

MCCSA Community Voices

► WINTER 2020



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REPORT: Models of Integrated Care, Health and Housing

The National Ageing Research Institute (NARI), in a report prepared for the Royal Commission into Aged Care Quality and Safety, finds that integrated models for care, health and housing that are embedded in the community are the most effective at empowering clients and carers to take a lead in meeting their own needs and preferences.

View the full report here:

<https://agedcare.royalcommission.gov.au/publications/research-paper-7-models-integrated-care-health-and-housing>



FROM THE CEO

HELENA KYRIAZOPOULOS



Since March of this year our lives have been very different. We have worked from our homes, altered our programs and supported our communities and the South Australian Government in their efforts to combat COVID 19.

We have seen our ethnic communities at their very best, supporting their most vulnerable through times of uncertainty, stories of compassion, resilience and innovation have all come to the fore. A heartfelt thank you for all that you have done for your communities, those isolated from their homeland and for the whole community in South Australia.

This pandemic highlighted the unique challenges that some Ethnic communities faced during this time. Communicating with Ethnic communities needed to go beyond the traditional print and media advertising. South Australian Ethnic community leaders and agencies responded to the challenge by disseminating government advice through trusted community channels. I believe the South Australian approach is one of best practice, and our Ethnic communities should be commended on how they responded in a time of need.

In the first few months of lockdown, the team at the MCCSA invested in and embraced new technology and adapted their programs connecting with our communities through video conferencing. Adjusting to technology was an issue for many of us, however for some of our communities it was a particularly stressful time. There were those who were not computer literate, and those who did not have the financial means to purchase the equipment. This pandemic highlighted the huge reliance government agencies have on using technology to communicate with and provide information to people. This is an area that needs urgent attention as the dependence on technology will continue to grow and we do not want people isolated.

The MCCSA was extremely fortunate to receive funding from the SA Government for a COVID-19 Outreach Project. This funding enabled us to be able to work remotely and remain connected with our Communities, and this was of great assistance for our agency.

Staying connected and being active and healthy is more important than ever. As we start readjusting to life after COVID 19 it is important that we address the needs of people's health and wellbeing. The MCCSA, supported by the Office for Ageing Well, has created a new Health and Wellness website.

Older people from culturally and linguistically diverse communities can now access information on health and wellness. Some of the information and resources on the new website is available in 80 languages plus many links in English. I encourage you to take a look and share with your Communities.

The MCCSA Community Hub is once again coming to life, with some communities re-engaging with their social, cultural and community activities. It has been so nice to welcome our groups back. Of course, all are required to adhere to a strict COVID hygiene regime to ensure the safety of all our users. Thank you for your continued support with this necessity.

In this edition of Community Voices we have tried to highlight some of the extraordinary efforts of our communities and agencies during COVID 19. If you have some stories to share with us, we would love to hear from you.

Take Care.

Helena

Ethnic Media - Disseminating News to CALD Communities during Pandemic

Since COVID-19 was first confirmed in Australia in late January 2020 the MCCSA has through various media platforms kept South Australia's Culturally and Linguistically diverse communities regularly updated about the virus.

Social distancing and lockdown measures meant our CALD communities faced with language barriers will have to rely on information via ethnic news outlets and social media to keep abreast with what's going on around them.

5EBI Radio Adelaide was one news outlet which was able to reach out to many in our CALD communities during those trying times. For this edition of community voices we had the opportunity of speaking with Kym Green the Manager of 5EBI to glean an insight on how they fared on with their service during and after the lockdown.

Reflecting on his career Kym said he has spent his entire working life in the media spanning 4 decades working in television and radio broadcasting. But his passion was working with communities.

"Community radio was the passion and the ethnic radio became a big part of that" said Kym

Asked to describe his workplace Kym said 5EBI is a family which is made up of 43 different ethnic communities. "Basically what 5EBI does is, it gives each of those 43 those communities a voice, so within the market place they have the comfort in knowing they can inform, update and promote their communities in South Australia"

For an air time of \$8 per hour communities are given the opportunity to share information with their members using their local dialects which they can understand and relate to. As the migration landscape changes so does the diversity in the groups that uses the radio station for broadcasting. Recent newcomers to the station



MCCSA youth team at 5EBI before the pandemic

are the Tanzanian and Montenegro community.

Just like most of us, the sudden impact of COVID-19 took us all unawares.

Kym said the station has been going for forty five years and it has many broadcasters and producers who have been there for forty five years.

“So the biggest impact on the station when the Covid virus hit has been that as many of our broadcasters are in their seventies they sort of said ‘look Kym we don’t think we can come in until this dies down’ They felt very vulnerable working in what they considered a risky area and worried about catching the virus.

“We lost in a space of a week half of our volunteers; however we kept in touch with them on a weekly basis to see how they were going”.

But that’s not all Kym said. Loss of the volunteers also meant loss of some programs as well. “They have had to record from home. We had to close the radio station and people had to leave their material in a box. We lost about nine programs so instead of starting at six in the morning and finishing at midnight we were starting at nine in the morning and finishing at ten”.

In those crucial days of the epidemic the 5EBI played a vital role providing much needed COVID 19 information updates from SA Health and the



Australian government to our CALD communities.

According to Kym, the ethnic broadcasters were very supportive. “If we said we need that translated as soon as possible they would do it straightaway, their support has been fantastic as they recognised the problem”.

It was also not just about providing information but also responding to queries from older listeners. “Particularly those who are on their own, 5EBI was their only friend so they ring the station to say what should we do?. So we have help line numbers which we share with them”.

Looking at the current situation and the recurrent cases in South Australia Kym thinks both the media and the

people need to be guided by the health expert.

‘they are the ones that need to advise and then we need total cooperation from the population, I think all we can do as a media organisation is to continue to reinforce the ideas that these are the things that we need to do to stay safe”

Kym said he is not convinced it is over yet so, even though it looks like things are getting back to normal we should all be mindful and we cannot afford to be complacent.

It was great talking-to Kym and MCCSA appreciates the opportunity we have using the station for our community voices monthly broadcast.

Buena Amistad Over 50's Spanish Speaking Art Group

MCCSA Buena Amistad Over 50's Spanish Speaking Art Group put its activities on hold on the 16 March due to COVID-19. Prior to that, the group of over 20 art aficionados had meetings twice per month guided by professional artists. They have been meeting for over 4 years learning diverse art techniques, skills through different mediums and visiting different art venues and centres. With pleasant Latin American music in the background, the group spends quality time with people from their own age group and communicate in their own language.

Buena Amistad members have recently come out from hibernation and activities resumed in July. They are so happy to re-join the group and see their old friends in person once again.

During the break, the coordinator, Patricia Rios, created a facebook account which brought together those who were IT literate. A few were kept in the loop by phone as they were unfamiliar with this social platform.

A few of the participants use public transport and are not comfortable with the idea of catching buses at the moment and so haven't returned yet.

The message from MCCSA has been clear about sanitising the venue, tables and chairs, washing hands, social distance and keeping a record of those who attend.

This new process has been positively embraced by the participants for a very good reason.

Buena Amistad Group has had the pleasure of registering a few new participants from Colombia and Chile. What's so special about them? Well, they came to visit their adult children residing in Adelaide and weren't able to return because of COVID so they have been stranded here in Adelaide and will remain here until further notice.

A shout out to their resourceful adult children who got in touch with the group, and joined immediately. They have bonded nicely and are all hungry to do activities, mix, mingle and socialise which is great for the creative mind.

Sadly, Latin American countries have been severely affected by this health and economic situation, and we wish those parent visitors well and safe travels when they need to return home. Surely they will have more tales to tell their families about their experiences during the COVID-19 pandemic. We wish their respective families back home long and good health.

We invited auntie Stephanie Gollan from the Aboriginal community to teach us raffia weaving, aboriginal style. We appreciate the diversity and art skills of all of our teachers and artists.

For more information please contact the MCCSA Coordinator Buena Amistad Program on 0412 046 792.



Kick-Start Your Child's Success for Japanese communities

In term 2, MCCSA delivered Kick-Start Your Child's Success program to Japanese speaking families via the internet using Zoom after the South Australian Government brought in meeting restrictions during the earlier stages of the COVID-19 pandemic.

Often parents have trouble attending the Kick-Start sessions due to work or other commitments.



Delivering the sessions on Zoom enabled participants who would have missed face-to-face sessions to be part of the program at their pace from the comfort of their own home. Another added value was the recordings of the sessions, which we made available to the group for 2 weeks after each session. Some parents watched the recordings with their partners or extended family members.

Online delivery helped us to reach out to families living outside the metropolitan area.

When things go back to normal we hope to organise a morning tea for parents and a messy play for children, so that the parents can meet each other face-to-face.

For more information please contact Lena Gasparyan on 8345 5266.

Governor's Multicultural Awards 2020

NOMINATIONS NOW OPEN!
multicultural.sa.gov.au/gma



Nominations close 5pm Friday 9 October 2020, with winners announced in early 2021.
To view the award guidelines and nominate online, visit multicultural.sa.gov.au/gma

Weekly Live@lunch session on zoom

MCCSA has been busy creating online opportunities for our communities to connect during the past few months when Covid 19 impacted on all of our lives.

We began in March offering a weekly Live@lunch session on zoom, initially just as place for people to gather, access information, share their experiences and concerns, and connect to one another. Almost seventy people came together during this time over this online space.

As people started sharing stories from their communities, of the activities they were doing to support their vulnerable members we realized that there was more we could do to support them.

We kicked off Live@ 5 –let’s talk Covid 19 in Mid April recruiting a range of guest speakers to both update participants around what’s going on across the sector but also providing the linkages and connections that communities needed. During this time we ran sessions with Study Adelaide, The department of Home affairs, Lutheran Community Care, Baptist Care, Anglicare, ASK peace and relationships Australia and food bank. –We often paired these speakers with community leaders that shared what they have been doing and how they have been supporting their communities, the communities that shared their story included the Latin American Society of SA, The Sierra Leonean Community, Nokutenda

Disability Foundation and Adelaide University Rotaract. 130 people attended these sessions.

It became clear to MCCSA very early on that our member communities not only have the connections and insight but the capacity to swing into action and provide the support that their members need. These include providing home cooked meals to international students, partnering with foodbank to deliver basic supplies to organising community fundraising and collaborative cooking sessions. Communities have embraced the new technologies to their traditional cultures and gathered all the resources at their disposal to meet the changing needs of their members.

For more information please contact Megs Lamb on 8345 5266.



Giving a helping hand to those in need during COVID-19

The Covid-19 Pandemic has directly or indirectly impacted all community members and small and large businesses. This has resulted in job losses of more than 1 million. International students and TR visa holders are amongst the majority experiencing the most financial, emotional, mental and physiological stresses as they are not eligible for any government social support payments.

During the early stages of the pandemic the Muslim Australian Connections of SA (MACSA) Team (all volunteers) actively started supporting International Students and TR visa holders in collaboration with HumanAppeal. The Team delivered over 100 Grocery Boxes to homes all over the metropolitan area to those in need no matter what faith, ethnicity or cultural background.

The MACSA Team are also connecting with Foodbank, RedCross and Welcoming Australia to support International students & TR visa holders with rental, utilities and grocery assistance.

The MACSA Team in collaboration with TerryWhite Chemmart, Cumberland Park is at the forefront to arrange ongoing Free Flu Vaccinations for International students, TR visa holders and other disadvantaged members of the community.



The MACSA Team have been actively advocating and working with the Dept. of Home Affairs for those who were stranded overseas and those still stranded, including: citizens, PR visa holders, TR visa holders and International students.

The MACSA Team is committed in using our resources and connections to provide support and reduce the ongoing social isolation, emotional, psychological, mental and financial stresses of International students and TR visa holders so they don't feel "Left Alone", as we are all in this together.



Australian Government
Australian Taxation Office



New to tax and super?

The Australian way of life – the services we all value
– is reliant on everyone paying the right amount of tax.

What you need to know if you haven't lodged a tax return before

Who needs to lodge

Generally, if you had tax taken out of your pay during the year or earned over \$18,200, you need to lodge a tax return.

When to lodge

You must lodge your tax return or contact a tax agent by 31 October.

We make tax easier by filling out information like employment income and bank interest in your tax return.

For most people, this will be ready by the end of July.

How to lodge

You can lodge your own tax return online using myTax, or you can use a registered tax agent.

Only a registered tax agent can charge a fee to lodge your tax return.

myTax is a quick, easy and safe way to lodge your tax return online. To use myTax, create a myGov account and link it to the ATO.

If you haven't lodged before, you may need to call us to get a unique linking code.

What income to include

Make sure you include income from all sources, including amounts received from all your jobs, some government payments and bank interest.

We will include this information as we receive it. You need to check it and add anything that is missing.

What you can claim

If you spend money on things as part of your job, you may be able to claim these expenses as a deduction.

Common deductions include protective clothing or other equipment. Make sure you keep records if you are going to claim a deduction.

After you lodge

Your tax return normally takes up to two weeks to process. You can track the progress of your return by clicking through to the ATO in myGov.

When it's processed we'll send you a notice of assessment summarising the tax you've paid. This will show if you get a refund (because you've paid more than you needed to), or if you need to pay more tax.

If you get a refund it will go straight into your bank account.

For more information visit ato.gov.au/newtotax

Celebrate Together Grants

The Celebrate Together Grants provide one-off funding to eligible multicultural organisations to host festivals and events that celebrate cultural diversity.

The Celebrate Together Grants 2020-21 Small Grants (Round 2) of up to \$5000 are currently open.

This second round is for events between 1 January 2021 and 30 June 2021.

Multicultural Affairs will accept one application for each round of the Celebrate Together Grants per multicultural organisation per year.

Key multicultural service providers, who have a direct responsibility working with culturally and linguistically diverse (CALD) communities, can apply up to

two times per round as a lead agency in partnership with one or more multicultural community organisations.

[Click here on How to apply](#)

Important update: As you are aware, the Australian Government has announced a number of safety measures to restrict public gatherings and events to protect the Australian community from the spread of COVID-19.

In view of the current COVID-19 gatherings and social distancing restrictions still in place, and in order to continue safeguarding our community as our top priority, Multicultural Affairs will not be funding 2020-21 Celebrate Together applications for events between 1 July

2020 and 30 September 2020.

Recently, the South Australian Government released its Roadmap for Easing COVID-19 Restrictions. With the further easing of restrictions from 29 June 2020, Multicultural Affairs will be considering how it might support Celebrate Together applications for events held after 1 October 2020, in line with the latest SA Health advice and COVID-19 restrictions and responsibilities for activities and gatherings.

Multicultural Affairs will continue to monitor the situation and keep you updated as more information becomes available.

For more information contact the grants team on 1300 239 468 or email MulticulturalAffairs@sa.gov.au.

GriefLink

The death of someone close to us can be a painful, frightening time. As we face the impact of our loss, intense feelings of grief can be destabilising and leave us feeling isolated and confused.

www.grieflink.org.au is a website that provides information and resources for people experiencing grief to help them make sense of their experience and find appropriate support at a difficult time. The website offers information about the different ways in which people grieve, and the

impact grief can have on individuals and communities. In addition, it can provide important information for people seeking to support someone who is bereaved, and to connect health professionals with resources available to clients experiencing grief and loss.

The mission of GriefLink is to increase awareness and understanding of loss and grief across the community of South Australia. Grief is an issue that touches all of us, and GriefLink is committed to increasing the access of all community members to information, resources and grief support services to help them through difficult times.

In 2019, pamphlets providing information about GriefLink and the

resources it offers were translated into 10 languages: Arabic, Chinese traditional and simplified, Croatian, Dari, Greek, Hindi, Italian, Persian and Vietnamese. These pamphlets are now freely available for distribution to individuals, communities and health providers. Our hope is that we can continue to connect all South Australians to current and accurate grief resources, and to help strengthen the resilience of people and communities working through the impact of bereavement.

For grief information and bereavement supports for self and professional referral visit:

www.grieflink.org.au Translated GriefLink pamphlets are available for download from the home page.

Fears for culturally and linguistically diverse patients avoiding healthcare due to COVID-19

Culturally and linguistically diverse (CALD) patients are being urged to take care of their health and contact their GP for any issues following concerns some may be avoiding medical care due to fear of the COVID-19 virus.

The Royal Australian College of General Practitioners (RACGP), Consumer Health Forum of Australia (CHF), and Federation of Ethnic Communities' Councils of Australia (FECCA) are urging patients from CALD communities not to neglect their health concerns during the COVID-19 pandemic.

It comes after Metropolitan Melbourne and Mitchell Shire in Victoria were placed back under stage three restrictions due to an increase in COVID-19 cases. There are further pockets of community transmission in other urban and regional areas in the eastern states, particularly Victoria and New South Wales.

RACGP spokesperson Dr Kate Walker said even in these difficult times it was important for patients to see their GP for any health concerns including mental health concerns.

“We are very concerned for CALD patients who may be avoiding important medical appointments due to fear of COVID-19. There are higher rates of chronic disease and other comorbidities among some CALD communities.

“The last thing we want to see is an increase in health issues due to patients delaying care – MBS data showed a decrease of more than one million consultations in May, compared to the same time last year.

“GPs have told us their CALD patients are bearing the brunt of the pandemic. We are hearing of vulnerable patients who've lost work and are under a great deal of stress, GPs are seeing increased mental health symptoms, isolation and loneliness.

“CALD communities already face barriers to healthcare, so it's critical that we get the message to these patients about the importance of maintaining care during the pandemic – as well as public health messages for COVID-19.

“I want to reassure all patients that it remains safe to visit your GP. Practices have strict infection prevention measures in place. You can also access a GP remotely with telehealth consultations and free interpreter services. So if you need an appointment, please don't delay.

“We've seen in the United Kingdom and the United States, African American and CALD communities have high rates of COVID-19 and higher rates of death. The current outbreaks in Melbourne have been in areas with high numbers of CALD communities. It is essential that CALD communities across Australia

are able to access COVID-19 health advice in their language, including information about testing, how to self-isolate, quarantine and contact tracing. CALD patients with COVID-19 would also benefit from remote care and support from their communities.

“Asylum seekers, refugees and undocumented migrants face greater barriers to care and may be more mistrustful of government and reluctant to get tested. We are concerned there is a lack of messaging about testing options for those without a Medicare card.”

FECCA Chairperson Mary Patetsos said more needed to be done to address the barriers CALD communities face to healthcare.

“We need to recognise the barriers CALD communities face to healthcare including language and cultural barriers, which may affect health literacy and outcomes. We need equity in services to ensure those communities are not disadvantaged.

“GPs have a role to play here – we encourage GPs to be proactive and reach out to their CALD patients who may need reassurance that it is safe and important to keep their regular health checks.

“We urge health authorities to consult and collaborate with CALD consumer peak bodies, such as FECCA, to

address the challenges and needs of CALD Australians when it comes to their health care.”

CHF CEO Leanne Wells said: “If our national health system is to provide care for those who most need it, then we need greater focus on reaching CALD people who too often miss out on care because barriers such as language, bad past experiences, location and opening times and transport. To fail to do so risks further widening health inequalities between CALD communities and others.”

“We know that poor health literacy --- the ability to understand and use the health system --- means greater risk of ill-health and continuing untreated chronic illness.

“Governments must give greater priority to ensuring CALD groups are able to access the information and care they require. For CALD communities this comes with an obligation to work in partnership with communities to decide how to best communicate health messages that people respond to,” Ms Wells said.

The RACGP, CHF and FECCA say the barriers to care for CALD patients need to be addressed and are calling for:

- » consultation with CALD communities – health authorities must involve communities and peak bodies in developing strategies to address the health needs of CALD Australians during the COVID-19 pandemic
- » CALD community education campaigns on accessing GP care including support for using telehealth and the Australian Government’s free Translation and Interpreting Service (TIS)
- » CALD peak bodies and community groups must be involved in developing and disseminating COVID-19 information and directives. More targeted information is needed about testing, self-isolation, contact tracing and healthcare for those who have tested positive.
- » care and support of COVID-19 positive patients should involve CALD communities remotely if possible
- » improved video consultation access – there is currently no video consultation platform available that enables the use of interpreters. We encourage video platforms to enable easy integration of telephone interpreters, simplify the interface and provide information on alternative telephone options.
- » Important information for CALD patients:
 - » take care of your health – don’t delay care, call your GP for any concerns
 - » you can consult your GP remotely – telephone and video consultations are available, subsidised for all concession card holders, those under 16 and patients and those who are more vulnerable to COVID-19
 - » free interpreter services are available for telephone consultations, via the Australian Government’s Translation and Interpreting Service (TIS) Ph 131450
 - » it is safe to visit your GP if you need to – practices have strict infection control measures, including sanitisation, social distancing and personal protective equipment
 - » if you have COVID-19 symptoms (cough, sore throat, shortness of breath, runny nose, fever or chills or loss of smell or taste) get tested right away and self-isolate until you get the results.

Vale Margaretha Hanen OAM

The founder of Ethnic Link Services and respected pioneer of multicultural aged care services in SA has sadly passed away, aged 88 years.

Appointed by the South Australian Government to the position of Ethnic Aged Advisor with the Office of the Commissioner for the Ageing in 1985, Margaretha was a passionate and tireless advocate who changed the services landscape for older people from diverse cultural backgrounds.

In the late 1980s she established Ethnic Link which later became known as Ethnic Link Services under the auspices of the Port Adelaide Central Mission. During this time, she also worked closely with the Western Domiciliary Care Service to establish the Multicultural Dementia Respite Care Service.

Both services employed bilingual bicultural workers across metropolitan Adelaide and country regions and successfully pioneered the cultural 'core competencies' model of care developed by Margaretha.

Margaretha's advice and influence extended to the Commonwealth Government and in 1989 she was appointed to the National Council on Multicultural Affairs which advised the Prime Minister of the day, the Hon Bob Hawke MP. She worked closely with the Office of Multicultural Affairs within the Department of the Prime Minister and Cabinet and continued to champion advancements for older Australians from CALD backgrounds at the national level.

In 1994, Margaretha was presented with an award in the Order of Australia (OAM) for 'service to the provision of aged care programmes for people from non-English speaking backgrounds'.



Last year on the 29th October His Excellency the Governor of South Australia, the Honourable Hieu Van Le AC, hosted a reception at Government House in celebration of Ethnic Link Services' 30 Year Anniversary and its significant contribution to assisting older people from CALD backgrounds to remain living in their homes and communities. In his speech the Governor highlighted the important role that Margaretha played in establishing the service, with the following words:

"In particular, I pay tribute to Mrs Margaretha Hanen, the founder and visionary of Ethnic Link. We acknowledge and thank her for her significant contribution to multicultural aged care and, in particular, for developing the cultural linkages model that underpins Ethnic Link Services' work."

Margaretha will be missed by her many friends in South Australia.





Wellbeing SA

SA Health, through Wellbeing SA, is looking to increase opportunities for South Australians to choose to receive hospital-level care in the comfort and privacy of their own home by creating My Home Hospital.

Many people already receive care and assistance at home, however My Home Hospital will offer a different level of care to many other support programs such as the Commonwealth Home Support Program and Home Care Packages. My Home Hospital will deliver safe, high quality, hospital level care in people's homes or residential care facility as a substitute to going to hospital when they are unwell. The service will be available 24 hours a day, 7 days a week across the metropolitan and peri-urban areas of Adelaide.

Medical, nursing and allied health staff will visit patients at home and will also use technology to monitor care. Much like a stay in hospital, the program will provide short term hospital care until a patient is well enough to return to managing on their own or return to their usual level of support.

Care at home has many benefits. It allows people to remain with their loved ones, in familiar surroundings, in their own bed and eating the food they enjoy. It can help families of young children, or those caring for parents or grandparents, by reducing the need to travel to hospital to visit or worrying about juggling caring commitments. It can also be safer than going to a traditional hospital where there can be a risk of picking up infections or falling over due to being in an unfamiliar environment.

Home is a special place for many people. It is where we can be ourselves, spend time with our loved ones and feel safe. Wellbeing SA has been working with members of the community to understand what home means for them and what needs to be carefully considered when going into someone's home to deliver care. This has helped to guide the program's principles.

People have been kind enough to share their personal stories of receiving care at home, such as Ken, who received care at home for a serious infection. Ken lived with his wife and 90 year old mother. At the time Ken required hospitalisation; his mother was very frail and was unable to be left alone at home. Instead of

going to a traditional hospital, the hospital team came to him. Ken was closely monitored with twice daily visits at home from the treating medical team and had his infection treated with intravenous antibiotics. Whilst Ken needed specialist support and monitoring, he was well enough to attend to most of his usual day to day activities. The program allowed Ken to spend precious time at home with his mother and meant that his wife didn't have the stress of having to juggle caring for her mother in law with visiting her husband in hospital.

My Home Hospital is expected to start in late 2020. When the service is operational, GP's and/or treating medical teams will offer the option of My Home Hospital if the patient is eligible and it is viewed as safe to deliver care in this way. If you have any questions in relation to the program please email the My Home Hospital team in Wellbeing SA at WellbeingSAHomeHospital@sa.gov.au.

Symptoms of COVID-19 – Get tested poster

SA Health has developed a poster explaining the signs and symptoms of coronavirus (COVID-19) to look out for and encouraging people to get tested.

This resources has been translated into the below languages:

- » English
- » Arabic
- » Burmese
- » Dari
- » Dinka
- » Greek
- » Hakka Chin
- » Italian
- » Khmer
- » Mandarin (Chinese Simplified)
- » Nepali
- » Persian
- » Polish
- » Spanish
- » Swahili
- » Vietnamese

SA Health has a webpage with information for multicultural and CALD communities - www.sahealth.sa.gov.au/covidmulticultural

Please regularly check this page for new information.

SA Health is your trusted source for information on COVID-19. For more information visit our website and follow us on Facebook or Twitter.

www.sahealth.sa.gov.au/COVID2019

COVID-19 Call centres and information lines

COVID-19 phone information

SA COVID-19 Information

Line - 1800 253 787 offers local information and advice on general COVID-19 information for South Australians. Operates from 9:00 am to 5:00 pm every day.

Communicable Disease Branch

line - 1300 232 272 provides information on immunisations and from medical officers.

National Coronavirus Information

Helpline - 1800 020 080

provides information and advice on coronavirus (COVID-19) from an Australia wide perspective.

SA COVID-19 Mental Health

Support Line - 1800 632 753

provides mental health support for people surrounding COVID-19. It is available to people to maintain their mental health and wellbeing.

COVID-19 Relief Call Centre -

1300 705 336

provides information and assistance with such things personal hardship support, accommodation support for people

unable to achieve self-quarantining and accommodation for emergency services personnel that are required to quarantine but unable to do so at home. People can also email housingrelief@sa.gov.au.

Red Cross Telecross REDi service

- **1800 188 071** register for a free, daily phone call checking on the welfare of vulnerable South Australians in response to COVID-19.

If you require translating or interpreting services, call 131 450.

If you are deaf, hard of hearing, or have a speech or communication impairment, contact National Relay Service on 1800 555 677.

COVID-19 clinics and testing centres

SA Health maintains a list of COVID-19 clinics and testing centres.

Find metropolitan and regional centre locations, along with information on who should present for testing.

SBS is looking for the next generation of diverse Australian writers

SBS is inviting aspiring writers to share their stories and have their voices heard with the launch of the SBS Emerging Writers' Competition.

Open for entries from 15 August – 15 September 2020, the SBS Emerging Writers' Competition is searching for the next generation of bold new voices that reflect the diversity of contemporary Australia, providing them with a platform to share their unique experiences and perspectives.

An initiative from SBS Voices, SBS's online platform which champions the voices of diverse and often underrepresented Australians, the competition has been created to support the discovery and development of emerging talent and contribute to greater diversity in Australian storytelling.

Writers aged 18 and over are invited to submit a memoir piece of 1000–2000 words on the topic of 'Growing up in diverse Australia'. The winning submission will be awarded a \$5000 prize to further their storytelling future, as well as having their story published on the SBS Voices website.

Entries will be judged by acclaimed author Melissa Lucashenko, winner of the 2019 Miles Franklin award for her novel *Too Much Lip*, and Benjamin Law, creator and co-writer of the award-winning SBS TV program *The Family Law* and editor of *Growing Up Queer in Australia*.

Lucashenko said: "Australia is so much more than we have been led to believe. This is a country of Blak, brown and yellow voices, both heard and unheard. It is the country of those who know they don't feature in the mainstream imagination. The country of those excluded, and downtrodden and for too long left out of the picture. As a First Nations writer and the child of refugees, I feel a strong compulsion to say to emerging writers: you matter. Your story matters. I'm listening. Together we can make change happen."

Fellow judge Benjamin Law, said: "The SBS Emerging Writers' Competition is so necessary and important. Given the rich diversity of Australia's multicultural communities, we don't nearly have enough of that diversity in publishing. And we're definitely not hearing enough from young people. Thankfully we have a lot more young and diverse writers coming up through the ranks, but I want to hear more."

Marshall Heald, Director of TV and Online Content at SBS, added: "SBS is committed to sharing stories that explore diverse cultures and experiences, and reflect what it means to be Australian today. We're excited about the opportunity to discover and support new talent through the SBS Emerging Writers' Competition and elevate the next generation of diverse voices through this important initiative."

There will also be a \$3000 prize awarded for second place, and two honourable mentions will each receive \$1000, to support the emerging writers to further develop their skills and knowledge. Winning entries will be announced in November 2020, with all winning entries having their stories published on the SBS Voices website.

Entries open 15 August 2020 and must be submitted online at sbs.com.au/writers.



Water safety - Ethnic leaders Forum

On Thursday July 30th, MCCSA hosted a valuable Community Leaders Forum around water safety in conjunction with the South Australian Water Safety Committee and Surf Life Saving SA.

The Hon Vincent Tarzia opened the forum with the statistic that 800 people from a multicultural background have drowned off our Australian coastlines in the past year. This was a statistic that surprised most of the people in the room even though many were familiar with the tragedies that have occurred at our local beaches in recent years.

There are organisations that work really hard to keep us all safe and at this forum they came to listen to our Community leaders. They heard that often people feel that safety messages are not for them, or that they don't know how to get involved because they don't see diversity within these organisations. They also heard of the great diversity between and within communities in their relationships to water and that effective messaging can be delivered by the communities that understand their own needs best.

Everyone recognized that this was just the first conversation of what is a growing relationship. MCCSA is continuing to consult with communities around the barriers and opportunities around water safety. If you would like to contribute please contact Megan on 8213 4605 or megan.hill@mccsa.org.au



Affordable Community Transport

As we all know COVID-19 has affected our ways of life and altered the way we interact. MCCSA has been providing community transport for over thirty years facilitating affordable trips and outings to our CALD communities.

Considering the financial constraints some of our users may be encountering at the moment MCCSA community transport has resumed operation and we are offering our users a good deal to get them back on the Road for shopping, picnics and outings around South Australia.

For a thirty dollar fee communities can hire our bus for the whole day. We can also provide you with a

volunteer driver for a flat fee of \$20 or you can use your own driver as long as they meet our volunteer driver criteria. This offer will be reviewed and updated on a monthly basis.

We are also open to discussing the following options in our transport delivery program,

- Fixed Route Shopping
- Meal deliveries
- Click and Collect shopping deliveries for our community transport users.

You are welcome to share with us your ideas on how we can help you in relation to transport. Call us on 83455266 or send us an email Sidique.bah@mccsa.org.au for further discussion.

Online Cooking Classes with Adelaide Uni Rotaract Club

The COVID-19 pandemic brought a whole new wave of changes to the Adelaide University Rotaract Club but also opportunities for innovation, connection, and service.

While attending the MCCSA's Successful Communities workshops via Zoom and community leaders were sharing their ideas, struggles, and needs, the idea for online cooking classes with our diverse communities sprung forth and since then we've experienced the flavours of Pakistan, Nepal, Italy, Japan, Sierra Leone and Venezuela – with many more cultures to come in the not-so-distant future!

Food brings people together. It creates community and a silent sense of belonging as it transcends cultural barriers and, in a time when Adelaide's physically-distanced community needs it most, we've been providing opportunities for engagement as has been our history for these past 10 years.

The idea is simple. The participating organisation rallies their group together on Zoom and teaches attendees how to cook a traditional meal whilst also sharing their stories, language, and customs. These free classes are then published on YouTube and social media for everyone to enjoy. We'd like to extend a warm invitation to every CALD community to engage with us so that we can

forge a path to creating a more welcoming, inclusive and spicy community.

The Adelaide University Rotaract Club is the young people's version of Rotary International. We're not religious, nor politically aligned, but we are about bringing people together to help those who are in need. Rotary began in 1905 and since then it has grown to become the largest service organisation in the world with 10,000 clubs in over 176 countries around the globe, helping millions of people year-on-year.

For more information send us an email at rotaract@clubs.aau.org.au



Rotaract  **Adelaide University Rotaract Club**


SIERRA LEONE Women's Association
-OF SOUTH AUSTRALIA-

**Jollof Rice and Stew
with African Salad**



Intercultural music program

When COVID -19 forced us to close down our weekly hip hop program, we were concerned about how our young people would manage not having access to their creative outlet.

Luckily our relationship with the Northern Sound System and the City of Playford enabled us to provide 6 USB microphones to young people confined to their homes. This was a great opportunity to keep young people connected and collaborating – making music and using their time at home to be creative.

For these young people, just to know that someone was thinking of them was a great boost. This has had a great impact on these individuals, keeping them focused and positive during some challenging times.





Colombian Community in SA prepares homemade meal for International students

If you had visited the MCCSA offices on a Monday afternoon recently you may have seen some members from the amazing Colombian Community set up on the footpath with homemade meals and welcoming smiles.

When Covid 19 restrictions hit SA so many of our member communities stepped up and into action to provide support and connection, and for the Colombian Community this meant heading to the kitchen to prepare and supply home cooked meals to as many international students and temporary visa holders. As many as 50 people stop by for the familiar taste of home and a friendly conversation.

Many international students, temporary visa holders and recent migrants were unable to qualify for government Covid 19 supports – so when they lost work and starting to struggle they needed community. Well like many others, the Colombian Community responded quickly –

connecting to people online and responding with compassion and enthusiasm. It is about so much more than a simple meal – it's about showing people that are facing hardship that someone sees them, that someone understands them and are prepared to take the time to help them out, and listen to them and welcome them into the community.

Members of the Colombian Community have dedicated hours of their time each week, as well as community funds to make sure

these people are supported and their dedication hasn't gone unnoticed. Recently, MCCSA supported them to receive Covid 19 funding. This funding will enable them to continue providing meals, specific Spanish speaking social worker support to help build stronger community connections, reduce isolation and improve the mental health and wellbeing of these vulnerable community members. We are so glad that they can continue this work.



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

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 Isabella Bracco at MCCSA on 8213 4604



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



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 for terms and conditions of use.



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 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.



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 or Savvy 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.



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



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**

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**

Going Places with MCCSA

If you are a registered community organization or a service provider join the MCCSA to organize outings, picnics, sightseeing tours and other social activities for our CALD seniors and people from our new and emerging communities.

Four Toyota Hiace buses are available on Mondays and Tuesdays including the weekend.

For more information email **Sidique.bah@mccsa.org.au**

COVID Marshals to Help Stop the Spread

From 21 August 2020, you must have a COVID Marshal if your business or activity is or involves any of the following:

- » Hospitality
- » Gyms and fitness centres
- » Indoor and outdoor sports clubs
- » Swimming pools available for public use
- » Social and community clubs
- » Religious or faith-based ceremonies
- » Supermarkets and hardware stores
- » Distribution centres
- » Businesses or activities that are required to have a COVID Management Plan.

If you fall into any of the above categories, you must have either a nominated or a dedicated COVID Marshal.

For more information visit **www.covid-19.sa.gov.au/recovery/covid-marshals**

COVID Marshal Training

COVID Marshals must complete the online training course created by SA Health. The person in charge of their activity must be able to prove that their COVID Marshal(s) have completed this training, so that they can show this to an authorised officer if requested. The training will take approximately one hour to complete and it is a free online training course available at **<https://marshal.clickontraining.com.au/>**

Interested in volunteering for MCCSA?

Visit www.mccsa.org.au for more info or contact us on 8345 5266.

www.mccsa.org.au



Multicultural Communities Council of SA Inc.

113 Gilbert Street, Adelaide Phone 8345 5266 www.mccsa.org.au

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