, engage in conversation, and make new friends. You can also join us on bus outings to various places of interest. For further information contact Valentina Kimovska on 9597 5455.

Wellbeing.....

“It's preserving and enhancing the greatest asset you have – you. It's renewing the four dimensions of your nature – physical, spiritual, mental, and social-emotional”

Stephen R. Covey(1989)

NEW! Service for people with Dementia Café Connect

A partnership between the St George Migrant Resource Centre & Alzheimer's Australia

Café Connect provides an opportunity for people with a diagnosed dementia and their carers to come together and share information and ideas over morning tea or coffee, to enjoy social contact and listen to some great speakers. It runs monthly at the Cherish Café, Dolls Point.

If you care for a loved one who has dementia call us for further information.

Access

Providing Feedback & Making Complaints – Your Rights as a Service User

If you are a service user you may have come across occasions where you would like to provide feedback to your service provider, are not quite happy with the service received, or wish to make a formal complaint. The following article aims to give you some tips and suggestions for dealing with such situations.

If you feel things are not quite right with your service, you may think about taking the following steps:

1. Speak to the worker/service directly, expressing how you feel. Often problems can be resolved at this level. Document your concerns, for example, write down when and what you spoke to the worker about
2. If the situation does not improve speak to the Service Manager or Coordinator. If you feel uncomfortable ask your advocate, to support you to do this.
3. If the situation does not improve write to the head office of the service
4. If you are still not satisfied you may choose to contact one of the contacts below or make an appointment with your local MP or councillor

You have the right to make a complaint about services if:

- You are unhappy with the quality of the service you receive
- You are unhappy with the way that you have been treated by a service, or
- You can't find a service that satisfies your needs

(Adapted from "Having Your Say Action Pack for Carers", Carers Victoria 2006)

Communicating Your Needs Effectively

Effective communication will help you to express your concerns and achieve positive results. When making a complaint:

- Remain calm and positive and listen to what the other party has to say without interrupting
- State your needs, issues, concerns and the outcome you want to achieve clearly and concisely and don't allow others to intimidate you
- Speak assertively, but not aggressively. Aggression will cause the other person to stop listening to you. Use "I statements", for example, "What I think is..." "What I have noticed is ..." Avoid language which sounds attacking or blaming, for example, "You are wrong"

(Adapted from "The Three Essential Skills of Communication" D. Jamieson Consulting 2011 and "Through The Maze" - Association for Children with a Disability NSW 2008)

The CALD Community Care Program can provide you with information and support and assist you with referral to appropriate advocacy services. Phone 9597 5455

USEFUL CONTACTS

**NSW Ombudsman's Office
Community Services
Commission**
Phone: 9286 1000 or Freecall:
1800 451 524

**Health Care Complaints
Commission**
1800 043 159

**Aged Care Complaints
Resolution Scheme**
9263 3597 or 1800 550 552

**The Aged Care Rights Service
(TARS)**
92813600 or 1800424079

**Multicultural Disability
Advocacy Association**
9891 6400 or 1800 629 072

South East Sydney Advocacy
9597 9970

Disability Complaints Service
9319 6549 or 1800 422 015

**NSW Disability
Discrimination Legal Centre**
9211 5300 or 1800 226 028

If English is not your first language the Telephone Interpreting Service (T.I.S) can assist you to communicate with the service. The contact number is **131 450**

CCCP Calendar of Events/Groups

CALD SOCIAL GROUPS

Meeting monthly at 552 Princess Highway, Rockdale. To join a group phone: 9597 5455

Balkan Group

Meets every third Friday of the month
Contact: Valentina Kimovska

Vietnamese Group

Meets Thursday fortnightly
Contact: Margherita Briscas

*CCCP End of Year
Party
Rockdale Tennis
Club*

Cantonese Social Group

Meets every fourth Monday of the month
Contact: Stephen Pang

Mandarin Social Group

Meets every second Monday of the month
Contact: Stephen Pang

CALD CARER SUPPORT GROUPS

Meeting monthly at 552 Princess Highway, Rockdale. To join a group phone: 9597 5455

Arabic Carer Support Group

Meets every first Monday of the month from 10.30am to 12.30pm. Contact: Suzie Shenouda

Chinese Carers Support Group

Meets every third Tuesday of the month from 10am to 12pm. Contact: Stephen Pang

Greek Carers Support Group

Meets every second Monday of the month from 10am to 12pm. Contact: Helen Giovas

Italian Carer Support Group

Meets every fourth Tuesday of the month from 10am to 12pm. Contact: Rita Enriquez

Macedonian Carers Support Group

Meets every third Monday of the month from 10am to 12pm. Contact: Valentina Kimovska

Multicultural Carers Support Group

Meets every last Friday of the month from 10am to 12pm. Contact: Sofie Zogalis

If you would like to speak to someone in your own language call the
MULTILINGUAL HOTLINE PHONE 9505 7601

Monday-Italian

Tuesday-Arabic

Wednesday-Macedonian and other Former Yugoslavia languages

Thursday-Chinese

Friday-Greek

Staff also available speaking Hindi, Punjabi, Urdu

*CALD Community Care Program
Supporting Carers, Supporting Families, Supporting You
Phone: 9597 5455*

