



# Diversicare

*Your lifestyle, Your choice*

**Celebrating 30 years of Care  
1989 to 2019**





Ethnic Communities  
Council of Queensland Ltd



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## Acknowledgement

The Ethnic Communities Council of Queensland acknowledges the Aboriginal and Torres Strait Islander peoples of this state and nation. We acknowledge the Traditional Owners of the lands on which our offices are located and where we provide direct services and programs. We pay our respects to ancestors and Elders past, present and future. We honour Aboriginal and Torres Strait Islander peoples' unique culture and spiritual connection to the land, waters and seas and their contribution to enriching Queensland and Australia's communities.

*Artwork by*

Nicole Newley-Guivarra for ECCQ and Diversicare.

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## About ECCQ

Established in 1976 as the state's peak body for multicultural affairs, ECCQ has a long and proud history of leading and contributing to the development of Queensland as a successful multicultural society. We believe that everyone, irrespective of their background, should be able to participate in and contribute to all aspects of Australian life.

ECCQ's focus is supporting and advocating for the needs, interests and contributions of culturally and linguistically diverse communities in Queensland and providing culturally inclusive health services, information and education.



**Pictured: The late Nick Xynias OAM BEM, ECCQ and Diversicare founder and former CEO.**

## About Diversicare

Diversicare is ECCQ's community care division. Since 1989, Diversicare has delivered culturally appropriate in home and community care. Diversicare's mission is to deliver and ensure access to high quality, inclusive community care that enriches the lives of people aged over 65 and over and people with a disability from all backgrounds.

Diversicare has offices in West End, Mt Gravatt, Sunshine Coast, Gold Coast, Toowoomba, Townsville and Cairns.

### Community care services

- Commonwealth Home Support Program (CHSP)
- Home Care Package Program (HCP)
- Premier Home Care Services
- Community Visitors Scheme (CVS)
- West End (WE) Connect Activities Centre
- Diversicare Transport Service Toowoomba (DTST)
- Regional Assessment Services (RAS)

### Programs

- Multicultural Advisory Service (MAS)
- Partners in Culturally Appropriate Care (PICAC)
- Speak My Language Program
- Multicultural Interactive Planning Solutions (MIPS)

Diversicare is also a leading provider of culturally appropriate resources, information and education and training to community and aged care providers and to CALD communities.



## Message from our General Manager of Diversicare Trish Golledge

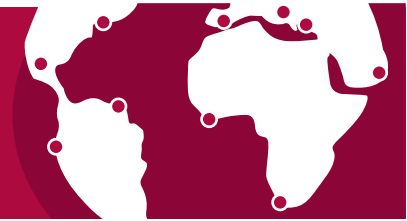
As we celebrate Diversicare's 30 th anniversary, I feel very privileged to work for such a dynamic organisation.

Our team strives to provide quality community care which is accessible, flexible and responsive to all of our clients, families and carers. Our services are inclusive to all communities and the care we provide is based on individual choice, needs, capabilities and interests.

By 2025, it is estimated that 25% of the ageing population will be from a non-English speaking background. Diversicare's unique services can cater for 40 different culturally and linguistically diverse backgrounds.

I wish to express my gratitude to our compassionate and dedicated staff and volunteers, who continue to make a difference to people's lives every day.

**Consumers are from 65 different CALD backgrounds representing over 45 different languages**



**We have  
over 30  
dedicated  
volunteers**

**We deliver  
5,000 hours of  
care a month**



**Each month,  
300 older  
people  
participate in our  
respite services**



## **Message from our Honorary President and Co-founder Serge Voloschenko OAM**

Diversicare has made an enormous contribution to the advancement and quality of community care in Queensland over the last 30 years – we salute the Diversicare team past and present for their hard work, dedication and genuine care for our ageing communities.

Since the early days of ECCQ, more than 43 years ago, culturally appropriate aged care has been a top priority. Accessing quality community care was identified as a special need through ECCQ's established and sustained networks.

For 30 years, Diversicare's model of care has considered a person's cultural and language background and migration history in addition to the level of care they require. As our ageing population continues to become more multicultural, this consumer-centred approach will only become more important.

The late Nick Xynias AO BEM was a driving force behind ECCQ's determination to improve access and equity in aged care. His enthusiasm and passion brought many people together who believed that culturally appropriate care was a necessity, a possibility, and, a fundamental human right.

As Diversicare celebrates its 30th anniversary, the staff and volunteers (past and present) and all who were and are involved can be proud of the many significant achievements accomplished over the years. Many of which are included in this booklet.

Congratulations to Diversicare and thank you to the many people who contributed to its success.



## **Message from our Chairperson Alton Budd**

I am pleased to present this commemorative publication celebrating ECCQ's long journey in aged care - from advocacy, to service delivery. Diversicare has reached a significant milestone, 30 years of focusing on the delivery of culturally appropriate community care.

In the late 1980s, ECCQ advocated for more accessible and inclusive aged care, specifically the type of care that considers the unique cultural backgrounds of our ageing population. From a small program, run out of ECCQ's office 30 years ago to the establishment of Diversicare, a division entirely focused on delivering culturally inclusive care across the state.

Aged care and improving positive outcomes for older Australians from culturally and linguistically diverse backgrounds is one of ECCQ's key priorities. For the last 30 years we have continued to increase ECCQ's place in aged care services, education and research. ECCQ has honed its delivery of culturally inclusive care over the years and continues to lead best practice in Queensland.

We all deserve to age with dignity and respect. Community care connects older people to vital health services, helps them to maintain daily activities and increases social engagement. In short, community care improves quality of life for so many. I feel honoured to serve as Chairperson and to celebrate this great achievement.

I congratulate the Diversicare team on this significant achievement. Every staff member and volunteer carries forward our mission to respond to the changing needs of our diverse population.





## **Message from our CEO Peter Last**

I am proud to take on the position of CEO at this pivotal and exciting time. ECCQ and Diversicare have a long history of delivering culturally inclusive care. Diversicare's vision, to respond to the community's changing needs and to ensure all Queenslanders have access to culturally appropriate community care, is just as important today as it was 30 years ago.

In 2016 (ABS data), 33% of people aged 65 and over were born overseas; this is up from 25% in 1981. Around 20% of people aged 65 and over were born in a non-English speaking country with the most common languages spoken at home being Italian, Greek and Chinese.

Importantly, Diversicare delivers consumer-centred care, which acknowledges the cultural background and language preference in addition to their domestic and health care needs. Diversicare also provides essential social and cultural connectedness and general well-being to its CALD consumers.

Our dedicated team and volunteers deliver care with respect, compassion and kindness to ensure our consumers can age with dignity.



## **Message from the Minister for Local Government, Minister for Racing and Minister for Multicultural Affairs**

I offer my sincere congratulations to the ECCQ and to its division, Diversicare, for 30 years of delivering outstanding, culturally inclusive community care.

Our elderly are vital members of, and contributors to, our community. Their experience, knowledge and wisdom are integral components of an informed, effective and smart community. It is vitally important they receive the level of care they may need in a manner that suits their particular circumstances.

The work carried out through Diversicare has played a critical role in ensuring the highest quality of life possible for all of their clients from culturally and linguistically diverse backgrounds.

As Minister for Multicultural Affairs, I enjoy a collaborative working relationship with ECCQ. I support ECCQ's vision to ensure all Queenslanders from all backgrounds can participate in all aspects of Australian life. I also support Diversicare's vision to ensure all older Queenslanders from all backgrounds have access to culturally appropriate care.

I am committed to promoting the Palaszczuk Government's vision of an inclusive, harmonious and united Queensland. This is articulated through our Multicultural Queensland Charter, which empowers us all to build a Queensland community based on mutual respect and fair treatment, while valuing our rich diversity.

To this end, the ECCQ has played, and continues to play, a key role.

I wish Diversicare staff, volunteers and supporters well for the next 30 years and I look forward to continuing to work closely with ECCQ.

**stories**



Anna and Leonarda outside West End CONNECT

## Diversicare respite fosters a 68-year friendship

**West End (WE) CONNECT, Diversicare's respite centre, is fostering a 68-year long friendship between Polish respite attendees, ninety-four year old Leonarda Nurzynski and ninety-seven year old Anna Baczynski.**

The two have been life-long friends since immigrating to Australia with their families aboard the Italian cruise-liner SS Roma, in the aftermath of a war-torn Europe.

Leonarda migrated with her husband Waclaw, and her two children Joseph and Janina and Anna with her husband Joseph and twin boys, Joseph Junior and Kazi.

Both have fascinating life stories, including stories of hardship encountered during and after World War II in Poland and stories of resilience while making a new life after migrating to Australia in 1950.

Leonarda and Waclaw met in a displacement camp in Hohenfels, Germany after World War II and married in June 1947. In October 1950, with their two children Joseph and Janina, they sailed on the SS Roma bound for Newcastle and then on to Brisbane.

Leonarda and Anna first met working in the kitchens of the Wacol Migrant Centre before they finally both settled in homes a few streets away

from each other in Darra.

They became firm friends and later, they started working together at the Golden Circle Cannery, getting up at 5.00am each morning to take the train to Northgate.

Waclaw and Joseph got jobs laying roads and working at the cement works at Darra and both families would socialise together at the Polish Club at Darra.

Leonarda and Waclaw went on to have two more children George and Wally and Anna and her husband Joseph had a daughter, Teresa.

Their friendship has endured through the years of raising children, working, retirement and then the loss of their husbands. They look forward to spending time together at WE CONNECT whenever they can.

Here they catch up on their news, take part in activities and craft and visit Brisbane landmarks.

They are grateful for their enduring support and care for each other.





## Long journey to Oz

### **Diversicare Home care worker David Vien is lucky to be alive.**

A Vietnamese refugee from the 1980's, his story is one of loss, survival, hope and resilience.

After two failed attempts to leave Vietnam in 1980 which resulted in 15 months of hard labour in a Vietnamese prison, seven days in a refugee boat battling the elements and two years in a Thailand detention camp, David finally made it to Australia.

In 1984, after 25 months in a Thai detention camp he was sponsored by his sister and was able to board a Qantas jet bound for Brisbane, where she lived.

David is thankful that he made the journey and he says he would do it again for the wonderful life he now has in Australia.

One of the first things David did was learn English at TAFE college. He was then successful in gaining a role as a spray painter's assistant. In 1987 he married his wife, Bui, and they have a son, Thomas and a daughter, Tina. Today he is a proud Granddad to twins Matthew and Andrew.

Thirty-two years later, 61 year-old David currently works as a home care worker with Diversicare, but began his affiliation with the organisation in 2013

as a volunteer while studying for his Certificate III in Aged Care.

While he has worked for Diversicare for the last five years he continues to volunteer today by visiting Vietnamese clients who live in local aged care facilities.

This year, David was one of 12 home care workers chosen to study the Certificate IV in Ageing Support and successfully completed the course in late June 2019.

Diversicare General Manager Trish Colledge said that David is one of Diversicare's most gracious and kind carers.

"As a home care worker and volunteer, David will always 'go that extra mile' to ensure our consumers are happy and content.

"David consistently displays dedication and commitment which is made evident by his caring, patient and always focused approach in his role as a home care worker and as a volunteer. David is honest, transparent, loyal and respectful to everyone he meets in his role," said Trish.





## Going that extra mile

**It's all in a day's work for Diversicare Toowoomba Transport Services (DTTS) volunteer Alan Keighran who has been a volunteer driver for Diversicare for the last three years.**

Alan, who is retired, clocks up 90 to 140 kms a day picking up a variety of clients to take them to their destinations such as hospitals, doctor appointments, clubs, hair salons, art classes, and leisure centres.

On any given Wednesday, Alan leaves home around 8am, goes into the Diversicare office to pick up his car and run sheet before picking up his first client.

"I enjoy meeting a variety of people and starting a conversation; once you get people talking, the journey goes so quickly. Their life stories are incredible; from nurses that have worked in the outback to retired farmers. People open up, you listen, and clients become good friends," he says.

Alan says one of his favourite couples are Muriel and Lionel whom he takes to medical appointments and to the library.

"Lionel flew for Qantas for years and at 92 or more is still driving Miss Daisy on weekends when we are not available.

"A lot of people look forward to this service as the

biggest problem with advanced age is having to give up your driver's licence - that's their freedom and that's where we help out. They love Diversicare."

DTTS Transport and Volunteer Coordinator Lyn Santillan says the Toowoomba Transport Program has been running in the Darling Downs region since July 2014. In the early days they had 45 clients and two cars. Now they have 240 clients and four cars with a total of 13 volunteers.

"Our volunteers come from a variety of occupations and we would like to acknowledge the tremendous time and support they provide to the organisation," she says.

Lyn says a lot of the clients go to medical appointments or visit their partners in nursing homes.

"One client Maggie is taken every Thursday to the Sports Club for her bingo day, and we all know of her beautiful cat Tish who talks to her. She is a lovely lady and who loves her garden and pets."







## West End CONNECT - bringing people together

**It's official, a University of Queensland study has revealed that the Diversicare respite centre, WE CONNECT is providing essential social and cultural connectedness and general wellbeing to its culturally and linguistically diverse (CALD) clients.**

Key findings from the study show that the participation of Diversicare clients in cultural and wider social groups provided the means for older immigrants to feel supported and more integrated into the Australia community.

The study is led by Shuang Liu and her team at the University of Queensland and is supported by the Australian Research Council Grant with Diversicare as the partner organisation.

The research team interviewed Diversicare respite attendees to get their feedback on the benefits of the respite centre. The findings showed that participation in social activities such as going on day trips, regular gatherings with friends at respite activities, and engagement in group exercise, were perceived by Diversicare clients as beneficial to their physical and psychological wellbeing.

Taking part in respite activities facilitated the building of social networks for older CALD people, connecting them to their home culture and to the wider Australian community.

For example, participants from different cultural backgrounds expressed that being able to interact with people from their own background and generation provided a unique type of social connectedness that their younger family members could not offer.

Also, having positive contact with others provided a much needed social 'health boost'.

"When my mind is strong, my health is also improved. Since joining them [Diversicare], I can also do exercises. I think feeling happy helps prevent illness and if we get sick it helps us recover more quickly...Going there is good. Since the minute I get in the car I feel good." (Female, Vietnamese)

Other respite clients commented that respite days offered much needed variety and a welcome break from the routine.

"I think it has improved my overall well-being because it gives me variety. And I think that's what people need when they get older. They need variety, they need companionship." (Female, German).



## Team Care – Team Diversicare

**Working for a multicultural organisation where consumers can speak up to 45 different languages is just one of the challenges that Laurah, Liz and Jazel, Diversicare’s nursing team face on a daily basis, but they say, they wouldn’t have it any other way.**

Diversicare’s clinical care coordinator Laurah Coulton says this challenge keeps the role fresh and Diversicare’s multicultural coordinators and Home Care Workers speak the languages of consumers, which is part of what makes the organisation so unique.

Laurah has been with the organisation for the last two years and has 12 years’ experience within the health care industry, working previously with RSL Care as a registered nurse before joining Diversicare.

Laurah manages the nursing team which is made up of enrolled endorsed nurse Liz Kelly and registered nurse and care package coordinator Jazel Nuestro.

The team are out and about meeting Diversicare consumers on a daily basis updating consumer care plans, undertaking general assessments as well as attending to wound care, catheter care, clinical monitoring, skin checks and continence assessment.

Jazel started with Diversicare in January 2018 after finishing her Masters in Nursing at the University of Sydney. She grew up in the Philippines where she studied to be a medical technologist before moving to Sydney to do her study before finally settling in Brisbane.

Jazel says she enjoys meeting new people from so many backgrounds and seeing improvements in their general health and wellbeing.

Enrolled endorsed nurse Liz Kelly has 19 years’ experience originally working at Berlasco, ECCQ’s residential care division for nine years before moving to Diversicare.

She is experienced in wound care, undertaking care assessment of clients and the education of care workers.

Diversicare staff is just as culturally and linguistically diverse as its consumers. This ensures needs are communicated, the care is culturally appropriate and the nursing staff is supported to deliver vital care.



## The gift of being multilingual

**Did you know that a multilingual person is generally referred to as a polyglot? Diversicare has many of these talented people and prides itself on its multilingual staff and volunteers that can speak a total of 45 different languages.**

Diversicare Home Care Worker and polygot, Ulla Turner, has worked for Diversicare for 11 years and can speak fluently a total of four languages: Danish, Norwegian, Swedish and English.

Ulla was born in Copenhagen, Denmark and she says it's quite normal to speak this many languages in her home country. Ulla was 22 when she migrated to Australia with her English-born husband.

Ulla says she first joined Diversicare as a volunteer before becoming a Home Care Worker.

"In 2004 the Diversicare volunteer coordinator got in contact with me to see if I could visit a Danish gentleman by the name of Jens who was in his 80s and had dementia; he had tried to take his life." she said.

Ulla went to see him in a Newmarket residential care facility and the minute he saw Ulla's Danish flag on her shirt, his face lit up. Their friendship grew over the next five years and she was able to track down his family in Denmark.

It was during this time that Ulla was inspired to undertake study to do her Certificate III in Aged Care. Ulla gently held Jens hand when he passed away in 2009.





Welcome to  
**WINTON**  
AN AWARD WINNING TIDY TOWN

## Going the extra mile

**Over the past two years, Diversicare's Rural and Remote Multicultural Advisor, Anyuon Mager, has travelled hundreds of kilometres, criss-crossing the Western and Northern regions of Queensland covering localities such as Toowoomba, Ipswich, Gatton, Chinchilla, Dalby, Millmerran, Roma, Surat, Cunnamulla and Charleville.**

It's a different take on his previously nomadic life in Sudan but in some ways much the same.

"The difference is that all the travels I did in Sudan were on foot, but in Australia it's in the car and that's more tiring than walking," he says.

He is from a Nilotic tribe (from River Nile) called Dinka and from the age of five he was a cattle herder, looking after goats, sheep and cattle.

He says travelling long distances is the norm for a nomadic lifestyle when your livelihood depends on natural resources that change according to the seasons. People were in constant motion in search of pastures and water, sometimes spending several days or even weeks walking.

"At the age of 14 my father chose me out of my siblings to be sent away to school which was three days walk. While I was away the second civil war started in Sudan and I got separated from my family. I lived in a refugee camp in Egypt for

10 years before the United Nations arranged my resettlement in Australia in 1998.

“In 2005, a peace agreement was signed in Sudan, bringing an end to one of the longest civil wars. I was finally able to go back to my village after 27 years in exile.”

Anyuon continued his studies when he immigrated to Australia, undertaking a Graduate Diploma in Development Practice at UQ, a Postgraduate Certificate in Management and a Diploma of Community Services Work.

Today, in his Multicultural Advisory Service role, he travels to some of the most remote areas to deliver cross cultural training to aged care service providers, sharing the road with road trains and caravans to connect with those in the bush.

He says Australia’s fast changing cultural diversity is not only happening in cities but also in regional Australia.

“Cross cultural training ensures that all aged care staff in rural and remote areas acquire the skills that enable them to work more effectively to deliver services that are culturally inclusive, sensitive, respectful and responsive to individual client needs,” he said.

“I visit their workplaces and talk to the service and area managers, home care workers and staff.”

One of the service managers at Yellow Bridge Queensland, an organisation that helps people access housing, disability support, youth and home services, said that staff who receive cross cultural training are more confident and productive when dealing with cross cultural issues with clients and coworkers.

Anyuon says his trips are always challenging because of the long hours spent away from his home and his family but the job has many rewards.

“The rewards are great: I’m enhancing the skills of the service providers, so in the long-run they can facilitate rewarding relationships with clients in the community.”



## The best of care

### **We all like to maintain our independence as we age and Diversicare recipient Adamacia says she is no different.**

Ninety-three year old Adamacia has lived with her daughter Eunice and her family for the last 17 years since migrating from Brazil at the age of 76.

The care that Adamacia receives enables Eunice to care for other family members and to continue her shift work as a nurse at a busy Brisbane hospital.

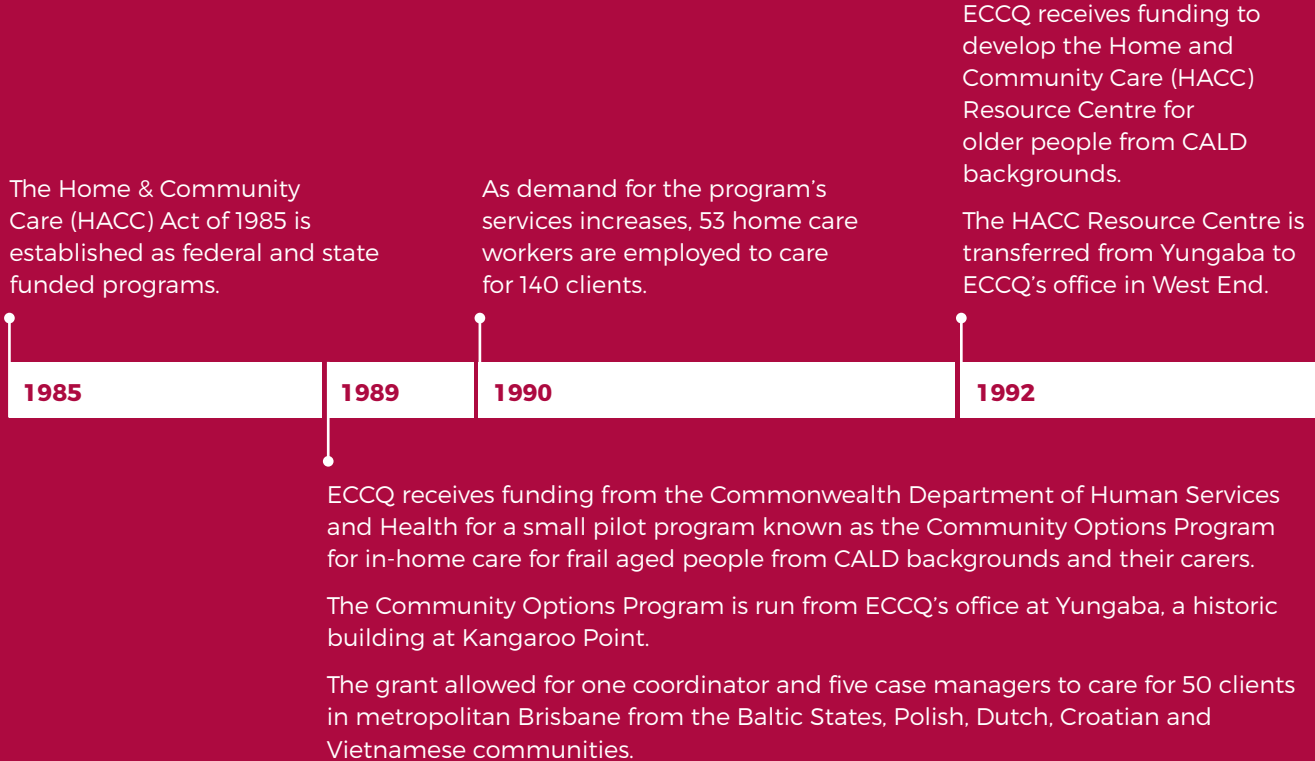
Adamacia's home care worker Karen has been caring for Adamaica for the last seven years, ever since Adamacia had her hip operation.

Adamacia receives a Home Care Package with Karen providing personal care and social support every day. Without Karen's care, Eunice says the household would not function as smoothly as it does.

"Karen takes the load off me and with her language skills is able to converse with Mum and maintain that social interaction with her. They have formed a strong bond and for that I am grateful," she says.

Karen provides companionship to Adamacia while helping her with showering and the support and connection offered to her mum is a source of comfort for Eunice.

"The best thing about Diversicare is that it gives me the opportunity to go about my other commitments and to go to work and not worry about my Mum and I know she is getting the best of care."



# timeline

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ECCQ establishes HACC Ethnic Working Party involving federal, state and community representatives to develop a HACC service delivery framework.

1994

1995

ECCQ delivers Community Aged Care Packages (CACPs) with the employment of a part time coordinator.

ECCQ delivers a pilot project, Multicultural Residential Care Support Program, to focus the needs of older people from CALD backgrounds new to community care and residential care.

ECCQ delivers the Community Partners Program to improve access to and information on aged care, particularly residential aged care.

ECCQ is successful in gaining funding to establish the Community Visitors Scheme, a program of volunteers to visit residents from CALD backgrounds at aged care facilities to strengthen ties with the community and to increase their wellbeing.

ECCQ is successfully in obtaining funding for the Partners In Culturally Appropriate Care (PICAC) Program to assist residential care facilities with providing culturally appropriate care to improve services to residents from CALD backgrounds and to foster partnerships between government, industry and CALD communities.

1998

2000

With over 380 clients representing 29 languages, the program is renamed to Diversicare and it becomes the community care division of ECCQ.

Diversicare staff numbers increase to 7 Coordinators, 100 Home Care Workers caring for approximately 800 clients.

Diversicare relocates to 49 – 51 Thomas Street, West End, it's current head office.



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The Sunshine Coast office opens. The Sunshine Coast office eventually relocates to Caloundra.

2001

2002

Diversicare receives funding for the Multicultural Advisory Service (MAS) Program to deliver information, training and education on aged care services to CALD communities in Cairns, Townsville and Mackay.

2004

Diversicare services extend to the West Moreton and Brisbane North areas and Ipswich and Caboolture.

2011

Diversicare opens the Gold Coast office at Southport to deliver information and training to CALD communities and to provide community care services to 50 HACC clients.

Diversicare has offices in West End, Mt Gravatt, Sunshine Coast, Townsville, Cairns and the Gold Coast. Direct care funding includes 227 Community Aged Care Packages and Diversicare provides services to over 1,200 HACC clients.

New technology and systems were introduced in the form of mobile computing devices for all direct care staff and an electronic swipe card system and smart phones for all Home Care Workers.

2012

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The respite centre, West End *CONNECT* opens at number 53 Thomas Street, West End.

Toowoomba Transport Services is launched in July. Volunteer drivers transport seniors to various hospital and doctor appointments, hairdressers, clubs and leisure centres.

Diversicare celebrates 30 years of service.

**2014**

**2015**

Diversicare commences delivering Level 3 Home Care Packages.

**2018**

Speak My Language is launched in Canberra.

Diversicare develops and launches the Multicultural Interactive Planning Solutions (MIPS) Program. MIPS, an interactive website that provides virtual tours on home safety, is rolled out across Australia.

**2019**



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