

# MCCSA Community VOICES

SUMMER 2018



## From the CEO

HELENA KYRIAZOPOULOS

Wow what an incredible year 2018 has been! A few weeks ago we ended the year with a great AGM with over 140 members and stakeholders attending, and a wonderful volunteer celebration lunch, with 70 people enjoying the occasion.

Each year, our end of year volunteer lunch seems to be getting bigger and bigger, and what I noticed this year was the diversity of age groups that came along to enjoy the day.

Our programs are so varied and range from early childhood, youth, women, student placement, administration, seniors, community visitors and transport.

This year was particularly important for our two oldest running programs, Community Visitors Scheme (CVS) and Transport programs. These two programs celebrated a milestone birthday of servicing our communities for 30 years.

Thank you to all the many volunteers, communities and coordinators, past and present, who have supported these two worthy programs over the years.

This year, for the first time in its 30 year history, we had to tender for the CVS program and I am pleased to announce,

that we were not only successful in maintaining our program but also in obtaining additional residential places and also new to our CVS program, home visiting places! A great outcome for the CVS team and the MCCSA!

Each year the demand for our Gilbert Street Community Hub continues to grow. Our central location at Gilbert Street enables people to come from all parts of Adelaide to meet, learn, socialise and seek support. We also have an expanding range of programs that we run on-site. We have also collaborated with a number of councils and other stakeholders to deliver our programs in different locations due to community demand. Thank you for your support.

Next year promises to be just as busy as this year, if not busier. We have some great activities planned for Harmony Day, International Women's day, SANAA, SALA, Refugee week and some exciting things happening with the façade of our building. We look forward to supporting and collaborating with you in the coming year

To all our members, best wishes for the coming year from the Board and staff of the MCCSA.

*Helena*  
MCCSA CEO

## INSIDE THIS ISSUE

A MIGRANT'S STORY: Eliana Espinosa	P4
Community Transport: Going Places with MCCSA	P7
MCCSA Youth Engagement Program	P8
NDIS Community forums	P11
Adelaide Latvian School Annual Concert	P13
Women on Temporary Visas Experiencing Violence and their Children	P17

### MCCSA Board

#### Executive:

Chairperson: Miriam Cocking

Deputy Chairperson: Dr Ian Harmstorf OAM

Treasurer: Silvio Iadarola

#### Board Members

Daniela Costa

Margota Pukitis

Gosia Skalban OAM

Rajendra Pandey

Nasir Hussain

Patrizia Kadis

## UPCOMING MULTICULTURAL EVENTS



**WHEN:** Saturday 23 February 2019 | **TIME:** 5pm - 9pm

**WHERE:** Marion Cultural Centre



**WHEN:** 12th to 14th January 2019

**WHERE:** Semaphore Foreshore

**WEBSITE:** [semaphoregreekfestival.com.au](http://semaphoregreekfestival.com.au)



**WHEN:** 6 January 2019

**WHERE:** Glenelg Beach

**WEBSITE:**

[www.volleyballsa.com.au/  
summersetsfestival/inclusion](http://www.volleyballsa.com.au/summersetsfestival/inclusion)



## MCCSA Staff wins local Council Election

MCCSA staffer Savry Ouk has been sworn in as the first Cambodian born elected ward member for the City of Salisbury on Wednesday 5th of December 2018.

A bicultural family worker, Savry is part of our team at MCCSA working with young people at risk of homelessness in her community.

Born in Cambodia, Savry said her mother and grandmother sought refuge in Thailand when she was just born. She grew up in a refugee camp in Thailand and eventually her family moved to Australia under a humanitarian visa program in 1986.

Reflecting on her early years in Australia Savry said she couldn't remember much. "I do remember feeling a bit alienated because it's a whole new world to me, it was a bit difficult because the language was so different and I hardly spoke a word of English"

As a kid it wasn't long before she adapted to her new home, made friends and embarked on her life's journey which had

its own challenges as well. "I wasn't used to Australian food so I would take my food from home and I had to hide it to eat it. I felt a bit funny because people would see me or smell my food".

Over time, Savry settled in and continued with her schooling, Finished high school, and started volunteering with the Cambodian Association participating in community activities.

In 2012 Savry applied to work in the MCCSA Reconnect Program which helps youth at risk of becoming homeless. "I saw it as an opportunity to broaden my knowledge by working in a multicultural organization".

Savry said she is happy about her role at the MCCSA working with young people and helping them broaden their life experience. "It's good to help them understand that there is more than just schooling out there, there is a lot to learn to be successful".

"I'm also very grateful to the MCCSA staff for their support which helped me in getting where I am today".



Young Savry and her mum in Thailand

Talking about her new role as a local council member Savry said it's not about politics but giving back to her community. "I have been living in the Salisbury Council area for eighteen years and there are lots of things that I want to do for the community.

"My main goals will be working with our youth, and making sure that submissions for tree planting around residential homes are given due consideration".

Savry said her new role means more responsibility and she looked forward to helping the people in her local council. Her message for other council aspirants is take the challenge, run in your local council election and get what you wish for your community".

We wish Savry all the best in her new role.

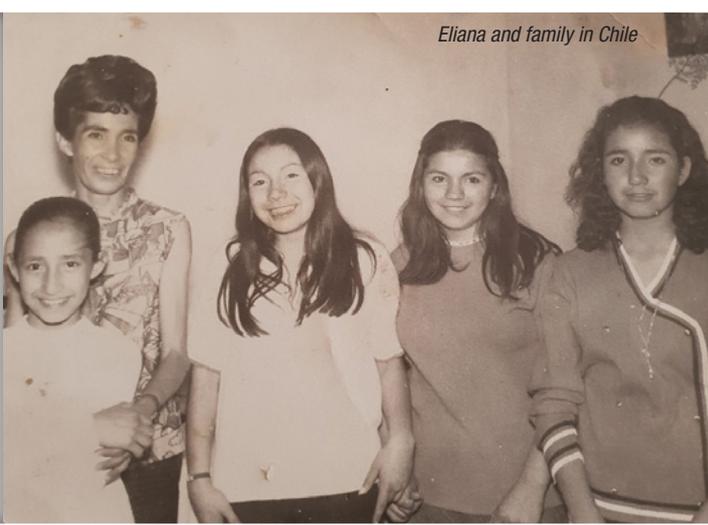
# A MIGRANT'S STORY: Eliana Espinosa

*By Sidique Bah*

People have migrated to Australia for various reasons over the past 300 years. While some brave the distance looking for greener pastures others came to reunite with their families. This constant flow of migrants contributed immensely to the social, economic and cultural development of Australia and helped to strengthen the multicultural identity we pride ourselves on today.



*Eliana and family in Chile*



In the 2006 Census 23,305 Australian residents declared they were born in Chile. Financial hardship, civil war and general political unrest were a huge factor for migration from Latin American countries in the early eighties.

For this edition of MCCA Community Voices we got in touch with Mrs. Eliana Espinosa, a Latino Australian mother of four, Visual Artist and active community leader, to share with us her Australian journey from Chile over thirty years ago with her husband and three young boys.

A worsening political climate marred by brutal repressions made living in Chile increasingly difficult. Now in her sixties, Eliana said she and her family arrived in Australia in 1988 under a humanitarian visa program supported by the Catholic Church she and her husband worked for.

Working in the church's Marriage Encounter program made Eliana and her husband privy to sensitive information which put her family's life in danger. "We had some difficulties over there, not political, but because we got a lot of information from people who participated in our church activities, our priest advised us to migrate to Australia through the humanitarian program with our three children for our safety".

Moving from one's home and adapting to new ways of life can be daunting and challenging at the same time. "In our country family was so important for us, neighbors and friends were like a community, very close and we looked after each other.

"It was hard for our boys moving here because we removed them from our family, but then we were very lucky, the teachers at the schools helped them integrate for which I will always be grateful".

In the early years when they moved to Adelaide, Eliana felt a change in her life,

because there were not that many people she could speak to, the food didn't taste the same and thirty years ago we didn't have social media to connect with families. However, her inconvenience was short-lived as more people migrated to Australia opening up the country to diverse cultures and food.

"Now you have food from around the world and its feel more global".

We asked Eliana what stood out to her as a positive when she first arrived in Australia. "Well the first thing was education, because in my country I couldn't do that and Australia gave me and my husband the opportunity to study. Secondly, security for our kids, It's a good feeling to know they were safe and that they could pursue their dreams".

When they arrived Eliana didn't have time to complete her basic English training as she fell pregnant and only went back to study a few years later when her son started primary school. She completed her English course, and eventually graduated with a Bachelor of Arts in Visual Arts.

Eliana said even though she worked as a carer to make ends meet, art and community engagement will always be her passion. She has been involved in Spanish musical performances, working with Indigenous Australians, the Spanish speaking school and participated in the Spanish speaking ethnic broadcast radio for the past 15 years.

"Well my thing was to be an artist but it was hard to get in to, but I'm still doing something about it, working with my community in arts projects such as weaving, clay craft and mosaic patterns design.

Art is very good for our mental health, it helps a lot and keeps the mind busy and it's kind of a therapy, very useful for our community members".

Reflecting on the word Multiculturalism Eliana said to her it means living together with different people. "Ethnic communities learn from each other because every group has something to share. About ten years ago, I went on a weekend retreat with aboriginal and Vietnamese women and it was great experience for me, I learnt a lot from the other women about their culture and challenges"

Based on her experience over the years of living in Australia Eliana's message to our readers is we should all strive to live in peace and respect each other. "For the young generation, learn your parent's language because if you speak two languages it opens a window to develop a lot of things".

It was great talking to Eliana and we wish her a Happy New Year. If you or someone you know have a story to share contact [Sidiq.bah@mccsa.org.au](mailto:Sidiq.bah@mccsa.org.au)



*Eliana and family in Chile*

# MCCSA Volunteers - End of Year Celebration

As usual the MCCSA celebrated the valuable work of our volunteers with an end of year lunch, on the 6th of December 2018 in our hall at 113 Gilbert Street. Our staff and 55 volunteers from our diverse multicultural programs shared a meal and networked as well.

Violinist Ji Won Kim, a member of the Adelaide Symphony Orchestra, soothed attendees with some harmonious violin playing.

Since its formation the MCCSA has relied on volunteers to help provide much needed services to our CALD communities. Our volunteers bring a unique mix of experience and skills that they share and transfer to each other. For most of them, their core motivational drive is their passion in believing in their cause to help others. We thank them for their tireless support. Below are some comments from some of our volunteers at the lunch;



**Maria Dnistrjanski (Community Visitor Scheme Volunteer)**

"I've volunteered at the MCCSA for over 25 years, since when they were in Gawler Place under the name Ethnic Communities Council – I like visiting aged care residents, I love to see their faces when they hear their language or music"



**Wendy Chan (Youth Volunteer)**

"I like volunteering at MCCSA, it's like family to me. I get to be involved with people from different cultural backgrounds"



**John Vyrnios (Volunteer Driver)**

"For me it's all about giving back to the people in my community. When you see a smile on their face it makes you happy and if anyone is thinking about it, give it a go"



**Warwick Raymont (Community Visitor Scheme)**

"Wow I get so much from it, more than the people I visit. Honestly I get to learn so much about them, their home country, I enjoy it so much".

We thank all our volunteers for the wonderful work they do and wish them all a Happy and Prosperous New Year.



## COMMUNITY TRANSPORT

# Going Places with MCCSA



Throughout the year MCCSA transport service has been used over 350 times delivering affordable and reliable transport to South Australia's CALD communities with limited or no access to private transport including people from new and emerging communities and people with disabilities.

In the New Year we look forward to working with our transport user group to facilitate an ever more vibrant, accessible and affordable community transport. A big thank you to our volunteer drivers for all their hard work and commitment in providing much needed service to our communities.

**If you want to hire our buses for a community event or want to be a volunteer driver please contact [Sidique.bah@mccsa.org.au](mailto:Sidique.bah@mccsa.org.au)**

## Barriers to Palliative Care Focus Group

On Tuesday 11th December 2018 we welcomed Australian Healthcare Associates (AHA), who visited us from Melbourne to run a focus group with a number of our members. AHA have been appointed by the Department of Health (DoH) to perform a national exploratory evaluation of the barriers that some population groups may face when accessing quality palliative care.

### What is palliative care?

Palliative care is an approach that aims to improve the quality of life of patients and their families when facing problems associated with a life-threatening illness, through the prevention and relief of physical

suffering, and by providing psychosocial and spiritual support.

Research tells us that certain 'under-served' population groups are less likely to access palliative care services, including those from Culturally and Linguistically Diverse (CALD) backgrounds. The primary aim of the focus group at the MCCSA was to explore people's views on what they thought the barriers to accessing palliative care may be from a CALD perspective. The group also discussed individual perspectives on end of life and how their wishes for end of life care could be conveyed to their friends, family and health services.

The final part of the group discussion focused on how palliative care services might be improved to ensure better access for all those wishing to use them.

It was agreed that the focus group generated many interesting and thought-provoking discussions. AHA are continuing to run focus groups with under-served populations across Australia, and once complete, they will incorporate their findings into final reports to the DoH in 2019. The reports will include recommendations for improving access to palliative care services for all of the under-served populations, including those from a CALD background.

# MCCSA Youth Engagement Program

MCCSA has had a very busy year delivering a range of youth programs in 2018. With the support of both DSS and the Department of Premier and Cabinet, we have developed a "Success Through Sport" program as well as a "Youth Inclusion" program.

These two programs work together to provide a suite of early intervention and prevention strategies designed to address social isolation, exclusion and disengagement through building young people's skills, knowledge, self-confidence and social and vocational connections. These Programs build positive peer relationships and strong community connections and currently operates in the Northern and Western Adelaide metropolitan regions.

The operational goal of these two programs is to build safe spaces for young people to grow, find their passions, set goals and reach for them.

To do this, we have used both sport and music to inspire young people – but have followed this up by developing individual supports, peer mentoring, volunteer opportunities, life skills development, employment preparation as well as broader connections to the community. The model is very fluid and responsive to ongoing input from participants, and as a result we have seen some fantastic results both for individuals and for local community.

Across these programs there are 73 participants ranging in age from 12 to 30 – with some of the participants moving from program participants to program facilitators during the course of the year. The majority are from African countries, particularly Somalia and Sudan, as well as from Burundi, Congo, Djibouti, Ethiopia, Eritrea, Kenya, Liberia, Rwanda, Sierra Leon and Tanzania. The programs also include young people from Afghanistan (including Hazaras), Cambodia, Fiji, India, Iraq, Malaysia and Vietnam.

Some of the many outcomes these programs have achieved for participants include

- » eight participants who have found employment;
- » four participants became MCCSA volunteers to provide lunch time soccer at the Secondary School of English and to assist with delivering the soccer programs at Kilburn Community Centre;
- » five participants were provided with the opportunity to participate in suicide and self-harm prevention training;
- » eight participants were engaged to facilitate discussions on the refugee experience with students at Naracoorte High School;
- » one participant has secured a paid role as the youth representative on the Dental Board of South Australia;
- » one participant was engaged by Drug & Alcohol Services South Australia to undertake a community consultation on drug and alcohol issues; and
- » 8 participants have performed music live across three different local music events.
- » As a result of the program, a group of Somalian young people now coordinate weekly BBQs for their community, while exploring Adelaide's public parks and reserves

MCCSA would like to thank the following partners in the project who provide ongoing space, connections and support for our Young people, with so many long term benefits

The City of Port Adelaide Enfield and the Kilburn Community Centre  
City of Charles Sturt and the Brocas House youth team  
City of Playford and the Northern Sound System  
Adelaide Secondary School of English  
Parafield Gardens High School



# CHIEF PUBLIC HEALTH OFFICER'S REPORT 2016-2018

The Chief Public Health Officer's Report 2016-2018 – Promote, Protect, Prevent – is now available.

South Australians experience good health and wellbeing. We have one of the safest and most advanced health systems in the world. Most of us can expect to live into our ninth decade with a happy, healthy and high quality of life. But, this is not the same for all of us, all the time.

Major findings from the Report include:

- » South Australia has the highest participation rates in Australia for the national bowel cancer screening, breast screening and cervical screening programs.
- » The proportion of South Australian adults who report being overweight or obese

continues to increase. Furthermore, the prevalence rate of diabetes in South Australian adults was the highest to date.

- » The number of deaths from dementia and Alzheimer's disease has increased 84% over the past decade and nearly equals ischaemic heart disease as the leading cause of death.

The Data Compendium and a Compendium of Case Studies, Research and Achievements accompany the Report and are available online.

For more information and to read the Report and compendiums, visit the SA Health Website.

**Prof. Paddy Phillips**  
*Chief Medical Officer /  
 Chief Public Health Officer*



You can view the full report at [www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au)

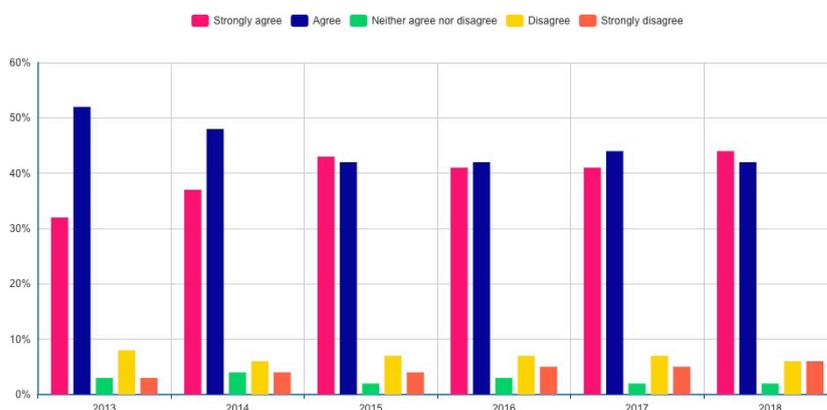
## Eleven years of research in multiculturalism in Australia

Based on knowledge gained through a decade of surveys, the Scanlon Foundation recent national survey Mapping Social Cohesion has presented the findings of its eleventh survey conducted in July – August 2018. The report provides a consistent annual tracking of public opinion on social cohesion, immigration and population issues.



IN 2018, THE SCANLON FOUNDATION SURVEY ASKED IF

### Multiculturalism has been good for Australia



View full report at [scanlonfoundation.org.au](http://scanlonfoundation.org.au)

# Community Visitor Scheme

*“You are angels hiding your wings.”*  
*“Thank you very much for sending her to me.”*  
*“I do not want to let you go.” ...*

Multicultural elderly people living in residential homes express their gratitude by saying this in a variety of ways. No one can deny how precious it is to have true friends in their twilight.

MCCSA's Community Visitors Scheme (CVS) program is meaningful and valuable in the social welfare of multicultural elderly people in aged care facilities. Our beautiful CVS volunteers have shared happiness with the residents for 30 years. 2018 was especially an unforgettable year.

The CVS program has contributed greatly in alleviating elderly people's loneliness and isolation. Over the past few years the demand for multicultural visitors has increased significantly and in response, MCCSA approached the Federal Government and was fortunate in October 2017 to be allocated additional funds in order to care for a 40 additional multicultural elderly residents in aged care facilities.

Furthermore, November 2018, the government announced that MCCSA will also be able to provide home visit services along with some additional residential visits. This means that the MCCSA CVS program from the start of 2019 will also be able to support isolated multicultural seniors in their home.

We have had a busy time recruiting additional volunteers, interviewing them, and providing them with induction and orientations. The MCCSA CVS team is very happy that more multicultural elderly people have been able to benefit from our project and be influenced positively by our efforts. During the last financial year, the MCCSA CVS team regularly visited 106 multicultural elders with 62 volunteers, and achieved the goal of improving the quality of their lives.

MCCSA community visitors' warm help in various ways can reduce the feelings of helplessness that the residents may have when no-one understands what they are trying to say.

This can include celebrating together with the residents about something important in their culture, talking with them or reading to them in their own language.

At present, we need volunteers who speak Bulgarian, Cambodian, Croatian, Czech, German, Greek, Hungarian, Indonesian, Italian, Lao, Latvian, Polish, Russian, Serbian, Ukrainian and Vietnamese.

If you want to join, please contact Heeyoung on 8345 5266 or email to [heeyoung.lim@mccsa.org.au](mailto:heeyoung.lim@mccsa.org.au).

Please be aware that MCCSA is closed over Xmas and will reopen January 7th.





## Interested in volunteering for MCCSA?

Visit [www.mccsa.org.au](http://www.mccsa.org.au) for more info or contact us on 8345 5266.

## Swahili Speaking Sewing Group

The Swahili speaking sewing project is helping 18 female participants to acquire sewing skills in cloth alterations and the making of cultural clothes. The sessions are run every Tuesday from 10am to 1pm at Kilburn Community Center. Once they get the necessary sewing skills the group will be working together or separately to generate revenue to sustain the project. MCCSA will assist in promoting their business to other networks and community groups in order to attract customers and find a market for their pieces.

## NDIS Community forums

MCCSA has partnered to support Uniting SA in a project to connect our communities to the NDIS. Data is showing that just 6% of individuals receiving support through the national disability scheme here in South Australia come from a non-English speaking background but when based on statistics and data modelling it should be closer to 19%.

Uniting SA has been funded to identify strategies that can improve this take up rate, and MCCSA has been co-hosting community forums to support this. At this



stage we have hosted a forum in English and language specific forums in Greek, Spanish, Farsi and Dinka - with 5 more forums planned for early next year.

Even at this early stage, these forums are telling us that communities don't fully understand the NDIS and how it functions

— and those that face significant barriers in demonstrating their eligibility. MCCSA and Uniting SA are working very closely with all of the local area coordinators; Feros Care Baptistcare and Mission Australia to help build the relationships our communities need to access this important and valuable support.



## A celebration of Aboriginal volunteering

From 2012-2017, 15 young Aboriginal volunteers worked in the remote community of Oodnadatta, South Australia on 10 week community development projects, and then went on to further volunteering, bringing benefits to the wider community.

The 'Impact of the Aboriginal Volunteer Program on Aboriginal Returned Volunteers 2018' research report explores the positive impact of the volunteering experience on the Aboriginal volunteers and its link with the contribution being made to communities when they returned home.

The findings clearly demonstrate that their initial volunteering experience had a significant, meaningful and lasting impact on the personal and professional lives of these volunteers.

It transformed the way they lived, influenced their career choices and styles of working, and set them on a life journey to improve community well-being.

The report has resulted from a partnership between Volunteering SA&NT, its Aboriginal Reference Group, AVI and the community of Oodnadatta.

View the report at  
[www.volunteeringsa-nt.org.au](http://www.volunteeringsa-nt.org.au)



## SUMMER WATER SAFETY PROMOTION

MCCSA registered to participate in the Summer Water Safety Promotion organized by the SA Fire and Emergency Services Commission (SAFECOM) as an initiative of the SA Water Safety Committee, to bring agencies involved across the spectrum of Water Safety together to promote a united summer safety message. The promotion took place in Rundle Mall on Thursday 29 November 2018.

The following agencies and/or organizations registered their commitment to participate:

- » Austswim
- » Australian Volunteer Coast Guard (AVCG)
- » Department of Planning, Transport and Infrastructure (DPTI)
- » Multicultural Communities Council of SA
- » Office for Recreation, Sport & Racing
- » Royal Life Saving Society SA (RLSS SA)
- » SA Sea Rescue Squadron (SASRS)
- » SA State Emergency Service (SES)
- » Spa and Pool Association SA
- » YMCA SA



**Government of South Australia**

South Australian Fire and  
 Emergency Services Commission



# Adelaide Latvian School Annual Concert

*By Margota Pukitis*

Saturday 15th September, Latvian School held their annual concert at the Latvian Hall. This event has been going for 69 years and is one of the main draw cards for the community as family, extended family and friends, come to support and enjoy the performance.

The students range from playgroup to year 10 high school and are 4th generation since their families arrived in Adelaide as refugees from World War 2. One of the main priorities for these migrants was to organise a school for their children and teach them the Latvian language, traditional folk songs, traditional dances and important festivals that have been celebrated for many years. In the early fifties church halls were used until the community hall was built in Wayville. When the architect drew the plans for the hall it was paramount to include in the plans several rooms to be used as classrooms for the children. These classes are still in use today.

When the guests entered the hall in front of them was an exhibition displaying the students craft work as well as photos of

cultural celebrations they had taken part in during the year. One could easily identify who were the performers as they were all dressed in their national costume. It was a delight to see the girls twirling around very quickly to see how wide their skirts were. The theme of the concert was to celebrate 100 years of Latvia as an independent nation. This was reflected in the items listed in the program. Children sang folk songs, danced traditional dances; others explained the symbolism of the Latvian coat of arms and the older children went back to their family roots by showing clips of the different regions of Latvia from where their grandparents came from. The high school students formed a rock group and sang a well-known folk song in a rock style that was very much appreciated by both the young and not so young.

The children sang and talked in Latvian and knew the words by heart. It was a great achievement by parents, grandparents and teachers of the school as many of the students come from mixed marriages and Latvian is spoken as a second language. Throughout the performance someone translated into English as the organisers

wanted to ensure that everyone was included.

The President of the School Council R. Dancis thanked the invited guests for attending and Ethnic Schools Association for the support given to our school over the years and now it was clearly evident that the program was a success. This success is also due to the help given by the Latvian Government by organising workshops and conferences for teachers of Latvian throughout the world. Providing relevant teaching materials, and the regular communication through Facebook and YouTube.

As a Latvian grandmother, I also attended the primary school as did my children and grandchildren. I also taught at the school for many years and was involved in organising workshops and conferences, and today am working on special projects. It was a wonderful feeling to sit back watching so many children taking part in activities that reflect the traditions and culture of our forefathers; the joy on their faces as they walked by wearing their national costumes and eating Latvian bacon bun.

# The South Australian Office of the Health and Community Services Complaints Commissioner (HCSCC)

Dr Grant Davies, Health and Community Services Complaints Commissioner

The South Australian Office of the Health and Community Services Complaints Commissioner (HCSCC) is a free, independent, impartial and confidential service for consumers, carers and service providers to help deal with complaints about health and community services.

The HCSCC is statutory office that commenced in October 2005. I am the current Commissioner and started in my role in February 2018. I started my career as a registered nurse in general and radiation cancer settings and in acute palliative care units. In October 2009, I started in the Office of the Victorian Health Services Commissioner as Deputy Commissioner and was appointed Commissioner on 1 October 2014.

It is your right to complain about the health or community services received from almost any place or person providing these services in South Australia. You may complain on your own behalf or on behalf of someone you care for such as a child, parent, or other family member. If you are unable to make a complaint yourself, you can designate someone you trust to make the complaint for you.

The HCSCC is able to assist CALD communities by organising an interpreter in the language you prefer. We also have a variety of our brochures translated in many languages on our website (<http://www.hcsc.sa.gov.au/translated-hcsc-consumer-brochures/>).

If you work for a service provider, the HCSCC can also help by providing advice on how to handle a complaint you have received.

Please feel free to speak with the HCSCC about anything that falls into the scope of services we provide.



www.hcsc.sa.gov.au  
08 8226 8666  
/SAHCSCC  
@SAHCSCC



**hcsc**  
Health and Community Services  
Complaints Commissioner

- 1. ACCESS – Right to access health and community services**
- 2. SAFETY – Right to be safe from abuse**
- 3. QUALITY – Right to high quality services**
- 4. RESPECT – Right to be treated with respect**
- 5. INFORMATION – Right to be informed**
- 6. PARTICIPATION – Right to actively participate**
- 7. PRIVACY – Right to privacy and confidentiality**
- 8. COMMENT – Right to comment and / or complain**



**Have you got a submission for MCCSA Community Voices?**

Contact us on 8345 5266 or email [sidique.bah@mccsa.org.au](mailto:sidique.bah@mccsa.org.au)



## Did you know RDNS SA has recently expanded to include all Domiciliary Care services?

Earlier this year, RDNS SA became the new provider of all Domiciliary Care services (previously delivered by the SA Government).

Taking on all Domiciliary Care's services has quickly expanded the range of specialist health and home support services we now offer to include:

- » Physiotherapy,
- » Occupational therapy,
- » Social work,
- » Speech pathology,
- » Dietetics
- » Podiatry
- » Home modifications,
- » Social support programs,
- » Respite for carers,
- » Home Care Packages and more!

We were also very excited to have welcomed more than 5,000 Domiciliary Care clients and the majority of its staff. This included more than 1,500 clients born in 75 non-English speaking countries who together can speak more than 50 different languages!

We are committed to providing a highly responsive service that supports the cultural, spiritual and linguistic needs of every client we visit.

Both RDNS SA and Domiciliary Care share a long and proud history of caring for South Australians of all ages and diverse

backgrounds, in their homes. Together, we aim to provide a wider and more integrated health and aged care service to more South Australians than ever before.

Call us - we can arrange for an interpreter on your behalf.

**Call us on 1300 364 264 to talk about how we can support you or your loved one at home, in your preferred language. We are here to help!**





## Ten Years of Service

### **Hip Hip Hooray hats off to MCCSA Program Manager Megan Hill for Ten years' of service.**

It feels like just yesterday when our Program Manager Megan Hill joined the MCCSA in 2008. She hit the road running and has never looked back representing MCCSA to our diverse communities, government departments and service providers. Over the years she has contributed immensely to various programs in our organisation.

We thank her for her enduring service and look forward to working with her in the ensuing years.

## 'Means not disclosed' in aged care

New care recipients are able to complete the income test form or means test form to help determine their aged care fees and accommodation costs before, or at the time, they enter care.

If care recipients don't complete their income and/or assets information, they are classed as 'means not disclosed' and will be asked to pay the maximum income tested care fee (home care package) or maximum means-tested care fee and their agreed accommodation price (residential care).

Changes to the 'means not disclosed' process

If the Department of Human Services (DHS) is notified that a person entered care but the necessary form and/or assets information is not provided, a series of letters will be sent to each of the following:

- » the care recipient
- » their nominee
- » their provider (previously only received the initial and final letter).

These letters will request the submission of the assessment as follows:

- » initial letter within 21 days
- » reminder letter requesting assessment within 14 days
- » final letter advising the care recipient has been classed as 'means not disclosed' if they do not respond to the letters.

If at any point the care recipient submits their information but it is insufficient, DHS will request more information be provided within 21 days. If the requested information is not received by the end of this period, the care recipient will be classed as 'means not disclosed'.

The changes streamline the process and facilitate the earlier resolution of a person's 'means not disclosed' status and fees. This enables both the care recipient and provider to understand and finalise fee arrangements in a timely manner.

- DEPARTMENT OF HEALTH

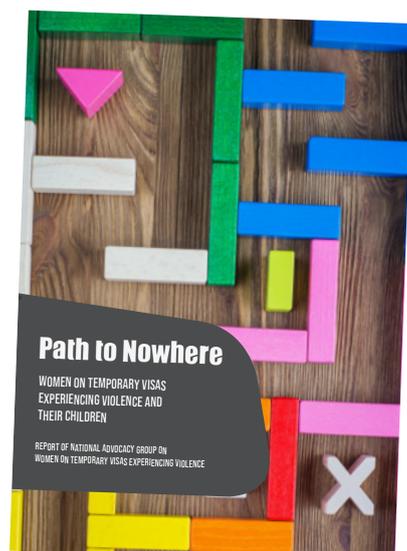
# Women on Temporary Visas Experiencing Violence and their Children

Path to Nowhere (the Report) examines the issues for women on temporary visas experiencing violence and their children.

Women on temporary visas experiencing violence and their children face specific barriers to seeking support including fear of deportation and loss of custody of their children and lack of social networks, understanding of their rights and English language skills. Perpetrators of violence against women on temporary visas use these barriers to maintain power and control and to continue to use violence against women.

There is a lack of national data on women on temporary visas experiencing violence and their children.

In response, the National Advocacy Group on Women on Temporary Visas Experiencing Violence developed an online survey for service providers to submit data on women on temporary visas experiencing violence that they worked with or who sought assistance from them during the month of August 2018. Members of the National Advocacy Group distributed the voluntary survey through their networks across Australia.



In summary the survey process found that during the month of August:

- » It appears there were at least 387 women on temporary visas experiencing violence accessing support services in Australia;
- » These women had more than 351 children or dependents;
- » Around a quarter (24%) of these women were living in crisis accommodation and around one in ten (11%) were living in temporary accommodation;
- » One in ten of these women were living at home with the partner, which may increase their risk of experiencing further violence;
- » Crisis and long-term housing was the service most needed by clients that organisations were unable to provide, followed by financial assistance.

This represents a national crisis which requires immediate law and policy reform by the Australian and State and Territory governments. The report makes a number of specific recommendations on how to ensure women on temporary visas can access secure, long term housing, financial assistance and other essential supports they need to be safe. These include reforming the 'family violence provisions' of the Migration Regulations 1994 and expanding the eligibility for Centrelink and Medicare, social housing and other government support services to include women on temporary visas.

Read full report here

(<http://dvnsw.org.au/wp-content/uploads/2018/12/National-Report-on-Women-on-Tempo...3.pdf>)



ADVANCE CARE PLANNING  
TOGETHER

## Advance Care Planning (ACP)

Advance Care Planning (ACP) allows individuals to make plans for their future care, often in consultation with doctors, family members, and significant others. These plans are intended to guide medical care and decision-making should the individual lose the capacity to make or communicate health decisions.

However, Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse communities and those living with chronic disease, tell us that current ACP policy and practice does not meet their needs. Likewise, cultural and religious preferences, varying levels of health literacy and potential emotional distress can also limit the extent to which diverse communities are engaged in the development of ACP policy that might more appropriately support them.

This project is funded through a partnership between the NHMRC and ten partners from the health and community sectors including the MCCSA. The project will document what is, what could, and what should be done to ensure that policies and practices impacting on end-of-life care reflect and account for the cultural diversity in Australia. The project will develop guidelines on how to include a diversity of community views in ACP policy and practice, promoting equity and well-being for all Australians at the end of life.

*Dr Katherine Hodgetts  
School of Public Health,  
University of Adelaide*

# Pathways to employment for refugee women: Enhancing social inclusion and health and wellbeing

According to the Refugee Council of Australia (RCOA), finding employment is one of the highest priorities for humanitarian migrants. Employment enables refugees to provide for their families and facilitates their connections into the community, producing a range of positive outcomes for health and well-being (Hartley 2014). A lack of engagement in employment or other meaningful occupation has likewise been linked to social isolation and poor health (Crawford 2016).

Work can play a particularly important role for women from refugee backgrounds, who face a high risk of isolation and associated negative health effects. Through connecting refugee women to opportunities and social networks, employment has the potential to facilitate a range of positive settlement outcomes.

Despite the importance of employment, recent figures from the Building a New Life in Australia (BNLA) survey reveals that unemployment amongst refugees remains high. These findings support other research which has suggested unemployment rates of 50-70% among refugees, and for those

who were employed, only small numbers were in full time work, with many employed for less than two days a week (Marston 2004).

Refugees face many barriers to employment including poor English language proficiency, lack of qualifications, skills and Australian work experience, as well as the impact of trauma and torture (Humpage & Marston 2005; RCOA 2010). Refugee women confront additional challenges entering the workforce, including family responsibilities, the gendered nature of labour markets (ECCV 2009), and much available work being located within the informal economy (RCOA 2010). When refugee and migrant women do find work, they are more likely to do so in industries with poor pay and conditions such as aged care, cleaning and childcare (Williams 2012; Anglicare 2016).

Humanitarian migrants make a significant and long lasting contribution to the economy once they are employed (Hugo 2011, RCOA 2010b). Not surprisingly, then, there have been a range of government and non-government employment programs for refugees at the state and national level in

Australia. However, very little research has explored the impacts of such programs on settlement and health outcomes for refugee women.

The research, which is funded by the Department of Social Services, Resilient Communities Grant scheme, will provide an assessment of employment programmes and initiatives in Australia and abroad that target refugees. In addition, the lived experiences of refugee women will be captured at three separate points in time over a two and a half year period through interviews focusing on employment and the impacts of work on their social inclusion and health and well-being. Interviews with a range of service providers and employers of refugee women will also provide valuable insights into the key issues facing refugee women in the workforce. The research team also plans to analyse the (BNLA) longitudinal data set to examine the links between employment, social inclusion and health and well-being.

The project will shed light on refugee women's employment experiences and will contribute to the enhancement of

---

1. BNLA Building a New Life in Australia is a long-term research project about how humanitarian migrants settle into a new life in Australia. The study has been commissioned by the Department of Social Services (DSS) and is managed by the Australian Institute of Family Studies (AIFS), with the fieldwork undertaken by Colmar Brunton Social Research in conjunction with Multicultural Marketing and Management.

Adelaide and Flinders University researchers are taking a longitudinal snapshot of pathways to employment for women from refugee backgrounds with the aim of contributing directly to the social empowerment of refugee women.

employment assistance programs. A key outcome from the project will be a targeted policy and best practice guidelines for facilitating employment and social inclusion and health and well-being.

The research team includes Alex Reilly and Joanna Howe of the Adelaide Law School, and Clemence Due in the School of Psychology from the University of Adelaide, and Anna Ziersch from the Southgate Institute for Health, Society and Equity at Flinders University. Dr Moira Walsh is the research associate on the project for its duration and will be responsible for conducting the longitudinal study. In describing the project, Alex says:

*'We know from research how important employment is to integration and well-being of new migrants. We want to gain an understanding of the engagement of refugee women with work in their early years in Australia, and consider how well existing employment programs cater to the needs of these women. We hope that this will provide insights for governments and NGOs in establishing well targeted programs to assist refugee women to enter the paid workforce.'*

**'We know from research how important employment is to integration and well-being of new migrants. We want to gain an understanding of the engagement of refugee women with work in their early years in Australia, and consider how well existing employment programs cater to the needs of these women. We hope that this will provide insights for governments and NGOs in establishing well targeted programs to assist refugee women to enter the paid workforce.'**

## References

Anglicare Australia (2016). 'Positions Vacant? When the Jobs Aren't There', State of the Family Report, 2016, 39. <http://www.anglicare.asn.au/home/2016/10/30/2016-state-of-the-family-report--positions-vacant-when-the-jobs-aren%27t-there>

Ethnic Communities' Council of Victoria (2009). Restricted Access: Humanitarian migrant women and employment in Victoria, ECCV Policy Discussion Paper 2009, <http://eccv.org.au/doc/>

Crawford, E., Turpin, M., Nayar, S., Steel, E., & Durand, J. L. (2016). The structural-personal interaction: Occupational deprivation and asylum seekers in Australia. *Journal of Occupational Science*, 23(3), 321-338.

Hartley, L. & Fleay, C. (2014). 'Policy as Punishment: Asylum seekers in the community without the right to work' Centre for Human Rights Education, <http://apo.org.au/node/38122>

Hugo, G. (2011). A Significant Contribution: Economic, Social and Civic Contributions of First and Second Generation Humanitarian Entrants. Department of Immigration and Citizenship. [http://www.immi.gov.au/media/publications/research/\\_pdf/economic-social-civic-contributions-booklet2011.pdf](http://www.immi.gov.au/media/publications/research/_pdf/economic-social-civic-contributions-booklet2011.pdf)

**Dr Moira Walsh**, Research Associate, 'Pathways to employment for refugee women: Enhancing social inclusion and health and wellbeing'.

**Professor Alex Reilly**, Adelaide Law School and Director of the Public Law and Policy Research Unit.

# We need more Italian women!

BreastScreen SA is looking for more Italian women aged 50 – 74 years to make a commitment to their health and book their free screening mammogram in the New Year.

In 2019, BreastScreen SA is entering its 30th year of providing free screening breast x-rays to women in South Australia and we want to see more Italian women screening than ever before.

Breast cancer is the most commonly diagnosed cancer in women, but the good news is that due to screening and advances in treatment, survival rates are close to 90% ... but early diagnosis is vital.

Current BreastScreen SA statistics show that only 55% of Italian women aged 50 – 74 are regularly attending for their screening mammograms every two years. This lower participation rate means that close to 3,000 Italian women are forgoing a screening test that could save your life.

Women aged over 50 are most at risk for developing breast cancer and 9 out of every 10 women have no family history of the disease. A screening mammogram can detect breast cancer well before a woman will notice any breast changes and regular mammograms provide peace of mind that you are taking care of your breast health.

At BreastScreen SA, female radiographers support women to have their mammogram and are sensitive to women who may feel anxious. An appointment only takes 10 – 15 minutes and female interpreters can be organised for your appointment.

If you are one of the 3,000 Italian women we are looking for, we would love to see you in 2019. We know that many women lead busy lives and sometimes finding time can be a challenge, however, put this task on the top of your to do list, check with friends, and family to ask when they last had their mammogram and call 13 20 50 to make your appointment at BreastScreen SA.



## Are you eligible for a Seniors Card?

SA Seniors Card members receive a range of benefits including public transport concessions and access to specially discounted goods and services around South Australia.

You will be eligible for a Seniors Card if you meet the following three criteria:

- » Aged 60 years or older
- » A permanent South Australian resident
- » Not working more than 20 hours per week in paid employment (part-time and casual employees may average their hours over a 12 month period).

There is no income or pension limit and the card is issued free of charge.

The Senior Card Unit administers the South Australian Seniors Card program. Applications can also be made online at [www.sa.gov.au/seniorscard](http://www.sa.gov.au/seniorscard). The Seniors Card Unit can be contacted on 1800 819 961.



BreastScreen SA Community Ambassador, Rosemary Cardinali wants to encourage more Italian women to participate in breast cancer screening.

# MCCSA PHOTOS



MCCSA Annual General Meeting for 2018 at the Latvian Hall



MCCSA Volunteers Christmas Lunch

# MCCSA SERVICES



## MCCSA CHSP Transport Service

Our transport service is well used and helps many of our frail and older members of the CALD community go on excursions and attend Day Centre programs. Community groups use our service for trips to places of cultural or tourist interest. This provides their members with an opportunity to socialise in comfort and tranquility. **To hire our buses at very reasonable rates, call us on 8213 4608 or email [sidique.bah@mccsa.org.au](mailto:sidique.bah@mccsa.org.au)**

The languages currently spoken by our volunteers are: Bosnian, Cantonese, Croatian, Filipino, French, German, Greek, Hungarian, Hindi, Italian, Japanese, Latvian, Mandarin, Lithuanian, Polish, Russian, Spanish, Ukrainian, Hungarian, Serbian, Swedish, Danish, Arabic, Farsi (Persian), Dari and Vietnamese.

**If you would like to make use of our service or join our team of volunteers call Hee Young Lim at MCCSA on 8213 4604 or email [heeyoung.lim@mccsa.org.au](mailto:heeyoung.lim@mccsa.org.au)**

the Korean, Spanish speaking and Russian speaking communities. We have a digital training program for seniors. In 2018 and 2019 we are facilitating 'Knowing your Rights' in collaboration with OFTA for ethnospecific community organisations for older people. Cooking videos and interviews with senior cooks from our very successful 'Food from our Homeland' project will be on our website later this year.

**For any enquiries on this program please call Kristin on 8213 4603 or email [kristin.johansson@mccsa.org.au](mailto:kristin.johansson@mccsa.org.au).**



## Carers Retreat

Our Carers Retreat programs help fund planned short-term breaks for unpaid care givers of the frail and elderly. CALD community organisations that work with carers of the frail and elderly should contact us to discuss applying for this funding, as we want as many carers as possible to access the benefits of having a retreat. **For more information call Megan Hill on 8213 4605 or email [megan.hill@mccsa.org.au](mailto:megan.hill@mccsa.org.au)**



## MCCSA Community Hall

A diverse range of community groups use our 50 seating capacity hall for meetings, forums, workshops and functions **Free of charge** if they are a registered MCCSA community group. A donation is appreciated for rubbish removal and electricity.

The Hall is also available for commercial hire.

**For more information in accessing the MCCSA hall call June on 8345 5266 or email [mccsa@mccsa.org.au](mailto:mccsa@mccsa.org.au) for terms and conditions of use.**



## Reconnect Services

MCCSA provides individual support to young people that are having trouble at home. This is an early intervention program to prevent youth homelessness and can provide information, support, counseling, mediation, practical support, and group activities.

**For further information or referral please contact Megan [megan.hill@mccsa.org.au](mailto:megan.hill@mccsa.org.au) or Savvy [savvy.ouk@mccsa.org.au](mailto:savvy.ouk@mccsa.org.au) on 8213 4605.**



## Community Visitor Scheme

Our Community Visitor Scheme facilitates one-on-one friendship between older people in residential care and community visitors speaking their language. They visit at least twice a month to build relationships. They add some warmth to the life of our senior citizens by reducing their loneliness and isolation.



## Healthy Ageing

MCCSA supports community members to stay connected and receive the support and information they need as they age. In addition to advocacy and forums we also participate in research such as the CALD age friendly SA report and our current collaboration with Flinders university on social support. MCCSA supports three art groups for members of



## Successful Communities

Successful Communities is focused on providing individual support to vulnerable and emerging culturally diverse communities and their members.

**For further information please call Megs Lamb on 8213 4610 or email [megs.lamb@mccsa.org.au](mailto:megs.lamb@mccsa.org.au)**



## Multicultural Playgroup

MCCSA is currently running a multicultural playgroup for children from diverse background in South Australia to give them the best possible start in life and we want parents to feel supported. **If you would like more information or want to attend with your child, please contact Hee Young Lim on 8213 4604 or [Heeyoung.Lim@mccsa.org.au](mailto:Heeyoung.Lim@mccsa.org.au)**

## Kickstart your child's success program

Raising children and effective parenting without support can be difficult. To better understand the challenges of childhood, safeguards, services and support available in Australia for your family, MCCSA is introducing a new program Kick-start Your Child's Success. This program will run from 2018-2021 and help mothers of preschool children to provide a successful start for their children. Fathers and grandparents are also welcome to attend.

If you speak Spanish, Swahili, Dinka, Hindi, Gujarati, Punjabi, Arabic, Persian, Hazaraghi, Mandarin, Khmer and Japanese at home and have preschool children, we have got you covered.

**For more information contact Lena Gasparyan on 8213 4606 or [Lena.Gasparyan@mccsa.org.au](mailto:Lena.Gasparyan@mccsa.org.au)**

## Justice of the Peace

MCCSA also offers the services of a JP, to book an appointment, call the office on 8345 5266.



## Youth Engagement

MCCSA runs a range of youth engagement activities in multiple locations across the northern and western suburbs that incorporate soccer, hip hop, employment support, intercultural connections, leadership development and event planning

**For more information please contact Ukash or send an email to [ukash.ahmed@mccsa.org.au](mailto:ukash.ahmed@mccsa.org.au)**



## Swahili Sewing Group

MCCSA runs a small sewing group from the Kilburn Community Centre, connecting women to both sewing skills and other women in their local community.

**For more information please contact Ukash or send an email to [ukash.ahmed@mccsa.org.au](mailto:ukash.ahmed@mccsa.org.au)**

# Multilingual Tax Time Toolkits from the ATO

This year the ATO has developed tailored toolkits in the following languages to help people prepare and lodge their tax return:

- » Arabic
- » Hindi
- » Korean
- » Punjabi
- » Simplified Chinese
- » Spanish
- » Vietnamese

These toolkits contain information on areas where we know taxpayers are at risk of making a mistake when they're completing their tax return, such as work-related expenses and record keeping.

The toolkits are available to download at the ATO website.



<https://www.ato.gov.au/Individuals/Ind/Tax-Time-toolkits/>

# Interested in volunteering for MCCSA?

Visit [www.mccsa.org.au](http://www.mccsa.org.au) for more info or contact us on 8345 5266.

# [www.mccsa.org.au](http://www.mccsa.org.au)



**Multicultural Communities Council of SA Inc.**

113 Gilbert Street, Adelaide Phone 8345 5266 [www.mccsa.org.au](http://www.mccsa.org.au)

Compiled and edited by Sidique Bah, MCCSA Communications Officer