



## Mental Health and Ethnic Aged Care



# Golden Years

**Issue Number 105, Winter Edition June 2011**

A Newsletter on Ethnic Aged Care Issues produced by the Ethnic Communities' Council of Victoria, jointly supported by the Victorian and Australian Governments.

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*GOLDEN YEARS is an initiative of the Ethnic Communities' Council of Victoria (eccv) jointly supported by the Victorian and Australian Governments.*



*Awareness of Incontinence in Ethnic Communities – Beth Wilson, Health Services Commissioner and Spectrum Migrant Resource Centre Multicultural Choir; see page 9*

## 2011 eccv Aged Care Committee meeting dates



- 21 July
- 18 August
- 15 September
- 20 October
- 17 November

For more information contact Irene Bouzo, Policy Officer Aged Care, eccv via email at [ibouzo@eccv.org.au](mailto:ibouzo@eccv.org.au) and ph 03 9349 4122

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## From the Editor



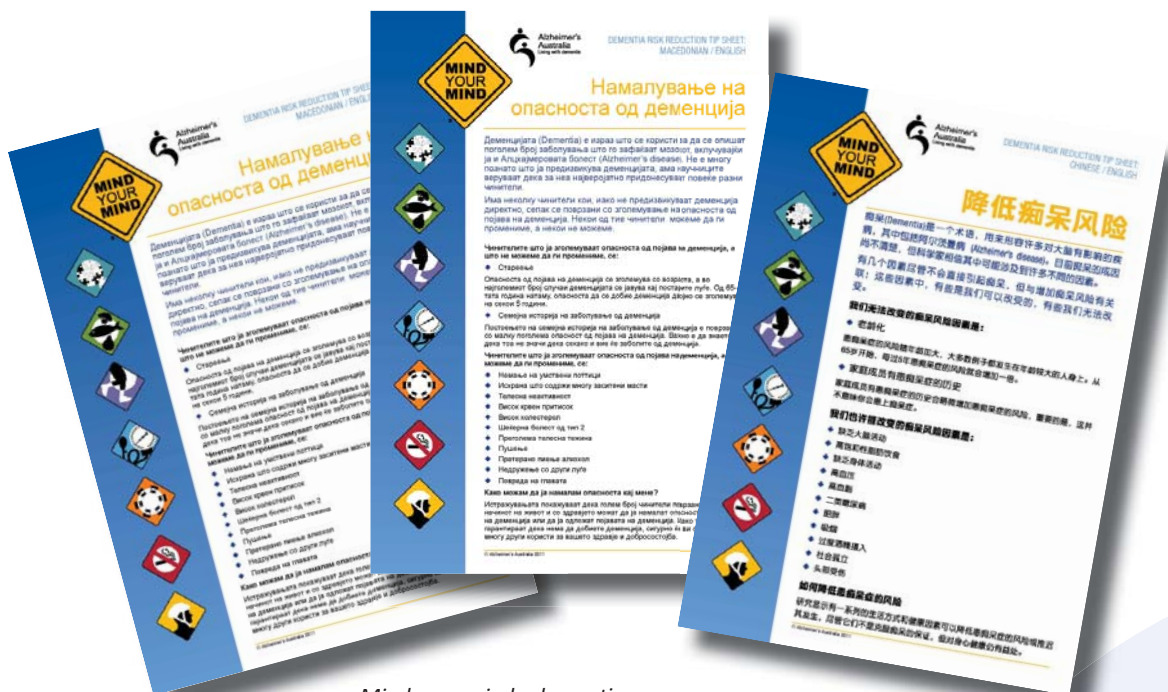
The focus of this issue of *Golden Years* is one of the least understood areas of ethnic aged care: mental health. Older people from non-English speaking backgrounds are extra vulnerable because they may suffer mental illnesses for many years without any support beyond their families. It is imperative that our ethnic and multicultural communities receive more responsive support and services in aged care, and we hope that this issue of *Golden Years* will be a piece of the support the ethnic communities deserve.

In this issue an important Monash University study reports on the experiences of older ethnic men living in rural Australia, and the way these experiences affect their mental health. A valuable eccv discussion paper on mental health and ethnic aged care identifies gaps in support and services and offers solutions from a multicultural perspective. Finally, read about a workshop delivered by the Australian Institute for Primary Care and Ageing that equipped aged care providers with skills and knowledge on caring for older survivors of trauma and torture.

Also, featured in this issue of *Golden Years* is an enquiry on readers' satisfaction with *Golden Years*. It would be greatly appreciated if you could spare some of your time to fill in the survey and questionnaire that accompanies this issue. We value your thoughts and opinions and will use your feedback to better serve you in future editions of the newsletter.

On behalf of eccv, we hope you enjoy this issue of Golden Years.

Dr Irene Bouzo  
Editor



Mind your mind - dementia awareness

Bilingual tip sheets in a few of the 15 languages, see page 8 for more information



## Doing it tough?

### *Older CALD men in rural Victoria*

A major source of stress and worry for older culturally and linguistically diverse (CALD) men living in rural Victoria, as identified in a recent study, was related to their experience of migration, hard working conditions and having to cope with change (eg, in physical capacity, intergenerational relations, widowhood, agricultural industry regulations, and government policy).

Thirty-nine people (including 26 older men from Turkish, Albanian, Italian and Macedonian backgrounds, as well as service providers and community leaders) took part in a study that sought to investigate the issues faced by ageing men from CALD communities in rural Australia in relation to their physical and mental health and wellbeing. This study, conducted and designed by a team of researchers at Monash University, in conjunction with the Regional Information and Advocacy Council (RIAC) based in Shepparton, specifically sought to find out about what prevented or encouraged older CALD rural men to get assistance from health services.

As well as experiencing high levels of stress, the men appeared to have quite low levels of reflection and awareness about their health and health-seeking behaviours. This may be related to their low levels of education, high illiteracy and limited English language proficiency – which may also make it harder for them to access information and navigate the Australian healthcare system. For those men whose English proficiency was limited, the lack of interpreters and information available in their own languages was a problem. The men commonly described taking family members to act as interpreters, but that this was not always

desirable or appropriate.

Some of the service providers talked about how, in their experience, older CALD men do not take care of their health or seek services until they face a serious health incident. They said older CALD men were 'hard-headed', proud and fearful. This was confirmed to some extent by the older men themselves, where the predominant attitude of these men was "I'll be alright". The key reasons reported for not using services were: (1) the perceived expense of the health system; (2) lack of information and knowledge about the health and service system; (3) the lack of trust or understanding of the advice and treatment provided by doctors.

The men in this study said that the role of work and their ongoing responsibilities and identity as head of the family were very important to them. Many of the older men also assumed that their family would be there to provide support and assistance to them as they grew older.

The study found that it was important to think about developing innovative culturally and linguistically appropriate community based models in order to engage with older CALD men. These models need to acknowledge the important role of family and cultural identity in these men's lives, as well as overcome barriers related to language and communication.

Associate Professor Susan Feldman and  
Dr Harriet Radermacher,  
*Monash University*



## MONASH University

For more information about this study please contact:

Associate Professor Susan Feldman (03 9902 4474, [susan.feldman@monash.edu](mailto:susan.feldman@monash.edu)) or  
Dr Harriet Radermacher (03 9902 4508, [harriet.radermacher@monash.edu](mailto:harriet.radermacher@monash.edu)),

Healthy Ageing Research Unit, Monash University.

Download the full report at: <http://www.med.monash.edu.au/sphc/haru/news/older-cald-men.html>



## eccv Mental Health Paper *Service solutions from a multicultural perspective*

As part of our advocacy work, Ethnic Communities' Council of Victoria (eccv) has sent the discussion paper *A Better Way: Mental Health and Aged Care – a Multicultural Perspective* to the Victorian Minister for Mental Health, Women's Affairs and Community Services with some key policy recommendations that focus on proactive multicultural initiatives.

### **Why provide a multicultural perspective?**

"Older people from non-English speaking backgrounds may suffer mental illnesses for years without any support beyond their families," states this important paper. It provides insights and policy directions regarding the emotional wellbeing of people from culturally diverse backgrounds.

This report does not suggest there is a higher rate of mental illness in ethnic communities. The difference lies in service provision. Less people from culturally diverse backgrounds access community health services and more older people from non-English speaking backgrounds are admitted to hospitals for acute mental health care in situations of crisis.

The eccv is currently represented on the Migrant and Mental Health Taskforce of the statewide Mental Health Reform Council. Our discussion paper will assist in identifying gaps and solutions regarding mental health from a multicultural perspective.

### **What is it about?**

The paper drills down into issues such as culturally diverse perceptions of mental illness, traumatic pre-migration experiences, the hidden issue of suicide and stigma within ethnic communities.

### **Who will benefit?**

Policy makers and mental health care providers would find interesting the best practice examples provided in this paper. These include community-based mental health support programs within the ethnic sector that have reached isolated older people from non-English speaking backgrounds.

Better partnerships between eccv, ethnic and multicultural organisations, mental health service providers and university researchers will improve the health and wellbeing of non-English speaking people with mental health concerns, their families, and carers.

### **What does it recommend?**

A key recommendation is the development and resourcing of community-based mental health support programs that effectively link mental health services with ethnic and multicultural community organisations.

### **What action is needed?**

Better availability of services for people from culturally diverse backgrounds is needed. More translated information on mental health support and treatment in culturally relevant formats is crucial.

This discussion paper has already led to the development of some valuable alliances and forums to improving early intervention programs for older culturally diverse people with mental health concerns. Stakeholder feedback to eccv shows that it is proving to be a useful resource for rethinking inclusive mental health provision.

Download *A Better Way: Mental Health and Aged Care – a Multicultural Perspective* from the eccv website at [http://www.eccv.org.au/library/Final\\_2\\_Apr11\\_ECCV\\_Mental\\_Health\\_Discussion\\_Paper.pdf](http://www.eccv.org.au/library/Final_2_Apr11_ECCV_Mental_Health_Discussion_Paper.pdf)

Irene Bouzo,  
*Policy Officer Aged Care, eccv*





## Caring for older survivors of torture and trauma *Training in ethnic aged care*

Any aged care worker may come into contact with clients that have experienced torture and mass trauma and it is important that we are sensitive to their needs. The Bicultural Supported Access Workers from the Supported Access Pilot Project were amongst the first to attend training in June at eccv in Carlton that educates workers in how to care for older survivors of such experiences.

Karen Teshuva of the Australian Institute for Primary Care and Ageing produced and delivered the training which builds on her research *Aged Care for Survivors of Genocide and Mass Trauma: Developing an Aged Care Training Model (2010)*. The training interspersed information about older survivors and aged care with

practical case studies and activities. Typical comments from participants showed that the training increased understanding of signs and symptoms of post-traumatic stress and also instilled the importance of holding in mind a client's past experience. Check out the eccv website for a copy of the research report: [www.eccv.org.au](http://www.eccv.org.au).

For more information contact Karen Teshuva at [k.teshuva@latrobe.edu.au](mailto:k.teshuva@latrobe.edu.au) or Kate Ling at [kling@eccv.org.au](mailto:kling@eccv.org.au).

Kate Ling  
HACC Project Officer, eccv

### General

#### interSECTOR INTERchange Forum *Presented by eccv and MAV*

In early May eccv teamed up with the Municipal Association of Victoria to deliver a partnerships forum aimed at the local government HACC and ethnic aged care sectors. The interSECTOR INTERchange forum built on the Monash University research into *Practising Positive Partnerships in the Ethnic and Multicultural Community (2010)* which stated that the ethnic sector can miss out on partnerships and outlined strategies for more effective partnership work. Over 60 managers attended the event and feedback was overwhelmingly positive. Presentations were given by Monash University as well as practical case studies from two local government and ethnic sector partnerships. Check out the workshop transcript on the eccv website [www.eccv.org.au](http://www.eccv.org.au) and details of more HACC partnerships forums in 2011.

Kate Ling, HACC Project Officer, eccv



*Dr Irene Bouzo, facilitator at eccv and MAV forum*



*Guests at the interSECTOR INTERchange forum*



## CALD Senior Surfers End of Project Celebration

A special celebration was held in the State Library of Victoria on 18 May to acknowledge the completion of the CALD (culturally and linguistically diverse) Senior Surfers program. Sue Hamilton, Acting CEO and State Librarian, delivered the following speech to members of the community organisations who participated in the project:

“It is my pleasure to welcome you to the State Library to celebrate the successful completion of the CALD Senior Surfers program.

CALD Senior Surfers is a Victorian government program delivered by Vicnet, a division of the State Library, on behalf of the Department of Planning and Community Development.

CALD Senior Surfers grew out of the understanding that seniors from non-English speaking backgrounds were finding it especially hard to access the Internet. They were least likely to have a computer at home, or to attend a computer training course, or to ask for help using a computer in a public place, such as a library. Language barriers often compounded the problem.

To overcome these barriers, CALD Senior Surfers was set up to bring computers to places where seniors gather and to help community organisations train seniors in their own language.

The program was launched in 2008. The pilot was such a success that a second round of training was announced in 2010. Four of the organisations from Round 1 received funding to continue their programs, and seven new organisations came on board.

I’m very pleased to report that over the past year, almost 400 seniors have received computer and Internet training, with lessons conducted in Arabic, Somali, Polish, Italian, Hindi, Russian, Hebrew, Chinese, Yiddish, Turkish, Greek, Italian and Spanish. The training was delivered by 51 dedicated trainers, many of them volunteers, and many of them seniors themselves.

CALD Senior Surfers has been a learning process not just for the trainers and seniors, but also for us here at the State Library. We’ve seen firsthand that seniors from non-English speaking backgrounds are very keen students. Many of the CALD Senior Surfers organisations have waiting lists for training and will continue to offer training after the program finishes.

We’ve been inspired by the stories we hear about seniors using computers and the Internet in creative and practical ways. At their annual dinner dance, the members of

San Marco in Lamis Social Club in Carlton used Skype, a projector and a big screen to connect with people in the town of San Marco in Lamis in Italy. There was a great deal of laughter and tears on both sides as people saw the faces of friends they hadn’t seen since they emigrated many years ago.

We love to witness the pride and excitement when someone connects to online radio for the first time and hears a football match in their own language.

CALD Senior Surfers has reaffirmed for us that the Internet is not just about finding information, banking or shopping – it’s about social connections and it’s about bridging the gap between generations.

One of the most frequent comments we’ve heard is that seniors felt left out of the online conversation taking place between their children and grandchildren. Becoming part of the online conversation has brought a great deal of joy through sharing of family photos, sending emails, or simply saying ‘Hello’ on Facebook.

CALD Senior Surfers has reminded us that different communities have very different needs. Each community has a range of language and literacy issues, a variety of infrastructure and resources, and different social challenges. We have learned a great deal from working with communities as they deliver training in a way that works for their seniors – whether that means delivering structured classes, with homework and tests, or hosting informal social gatherings for seniors who have never seen a computer up close before.



*Senior Surfers end of project celebration*



Running a program like CALD Senior Surfers is a huge amount of work for the organisations involved. Staff from the 11 organisations in this round helped with setting up training rooms, troubleshooting PCs, scheduling classes, supporting volunteers, publicising their program, and writing project reports. 51 trainers undertook the 18-hour train-the-trainer program, and then delivered training to hundreds of others. The success of this program is due entirely to the efforts of these energetic staff and volunteers who put in thousands of working hours. We would like to express our admiration and thanks for their contributions over the past year, and wish them every success in their ongoing programs.

I would also like to give particular thanks to the funding body, Department of Planning and Community Development, and to members of the CALD Senior Surfers Reference Group, who have generously contributed their time and expertise to shaping the program:

- DPCD Community ICT,
- Office for Senior Victorians,
- Ethnic Communities' Council of Victoria
- Victorian Multicultural Commission.

The State Library's Vicnet training team must also be congratulated for managing the smooth delivery of the program.

It is my pleasure now to present each organisation with a certificate in recognition of its successful completion of the CALD Senior Surfers program:

- Australian Multicultural Community Services
- East African Women's Foundation
- Federation of Chinese Associations Victoria



*Polish choral singers pose for a picture after their performance of Blowing in the Wind*

- Hampton Park Community House
- Keysborough Learning Centre
- Migrant Resource Centre North West
- New Hope Foundation
- Russian Ethnic Representative Council
- Spanish Latin American Welfare Centre
- San Marco in Lamis Circolo Pensionati
- Victorian Arabic Social Services.

Congratulations again everyone, and thank you for joining us at the State Library today."

To close the formal proceedings, Sue welcomed members of the Polish community from Australian Multicultural Community Services who gave a beautiful choral performance of the song Blowing in the Wind in Polish.

Harlinah Teoh  
Senior Project Manager - Community Engagement  
Vicnet, State Library of Victoria



*Sue Hamilton, State Library of Victoria and EAWF receiving their certificates*



## Mind your Mind Dementia Awareness in 15 Languages



*Spectrum Multicultural Choir at Alzheimer's Australia Vic*

Australians from 15 different communities will now be better informed about how they may reduce their risk of developing dementia. Alzheimer's Australia recently released 15 bilingual Dementia Risk Reduction Tip Sheets through the national dementia risk reduction program, Mind your Mind.

"The tip sheets will help community members identify what they can do to reduce their risk of developing dementia", Alzheimer's Australia's National Dementia Risk Reduction Manager, Suha Ali said.

All Australians, particularly those aged 40 and above, are encouraged by the program to lead a brain healthy lifestyle – that is, being physically, mentally and socially active, eating healthily, avoiding smoking and excessive alcohol consumption, managing blood pressure, cholesterol, blood sugar and weight, as well as protecting against head injury.

The dementia risk reduction tip sheets have been developed through community consultation in Arabic, Assyrian, Chinese, Croatian, Finnish, Greek, Italian, Lao, Macedonian, Romanian, Russian, Serbian, Spanish, Turkish and Vietnamese.

"These bilingual tip sheets will help to communicate essential health messages to many different people for whom English is not their preferred language", Alzheimer's Australia Vic's Multicultural Officer Grace Roberto said.



*Attendees celebrate the release of the bilingual tip sheets*

"They will also be of great assistance to sons and daughters, other family members or friends who may not always be fluent in a person's native language".

Whilst there is, as yet, no cure for dementia, scientific research shows it may be possible to reduce your risk of developing dementia, or delay the onset by taking action in your middle years.

"Already there are an estimated 269,000 Australians living with dementia. The more people we can reach with our message the better informed Australians will be to make lifestyle choices now that may reduce the risk of developing dementia later in life", Ms Ali said.

Alzheimer's Australia's national dementia risk reduction program, Mind your Mind, is designed to help reduce the risk of developing dementia and promotes a 'brain healthy' lifestyle.

"Following the Mind your Mind program and being brain healthy involves mental and physical activity, healthy eating, being social, getting regular GP check-ups, and generally looking after yourself," Ms Ali said.

Although following the Mind your Mind program does not guarantee that you won't develop dementia, research shows it may help reduce your risk and may even delay the onset of dementia.

For more information about **Mind your Mind**, and to download the bilingual Tip Sheets visit [mindyourmind.org.au](http://mindyourmind.org.au) or call the National Dementia Helpline on 1800 100 500 or the Telephone Interpreting Service on 131 450.

*A choir sings at the release*



## Awareness of Incontinence in Ethnic Communities *eccv and Victorian Continenence Resource Centre*

A new report, Awareness of Incontinence in Ethnic Communities was recently launched by the Honourable David Davis, Minister for Health. The event was held on 12th May at the Rydges Bell City Hotel in Preston, and hosted by the Victorian Continenence Resource Centre in partnership with Ethnic Communities' Council of Victoria. The report is an outcome of a project funded by the Department of Health, Aged Care Branch and the Lord Mayor's Charitable Foundation.

The report highlights key findings and recommendations following consultation with 10 ethnic communities about awareness of incontinence, including knowledge of causes, prevention and treatment. The ethnic communities involved included Arabic speaking, Chinese, Italian, Greek, Macedonian, Spanish speaking, Polish, Russian, Turkish and Vietnamese.

'This report provides us with knowledge to assist people from culturally and linguistically diverse communities to identify and manage this health issue' Mr Davis said.

'When incontinence is properly treated or managed, it frees people to engage in their communities and participate in the richness of life'.

Marion Lau OAM JP, Deputy Chairperson ECCV agreed saying 'incontinence in ethnic communities is not well understood. It can lead to social isolation and can stop people from going out and enjoying life'.

'What's important to us at ECCV is that this report affirms the need to handle incontinence issues in ethnic communities in a culturally relevant way'.

Around 80 people attended the launch including representatives of health, community, ethno-specific organisations and ethnic community members that participated in the project. Guest speaker at the launch, Beth Wilson, the Health Services Commissioner, shared and reflected on her personal journey with incontinence. The audience was entertained by Beth Wilson and the Spectrum Migrant Resource Centre Multicultural Choir.

### How to get the report

To obtain the report Awareness of Incontinence in Ethnic Communities contact the Victorian Continenence Resource Centre by phone (03) 9816 8266 or email [info@continenencevictoria.org.au](mailto:info@continenencevictoria.org.au) or visit our website [www.continenencevictoria.org.au](http://www.continenencevictoria.org.au).

### Professional Development - training

A free half day professional development seminar will be held on Thursday 14th July for community workers on how to support people from ethnic communities with incontinence. To download the training flyer go to [www.continenencevictoria.org.au](http://www.continenencevictoria.org.au).

### Translated factsheets - incontinence

For translated factsheets about incontinence in a variety of languages go to <http://www.bladderbowel.gov.au/publications/factsheets.htm>.

### Contact for more information:

Victorian Continenence Resource Centre  
Deborah Manning, Health Promotion Officer  
Ph: 9816 8266 Email: [deborah.manning@continenencevictoria.org.au](mailto:deborah.manning@continenencevictoria.org.au)



*Awareness of Incontinence in Ethnic Communities: Susan McCarthy, Manager VCRC; Judy Sincock, President, Continenence Foundation of Australia, Victorian Branch; Hon. David Davis MP, Minister for Health; Marion Lau OAM JP, Deputy Chairperson eccv; Beth Wilson, Health Services Commissioner; Deborah Manning Health Promotion Officer VCRC*



## Victorian Senior of the Year *Recognising outstanding members of the community*

Victorians are now being urged to nominate outstanding seniors who make a remarkable difference through volunteer work for the 2011 Victorian Senior of the Year Awards.

The awards recognise and celebrate the tireless and extraordinary contribution of seniors to our communities.

There are a number of awards for which seniors can be recognised, and this year there is a new award to recognise the large part seniors play in advancing the benefits of cultural diversity. The Promotion of Multiculturalism Award will be presented to a senior who has made a significant contribution to promoting the benefits of cultural diversity in the community.

Last year, Dr Navaratnam Shanmuganathan, an inspirational senior who has made a significant contribution to Victoria's Tamil community, received a Council on the Ageing Senior Achiever Award.

Dr Shanmuganathan was recognised for his outstanding work for the welfare of senior Tamils and his exceptional contribution to the community in the areas of social service, immigration and religion.

Dr Shanmuganathan became a member of the voluntary organisation Tamil Senior Citizens Fellowship in 1996 and served as President from 2002-2008. During that time he initiated a project to increase access to Home and Community Care (HACC) by senior Tamils.

He also wrote and published "A cultural profile of Sri Lankan Tamils" which was distributed to service providers, council workers and others involved in home and community care services.

Dr Shanmuganathan continues to work closely with the Immigration Department on matters concerning asylum seekers, applications for visitors and student visas. He is currently a member of the steering committee set up by Ethnic Communities' Council of Victoria and the Healthy Ageing Research Unit (Monash University) investigating the nature and value of practising positive partnerships within the ethnic and multicultural aged care sectors.

If you know an inspirational and passionate older community volunteer, who like Dr Shanmuganathan has made an outstanding contribution to the community, then nominating them is a wonderful way to show your appreciation.

To be eligible for an award, nominees must be over 60 years of age, an Australian citizen and a resident of Victoria.

The Victorian Senior of the Year Awards will be presented at a special reception at Government House on 30 September 2011.

For more information, and to obtain a nomination form, call Seniors Information Victoria on 1300 135 090 or visit [www.seniors.vic.gov.au](http://www.seniors.vic.gov.au).

**Nominations close on 22 July 2011.**

health  
2011  
Victorian Senior of the Year Awards  
Information and nomination form

Department of Health

COTA

Victoria

Victorian Senior of the Year Awards



## Fighting for Equality An ADEC exhibition

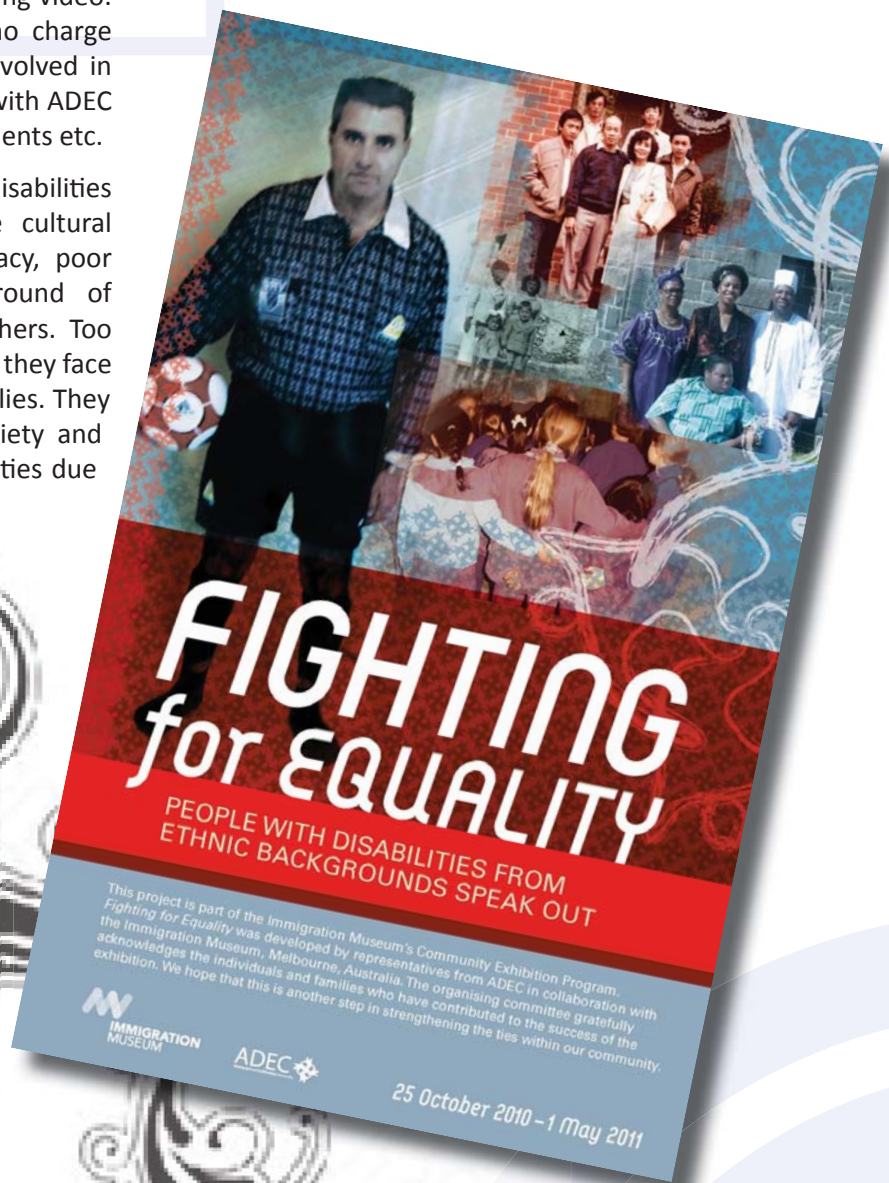
Fighting for Equality was an exhibition of the Melbourne Immigration Museum prepared in partnership with ADEC (Advocacy, Disability, Ethnicity, Community) displayed from 25 October 2010 to 1 May 2011. It explores the challenges and experiences of people with disabilities from ethnic backgrounds, their carers and their families and offers hope and advice to others in similar situations.

ADEC is keen to make this important and empowering exhibition, the first of its kind, available to consumers and the general public. It is currently seeking Expressions of Interest by any auspices who wish to mount this exhibition in suburban or regional areas for up to 6 months. The exhibition of 16 stories and images is mounted on 18 poster-sized display boards with an accompanying video. A published catalogue is available. There is no charge but auspices will need to pay for any costs involved in mounting their display and sign an agreement with ADEC regarding protection of materials, acknowledgments etc.

People from ethnic backgrounds with disabilities face multiple challenges. These can include cultural differences, poverty, discrimination, bureaucracy, poor English proficiency, isolation and a background of traumatic experiences little understood by others. Too often, people from ethnic backgrounds find that they face their obstacles as individuals or as isolated families. They can be shunned or dismissed by broader society and even by some members of their own communities due to different cultural interpretations of disability.

These stories explore how participants have responded to these challenges above. The stories are of people from all walks of life including older people from culturally diverse backgrounds. They also feature many ethnicities, refugees, carers, children, advocates, an artist and a poet, and more. All participants were asked what advice they would give to others facing multiple challenges based on their unique life experiences. These inspiring stories describe how the participants in this exhibition have responded to these barriers, not passively but by asserting control over their destinies. In the process they have grown resourceful, courageous, independent and extremely determined.

The stories can be found on the link [www.adec.org.au](http://www.adec.org.au).



If you are seeking more information, or wish to forward any expression of interest by email, please contact:

Meyer Eidelson  
Exhibition Facilitator  
Advocacy, Disability, Ethnicity,  
Community (ADEC)

Mobile: 0408 894 724  
Telephone: 03 9090 7964  
[Meyereidelson@yahoo.com](mailto:Meyereidelson@yahoo.com)



## Resources

Access your rights!

*Office of Public Advocate website now available in 52 languages*



Office of the  
Public Advocate

The Office of the Public Advocate (OPA) website now includes a feature that allows users to translate the website into 52 languages.

Visit [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au) and click on the 'select a language' button at the top of the page. A list of 52 languages will then appear for you to choose from. The text on every page of the website will then translate into the selected language. It does not, however, translate attachments such as PDFs. To translate attachments you can cut and paste the text into the text box at [www.translate.google.com](http://www.translate.google.com) and it will translate up to nine pages in one of the 52 languages available.

The OPA website includes helpful information about enduring power of attorney, guardianship, administration and medical consent. This information is important for members of the community who may wish to appoint someone to make future medical and financial decisions on their behalf.

The OPA website also includes a range of fact sheets available in Polish, Italian, Greek, Arabic, Chinese (Cantonese), Croatian, Russian, Serbian, Spanish, Turkish, and Vietnamese.

For more information visit [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au) or call 1300 309 337. Telephone interpreting services are available if required.



## Social Outings

### *Don't gamble with your group*

The North East Primary Care Partnership (NEPCP), with the help of a number of local organisations, has developed a booklet called *Social Outings* that offers details on a variety of fun and inexpensive group activities and outings.

The idea for *Social Outings* arose due to the findings of the Casino Bus Trips Project. The Project found that there were many risks associated with bus trips to the Casino which were very costly to the groups involved. Since 2009, the project has sought to raise awareness amongst community groups about these risks and to offer valuable alternatives to bus trips to the Casino.

*Social Outings* provides details for a range of activities ranging from no cost to medium cost (\$11+). Some outings include the Royal Botanic Gardens, the Abbotsford Convent and the Melbourne Zoo.

To access *Social Outings*, please go to [www.nepcp.org.au](http://www.nepcp.org.au), where the guide can be downloaded.

## Notes to Remember



- 14 July Awareness of Incontinence in Ethnic Communities' forum – see page 9
- 16 - 26 September Dementia Awareness Week
- 21 September World Alzheimer's Day
- 1 October International Day of Older Persons



## Australia's leading supplier of continence, wound care and related health care products

- Our range extends beyond 12,000 products
- We secure exclusive promotions with our suppliers to ensure we guarantee you value for money
- Expert advice available from our nurses on continence and wound products and usage
- National network of showrooms so you can come and view products
- You don't have to call to place your order, shop online or email us your request

### All proceeds from shopping with Independence Australia are directed to providing a range of services for people with a disability

- Free delivery applies to online orders
- All products can be packaged discreetly upon request
- Our national network allows for the timely and efficient delivery of product

Independence Australia has translated its general health care brochure into 10 languages to assist clients in need of this service. The brochures are available from the homepage of the Independence Australia website [www.independenceaustralia.com](http://www.independenceaustralia.com) For more information on our products and services in different languages please contact us.

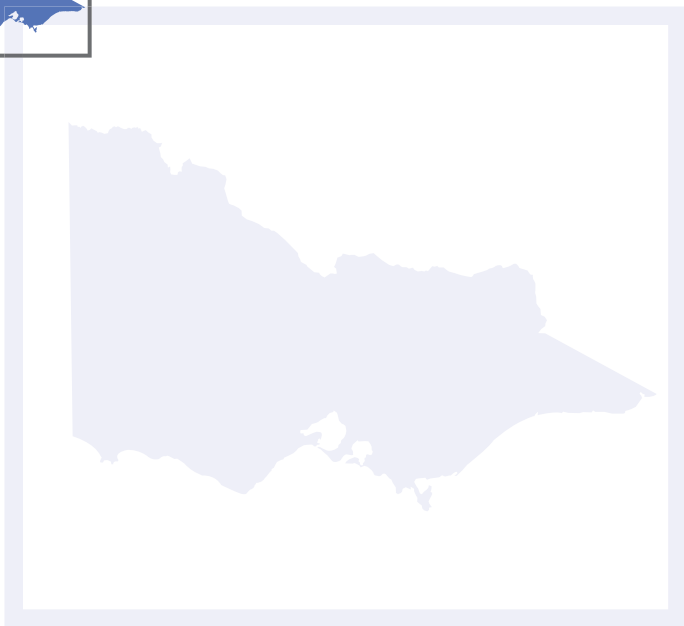
**T 1300 788 855 F 1300 788 811**  
E [customerservice@independenceaustralia.com](mailto:customerservice@independenceaustralia.com)  
[www.independenceaustralia.com](http://www.independenceaustralia.com)

Healthcare Products

A market leader in the prompt home delivery of continence, wound care, and health & well-being products.

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[www.eccv.org.au](http://www.eccv.org.au)