

DISCUSSION RESOURCE

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PROJECT OF
5TH NATIONAL ELDER
ABUSE CONFERENCE

HOSTED BY SENIORS
RIGHTS SERVICE



COMMUNITY EDUCATION ON AGEING AND AGED CARE IN AUSTRALIA'S CALD COMMUNITIES

TERRIE LEOLEOS





ABOUT THIS PROJECT

In February 2018, Seniors Rights Service hosted the 5th National Elder Abuse Conference, which brought together more than 500 delegates from a broad range of backgrounds. The conference culminated in an announcement by the Commonwealth Attorney-General, Hon Christian Porter MP, that a “National Plan” would be developed to ensure the protection of older people in Australian society.

To further the conversations generated by the conference, Seniors Rights Service engaged Ellen Fanning to conduct a series of interviews with experts who attended the conference. These videos, along with a discussion sheet for each video, are freely available to community members, professionals and students of all sectors, to enable engagement with the content using suggested discussion questions and to follow up with further reading.

IMPORTANT! READ THIS BEFORE HOLDING A DISCUSSION GROUP

Many people will share and benefit from participating in study and discussion on the topics.

Due to the sensitive nature of the topics, however, group leaders should ensure they are prepared to support individuals to find qualified assistance in a timely manner, should a topic generate personal concerns or issues for individuals.

As a minimum, group leaders should have available information sheets and phone numbers from the relevant seniors' legal rights service and/or elder abuse prevention service in your state or territory (on page 5 and current as of 2018).

ABOUT THIS RESOURCE

SHORT DESCRIPTION

Ms Leoleos talks about the Speak My Language project and how it will help to prevent elder abuse in culturally and linguistically diverse (CALD) communities by empowering older people and enabling them to identify and report elder abuse. The project was developed by the Ethnic Communities' Council of NSW in partnership with other ethnic communities' councils (Vic and Qld) and with the Special Broadcasting Service (SBS) and National Ethnic and Multicultural Broadcasters' Council (NEMBC). The project harnesses the strength and scope of community radio to inform CALD communities about the aged-care system in Australia. It also encourages communities to discuss ageing well within multicultural Australia. Through simple in-language conversations on-air, the project assists senior members of CALD communities to understand recent changes to aged care and to make informed decisions about their health and well-being.

FOCUS AREA

Community education on ageing and aged care in Australia's CALD Communities

RELATED TOPICS

Elder abuse prevention, elder abuse intervention, cultural views of ageing, cultural views of aged care, CALD communities, community education

AUDIENCES

Community members, aged-care workers, health workers, researchers, students, advocates, policy officers, general practitioners, bi-lingual support workers, bi-lingual educators

MATERIALS FOR FURTHER READING

Resources and podcasts available on the Speak My Language Radio website www.speakmylanguageradio.com

SUGGESTED AGENCIES

Lead agency is Ethnic Communities' Council of NSW <http://www.eccnsw.org.au/>



TERRIE LEOLEOS
PROJECT MANAGER,
ETHNIC COMMUNITIES'
COUNCIL OF NSW

BIOGRAPHY

Terrie Leoleos is the project designer and project manager for the innovative Speak My Language project with the Ethnic Communities' Council of NSW. Ms Leoleos has worked in the community-care sector for more than two decades in various roles, including senior management and community development roles working with youth, families, ageing and disability and alongside new and emerging communities. Throughout her career, Ms Leoleos has been driven by her passion and commitment to community harmony, social cohesion and celebrating Australia's cultural diversity. She has completed studies in social sciences, including associate diplomas in community services, frontline management and workplace training and assessment, and is currently undertaking studies through Wollongong University to complete her masters degree in management, majoring in corporate policy and strategic change.

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DISCUSSION QUESTIONS

How and why did Ms Leoleos come up with the idea of the Speak My Language project?

Ms Leoleos was working as the NSW aged and disability officer for the Ethnic Communities' Council of NSW. In her work, she found that more than 85 per cent of seniors in ethnic communities said they did not know about aged care or how to get information or access services. She says this was even the case among seniors who are already accessing social support groups. Ms Leoleos then spoke at a National Ethnic and Multicultural Broadcasters Council (NEMBC) conference, giving information on aged care, where a majority of the audience, who were radio hosts and programmers in ethnic radio, were also in their late 50s or early 60s. She says she was surprised to receive the feedback that the audience "knew nothing about this topic", but was pleased to find they also thought it was really important to bring the information to their audiences. Ms Leoleos realised that radio was "the perfect vehicle" to provide education and information to seniors of ethnic communities across Australia. Putting this together, the idea for Speak My Language was born.

What is the basic idea of how Speak My Language will work?

An ethnic aged-care worker is linked with a specific language radio host. The aged-care worker finds seniors of that cultural background who are using aged-care services. The older persons (aged-care clients) will go on air and talk about their experiences of ageing and aged care. To frame and support the on-air live talks with seniors are pre-recorded "café conversations". In these, the bi-lingual aged-care worker talks with a guest speaker who is an expert on a topic, but who also speaks the specific language. The radio host can play snippets of café conversations on-air, then a live-to-air guest speaker is able to comment on the topic. There will be 14 aged-care topics available, ranging from My Aged Care to elder abuse, to assessment and complaints mechanisms. The materials will be available in 25 languages.

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In what ways will Speak My Language build capacity within ethnic communities in Australia?

Speak My Language will build capacity within ethnic communities because it will leave behind knowledge of, and networks in, the aged-care sector with the radio stations and their listening audiences. This is possible, Ms Leoleos explains, because the project “took a further step” and offered education for radio hosts of ethnic radio on the topic of the aged-care sector in Australia. They did this because once the Speak My Language project is finished, they anticipate the community will have further questions and that they will want to call in to the radio station. Ms Leoleos explains the idea is to leave behind the knowledge and the contacts in the aged-care sector, so the radio hosts and radio programs are able to continue this work, in basic terms, even after the Speak My Language project has moved on.



STATE/TERRITORY	AGENCY CONTACT	CONTACT
AUSTRALIA-WIDE	Older Persons Advocacy Network (OPAN)	1800 700 600 Connects you with aged-care advocacy services in your state or territory
NEW SOUTH WALES	Seniors Rights Service	1800 424 079
	NSW Elder Abuse Helpline	1800 628 221
AUSTRALIAN CAPITAL TERRITORY	Older Persons Abuse Prevention Referral and Information Line (APRIL)	(02) 6205 3535
	A.C.T. Disability, Aged and Carer Advocacy Service (ADACAS)	02 6242 5060
NORTHERN TERRITORY	Elder Abuse Information Line	1800 037 072
	Seniors and Disability Rights Service of Darwin Community Legal Service	1800 812 953
QUEENSLAND	Elder Abuse Prevention Unit	1300 651 192
	Aged and Disability Advocacy Australia (ADA Australia)	1800 818 338
	Caxton Legal Centre	(07) 3214 6333
SOUTH AUSTRALIA	Aged Rights Advocacy Service	(08) 8232 5377 (Adelaide)
	Alliance for the Prevention of Elder Abuse	1800 700 600 (rural)
	Legal Services Commission of South Australia	1300 366 424 (08) 8111 5555
TASMANIA	Tasmanian Elder Abuse Helpline	1800 441 169
	Advocacy Tasmania Inc. (ATI)	(03) 6224 2240
	Legal Aid Commission of Tasmania	1300 366 611 (03) 6236 3800
VICTORIA	Seniors Rights, Victoria	1300 368 821
	Elder Rights Advocacy (ERA)	(03) 9602 3066 1800 700 600 (rural)
WESTERN AUSTRALIA	Advocare Inc.	1300 724 679 (Perth) 1800 655 566 (rural)
	Older Persons Rights Service, Northern Suburbs Community Legal Centre	(08) 9440 1663 (Mirrabooka) (08) 9301 4413 (Joondalup)

DISCLAIMER

This is information only, not legal advice. If you have a legal problem, call our service directly or see your lawyer. The views expressed in the video are the views of the individual making them, not those of Seniors Rights Service Inc.