

**Multicultural
Resources,
Information
and
Web Sites.**

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Disability Services

<http://www.dhs.vic.gov.au/disability>

In your language

As part of the vision of the [Victorian State Disability Plan 2002-2012](#), Disability Services provides supports to people with disabilities from all cultural backgrounds.

Who can get assistance

- People who meet the criteria as determined under the [Disability Act 2006](#) (External link).
- Family members of people with disabilities
- Carers of people with disabilities

How to get assistance

The  [Disability Information and Support \(PDF, 67KB\)](#) brochure provides information about accessing the supports and services available in your local community. The brochure is also available in the following ten community languages:

 [Arabic Information and Support \(PDF, 35.2KB\)](#)

 [Chinese Information and Support \(PDF, 1,320KB\)](#)

 [Croatian Information and Support \(PDF, 39KB\)](#)

 [Greek Information and Support \(PDF, 41.4KB\)](#)

 [Italian Information and Support \(PDF, 44KB\)](#)

 [Macedonian Information and Support \(PDF, 49.3KB\)](#)

 [Russian Information and Support \(PDF, 44.8KB\)](#)

 [Serbian Information and Support \(PDF, 43.9KB\)](#)

 [Turkish Information and Support \(PDF, 42.6KB\)](#)

 [Vietnamese Information and Support \(PDF, 41.9KB\)](#)

If you need alternative formats of the brochure, or you are having trouble downloading attachments, contact Disability Services by email disability.services@dhs.vic.gov.au.

If you need an interpreter call Translating and Interpreting Service on **13 14 50**. Ask the operator to connect you to the relevant [Regional Intake and Response Service](#) telephone number.

Information brochures

Disability Services General Information brochures are available online in English and in a range of community languages.

[Disability Act 2006 Easy Read Information](#)

Contact Details.

Disability Services Division Head Office

Address: Level 8, 50 Lonsdale Street, Melbourne, Victoria Australia, 3000
Phone 1300 650 172
Fax 03 9096 9140
Email disability.services@dhs.vic.gov.au
TTY 03 9096 0133
Website: www.dhs.vic.gov.au



Welcome to the Centre for Cultural Diversity in Ageing, your online source of information on culturally appropriate aged care.

This resource has been developed to guide and promote best practice standards of care that address cultural diversity across all levels of service design and delivery.

Our vision is for high quality and accessible aged care services responsive to the needs of Australia's diverse community.

Centre for Cultural Diversity in Aging.

Contact Details:

Address: PO Box 5093 Glenferrie South Vic 3122

Phone: (03) 8823 7900

Fax: (03) 9822 6870

Email: ljubica@culturaldiversity.com.au

Web link: <http://www.culturaldiversity.com.au>

*** The following links have been provided to give access to the site. This is only a small sample of the information that is available on this site. It contains extensive information, links to services and resources and support to service providers.*

Web Link: <http://www.culturaldiversity.com.au>

Other Links:

Community Support

We inform culturally and linguistically diverse communities about aged care services. [Find out more](#)

Service Provider Support

We support aged care service providers to deliver culturally responsive and inclusive services. [Find out more](#)

Language Services

We specialise in translations and the development of language resources in the area of aged care. [Find out more](#)

Communication:

The first step in the provision of culturally appropriate aged care is to address issues around language and communication. Effective communication is essential to the physical, emotional and psychological well-being of your care recipients. [Find out more](#)

Cultural Awareness

An essential skill in the provision of culturally appropriate services, cultural awareness entails an understanding of how a person's culture may inform their values, behaviour, beliefs and basic assumptions.

Cultural awareness recognises that we are all shaped by our cultural background, which influences how we interpret the world around us, perceive ourselves and relate to other people. You don't need to be an expert in every culture or have all the answers to be culturally aware; rather, cultural awareness helps you to explore cultural issues with your care recipients more sensitively.

Information about specific [cultural practices](#) will help to increase your cultural knowledge by providing an overview of cultural characteristics and issues. However, it is always important to identify individual needs and preferences and remember that no individual can be reduced to a set of cultural norms.

Within any culture, people's values, behaviour and beliefs can vary enormously. Differences may occur due to time of arrival in Australia, length of settlement, socio-economic background, level of education, rural or urban residence, identification with cultural and religious background, and different life experiences - including the experience of migration.

Cultural awareness entails an understanding of the migration process itself. Migration is a key influence on a person's life, with differing effects due to the different experiences of pre-migration, migration and resettlement.

While some migrants undergo a relatively easy transition, most migrants will undergo some - if not many - challenges in adjusting to life in a new country.

Some of the many post-migration stressors include: the stress of separation from homeland, family members, friends and support networks; racial discrimination; changes in lifestyle and socio-economic status; culture shock; language barriers; and the ongoing trauma of pre-migration experiences, which may have included war and political instability, physical and psychological abuse, and travelling as a refugee or living in a refugee camp.

Key Considerations

- Be aware of making assumptions about cultural influences and applying generalisations to individuals.
- Understand that the behaviour and beliefs of people within each culture can vary considerably
- Understand that the extent to which people adopt practices of their new country and retain those from their cultural background can vary within communities, even families.

- Understand that not all people identify with their cultural or religious background.
- Understand that culture itself is a fluid entity, undergoing transformations as a result of globalization, migration and the Diaspora influences.
- Increase your knowledge about different cultural practice and issues through cultural background information session and resources and cultural awareness training.
- Understand the importance of appropriate communication.

Additional Resources

Cultural Background Information

The following online resources provide cultural background information for specific communities:

Greek [Caring for Australian-Greek Residents in Aged Care Facilities](#)
Australian Greek Welfare Society

Indigenous [Australian Indigenous HealthInfoNet](#)
Australian Indigenous HealthInfoNet

Polish [The Polish Way - Information Kit](#)
Australian-Polish Community Services

Muslim [Muslim Australians](#)
Parliamentary Library

Multicultural [Cultural Diversity - A Guide for Health Professionals](#)
Queensland Health



Multicultural Mental Health Australia

Web site: <http://www.mmha.org.au/>

Multicultural Mental Health Australia have a number of resources and publications available as well as translated materials and information. Access the website at the web address above for more information.



Cultural Awareness Tool (CAT)

The CAT is a culturally aware approach to working with mental health consumers.

The CAT is a practical guide which aims to provide guidance to primary care mental health practitioners in relation to providing culturally sensitive care. The tool is designed as a first step in developing cultural competence.

Format: printed and bound Pages: 66 Availability
Price: \$10.00 + \$1.00 GST + postage and handling [Order form](#)

Contact details

Phone: 02 9840 3333
Fax: 02 9840 3388

Email: admin@mmha.org.au

Information Service:
info@mmha.org.au

Locked Bag 7118
Parramatta BC NSW 2150
Australia

Building 52B, Cumberland Campus
5 Fleet Street
North Parramatta. NSW



The Centre for Culture Ethnicity & Health

The Centre for Culture Ethnicity & Health (CEH) is a statewide organisation funded by DHS to build the capacity of Victorian health service providers to effectively meet the needs of clients and communities from culturally and linguistically diverse backgrounds.

CEH specialises in assisting individuals and agencies to develop strategic and sustainable approaches to working with clients and communities from culturally and linguistically diverse backgrounds. We provide a range of integrated professional support and consultancy services:

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CEH specialises in assisting individuals and agencies to develop strategic and sustainable approaches to working with clients and communities from culturally and linguistically diverse backgrounds. We provide a range of integrated professional support and consultancy services:

Education & Training

- Skills development workshops
- Information forums
- Annual training calendar
- Fee-for-service tailored organisational training
- Conference presentations and papers

Consultancy

- Organisational development projects
- Reference groups and steering committees
- Policy and program review and evaluation
- Cultural diversity audits
- Mentoring and coaching

Information Service

- Comprehensive specialist library
- Information, advice and referral
- Online catalogue and resources
- Resources produced by CEH
- Newsletter

CEH is a unique agency offering expertise in the following areas:

- Health Promotion
- Cultural Diversity and Health
- Cultural Competence
- Language Services

- Cross Cultural Communication
- Health Assessment
- Consumer Participation

Contact Details:

Centre for Cultural Ethnicity and Health (CEH)

Address: 81-85 Barry Street, Carlton VIC 3053

Phone: 03 9342 9700

Email: enquiries@ceh.org.au

Website: <http://www.ceh.org.au>

Website Addresses.

Websites Offering Translated Mental Health Factsheets

The following websites provide mental health resources in a variety of community language

http://www.healthtranslations.vic.gov.au/bhcv2/bhcht.nsf/pages/advanced_search?open

<http://www.cmyi.net.au/TranslatedandCommunityInfo>

<http://www.eppic.org.au/contentPage.asp?pageCode=PSYCHOSIS>

<http://www.health.vic.gov.au/mentalhealth/>

<http://www.immi.gov.au/living-in-australia/settle-in-australia/beginning-life/>

<http://www.mdaa.org.au/clearing/index.html>

http://www.sane.org/information/factsheets_%2b_podcasts.html

<http://www.vtput.org.au/resources/bilingualdirectory.html>

Bilingual Medical Professionals Directory

The following websites offer a directory of bi-lingual medical professionals throughout Australia.

Victoria: Counsellors, Psychiatrists, Psychologists

<http://www.psychreg.vic.gov.au/store/page.pl?id=3227>

Throughout Australia: Psychologists

<http://www.psychology.org.au/FindaPsychologist/Default.aspx?Mode=Advanced>

http://www.beyondblue.org.au/index.aspx?link_id=3.686