A photograph of an elderly woman sitting on a white folding chair in front of a doorway. She is wearing a blue patterned sleeveless dress and dark sandals. The doorway is framed by light-colored walls, and a clothesline with laundry is visible above her. To the left of the doorway, there are two large cylindrical containers, one green and one blue, with some plants growing in them. The scene is outdoors, with green foliage visible on the right side.

Cultural Sensitivity

- caring for
culturally and
linguistically diverse
older People.

'Culture Sensitive' Leisure Activities

Addressing cultural diversity in leisure programs and daily recreational activities is essential to maintaining the quality of life of your care recipients from culturally and linguistically diverse backgrounds.

A culturally appropriate, activities program, will help to bring joyful pleasure into the lives of your care recipients from culturally and linguistically diverse backgrounds, as well as foster self-esteem and a sense of purpose and belonging.

Key Considerations

- Consider the cultural, linguistic and religious needs and preferences of care recipients when planning and reviewing recreational activities, with input from their families and members of the local community.
- Foster links with local community organisations that share the culture, language and religion of care recipients.
- Facilitate community and family involvement in activities.
- Support care recipients to remain engaged with existing community networks (Encourage priest to visit, family and friend visits and community visitor's schemes)
- Integrate activities with local community events (e.g. 'Paniyiri', Church Saint's Feast Days).
- Plan regular outings to places of significance for your care recipients from culturally and linguistically diverse backgrounds (eg Attend Greek Orthodox Church on special religious days and visit the 'Greek' suburb of West End - Greek Community Centre, Greek cafés, Delicatessens and restaurants.)
- Ask care recipients and/or their families which festivals and special days they would like to celebrate, and how they would like to observe these occasions.
- Acknowledge and observe cultural and religious days and festivals in an appropriate manner.
- Explore the availability of community volunteers to provide social visits in the preferred language of care recipients.
- Support care recipients' access to multicultural media (including radio, TV and newspapers) as desired.
- Ensure that staff responsible for developing and implementing activities programs have been trained in *cultural awareness* and *appropriate communication*.

Adapted from the 'Centre for Cultural Diversity in Ageing', website page
www.culturaldiversity.com.au/resources/direct-care-services/leisure-activities

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.

The language needs of your care recipients must be addressed across all care services, including health and personal care, dementia care and palliative care services. Communication difficulties can severely compromise the quality of care provided to care recipients. Accurate and appropriate communication between staff and care recipients is crucial at all times, especially when care plans are developed and reviewed. Using professional interpreting and translating services at these times - and whenever informed consent is required - will help to ensure the provision of appropriate care, as well as ensuring a risk management approach to service delivery.

Information about services should be made available in the preferred language of care recipients, while procedures should be implemented to enable care recipients and their families to contribute to the continuous improvement system, provide feedback on planning objectives and access complaints mechanisms in their preferred language.

Information provision is not the only aspect of providing culturally appropriate services; the social and emotional communication needs of care recipients must also be addressed in daily life, including leisure activities and spiritual support programs. Encouraging and facilitating the use of care recipients' preferred language enables participation, reduces social isolation and creates a sense of belonging.

"We understand the popularity with some aged care service providers of using pictorial communication boards to communicate with care recipients. However, it must be stressed that such a device is just one tool - with limited effectiveness - and should not be used as a sole method of communication."

www.culturaldiversity.com.au/guides/communication

Rather, more effective communication strategies should be promoted and fostered at an organisational level instead - for example, the use of professional interpreting services, the recruitment of bilingual staff, language lessons for staff and cultural awareness training. Please ring GOC Care on 3844 3669 for more information including the contact details of professional Greek interpreters.

GOC Care has produced a *Greek Pronunciation Guide* that is available on this Website, www.gocstgeorge.com.au which includes a 'How to use' pronunciation guide, photos, pictures, and English and Greek phrases.

Adapted from *Centre for Cultural Diversity in Ageing*, website page www.culturaldiversity.com.au/guides/communication

Key Considerations (Communication)

Interpreting Services

- Inform all care recipients of their right to access professional interpreting services at any time, and of the availability of telephone interpreting services.
- Use professional interpreting services:
 - as requested by care recipients and/or their families;
 - when care plans are developed and reviewed; and
 - whenever informed consent is required.
- Beware of the ethical implications, privacy issues and potential for grave misunderstanding in using bilingual staff, family members or friends to communicate on behalf of care recipients.

Bilingual Staff

- Actively promote the recruitment of bilingual staff.
- Consider using the language skills of unaccredited bilingual staff for social communication with care recipients. Ensure this responsibility is clearly addressed by human resources (i.e. defined in the position description and appropriately remunerated).

Information Provision

- Conduct the entry and orientation program in the preferred language of care recipients and their families.
- Use professional translators to translate all documents requiring the consent of care recipients, such as care plans, as well as other documents as required.
- Provide information about services, including health and personal care procedures, in the preferred language of care recipients.
- Ensure care recipients and their representatives have access to internal and external complaint mechanisms and quality improvement systems in their preferred language.
- Communicate the organisation's planning objectives to care recipients and their families in their preferred language, and offer a variety of ways to provide feedback - e.g. written comment, interviews and group discussion.
- Provide menu choices and food services information in the preferred language of care recipients.

- Consider the language needs of care recipients in the living environment of residential aged care facilities - e.g. signage in community languages.

You will be able to access a *Multilingual Resources* page at www.culturaldiversity.com.au to view translated aged care materials and download helpful communication tools.

Social Communication

- Ensure the linguistic needs of care recipients are addressed in emotional support, spiritual support and leisure activities programs.
- Explore the availability of volunteers to provide recreational visits in the preferred language of care recipients.
- Support care recipients' access to multicultural media (including radio, TV and newspapers) as desired.

Staff Education & Training

- Consider providing language lessons for staff to enable them to communicate in the preferred language of your care recipients.
- Provide training for all staff in *cultural awareness*, appropriate *communication* and the correct use of telephone and on-site interpreting services.

Additional Resources and Links

Interpreting and Translating Services

- Telephone interpreting services can be obtained by calling the Translating and Interpreting Service (TIS) on 131 450. This service is available 24 hours a day, 7 days a week.
- Practitioner's Directory 2010/2011

National Accreditation Authority for Translators and Interpreters (NAATI)

The National Accreditation Authority for Translators and Interpreters Ltd (trading as NAATI) is the national standards and accreditation body for translators and interpreters in Australia. Search the Online Directory of translators and interpreters accredited or recognised by NAATI.

- Interpreter and Translator Directory
Australian Institute of Interpreters and Translators (AUSIT)

The Australian Institute of Interpreters and Translators (AUSIT) is the national association for the translating and interpreting profession. Search for an interpreter or translator within Australia.

Guides to Working with Interpreters and Translators

- AUSIT Guidelines for Health Professionals Working with Interpreters
Australian Institute for Interpreters and Translators

These guidelines for health professionals cover topics such as booking an interpreter, cultural issues, special circumstances and problems, and limitations of interpreter's responsibilities.

Communication Aids

- Communication Cards
Centre for Cultural Diversity in Ageing

Designed as a tool for enhancing communication with people in their preferred language. They depict a wide range of daily activities and situations and can be used to prompt discussion, assist with directions, clarify a client's needs, etc. Available in bilingual format in 20 languages.

- Aged Care Signage
Centre for Cultural Diversity in Ageing

Package of signs designed for aged care facilities and other services to assist their clients to navigate their way around a home or service. Signage such as kitchen, dining room, keep out, danger and this way to the garden, will help staff communicate with residents/clients aiming to minimise confusion and miscommunication. Available in bilingual format in 20 languages.

- Bilingual Aged Care Service Publications
Centre for Cultural Diversity in Ageing

Bilingual Aged Care Service Booklets have been developed to assist clients from culturally and linguistically diverse backgrounds familiarise themselves with the wide range of aged care services available.

Booklets include: Resident Handbook, Options in Aged Care, Residential Care and Services Guide, Community Care Client Guides (CACP, EACH and EACHD).

- Glossary of Aged Care Terminology
Centre for Cultural Diversity in Ageing

Developed by Other Organisations

- 'I need an Interpreter' Card

Department of Immigration & Citizenship

The 'I need an interpreter' card is designed to assist non English speakers request an interpreter when they need to communicate with an English speaker. The cards are provided free of charge.

- Find your Language

Health Translations Directory

Find Your Language allows you to create a poster or flip chart that will assist you to identify the languages that people from culturally and linguistically diverse communities speak. The phrase "I speak" has been translated into over 90 languages.

- Countries & Languages Spoken

VITS Language Link

This information is intended to provide useful general information regarding countries and the major languages/dialects/other languages spoken in those countries.

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, peoples' 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 (CULTURAL AWARENESS)

- Be aware of your own cultural influences.
- Be aware of judging other people's behaviour and beliefs according to the standards of your own culture.
- 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 within 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 globalisation, migration and the diaspora influence.
- Increase your knowledge about different cultural practices and issues through cultural background information sessions and/or resources and cultural awareness training.
- Understand the importance of appropriate communication.

Additional Resources and Links

Use the National Resources Search at www.culturaldiversity.com.au for additional resources and links including resources developed under the Community Partners Program (CPP) and the Partners in Culturally Appropriate Care (PICAC) Initiative.

Adapted from *Centre for Cultural Diversity in Ageing*, website page
<http://www.culturaldiversity.com.au/guides/cultural-awareness>

Additional Resources

- [Community Visitors' Scheme](#)

The Community Visitors' Scheme is a national program that provides companionship to socially isolated people living in Australian Government-funded aged care facilities. Contact the Commonwealth Carelink Centre on 1800 052 222 to find ethno-specific auspices in your service area.

- [Seniors Card](#)

The Seniors Card is a Victorian Government initiative in partnership with the private sector to encourage people who have retired or who are working part time to continue to engage with the community. Cardholders are able to obtain a wide range of discounted goods and services from participating businesses including travel, accommodation, hospitality, entertainment and leisure.

- [The Companion Card](#)

The Companion Card allows people with a profound disability, and who require on-going attendant care, to participate in community activities and events without discrimination. Companion Cards can be presented at participating organisations where cardholders will not be required to pay an admission fee for their companion who is providing attendant care.

- 'Music for the Golden Aged.' Tapes with a selection of 'olden time music' available in 10 languages. Order from [*NSW Transcultural Aged Care Service*](#)

- Culture-specific leisure activities can be found on the [Cultural Awareness page](#) (see the Quick Links section).

Multicultural Media

The following links will assist you to provide access to newspapers, radio and television in the preferred language of your care recipient.

- [Community Radio & TV Stations with Programs in Non-English Languages](#)
National Ethnic & Multicultural Broadcasters' Council
- [Ethnic Media](#)
Community Relations Commission
- [Ethnic Media Organisations](#)
Volunteering Australia
- [Online Newspapers](#)
A collection of links to some of Australian multilingual newspapers compiled by MACSA
- [SBS Radio Broadcasts in 68 languages](#)
SBS Radio
- [Melbourne Ethnic Community Radio \(Internet Broadcasting Available\)](#)
3ZZZ Radio.

Adapted from *Centre for Cultural Diversity in Ageing*, website page
www.culturaldiversity.com.au/resources/direct-care-services/leisure-activities

Additional References to explore

- [Greek Care Website- Engage your Greek client](#)
<http://www.greekcare.org.au/advice-and-information/the-greek-language-and-communication/engage-your-greek-client/>
- [Greek Care Website- Being Culturally Sensitive](#)
<http://www.greekcare.org.au/advice-and-information/on-being-culturally-sensitive/>
- [A Better Way- Mental Health and Aged Care- a multicultural perspective.](#)
Discussion Paper 2011
www.eccv.org.au/library/Final_2_Apr11_ECCV_Mental_Health_Discussi...
- [Greek Cultural Profile-Older People](#)
http://www.sermrc.org.au/uploads/mrc_resources/Greek%20Cultural%20Profile%202021-06-10.pdf

Games and Activities for Greek Speaking Older People



BINGO

Greek people love to play Bingo. If you find that some elderly people find it difficult to identify the numbers on the Bingo card sheets, then you can enlarge the numbers and perhaps play even with coloured sheets.

If the caller holds up the letter or number that has been called the player may be able to identify it quicker and more easily.

Using cards with pictures of fruit and vegetables can be very successful with the Greek-speaking elderly, as they are more likely to identify with these pictures, than letters or numbers.

Picture cards can also cater for illiterate people within the group.

Useful link: <http://www.mes-english.com/flashcards/fruit.php>

Items that you will need are:

- Bingo Makers (milk bottle tops, buttons)
- Card Tables
- Chairs
- Prizes (Lollies, Soap, tissues etc)
- Bingo Cards
- Bingo Card Sheets (photocopy to enlarge them and laminate)

B	I	N	G	O
1	24	37	48	61
9	17	42	53	68
6	28	FREE SPACE	60	75
13	25	36	59	74
7	18	31	56	70

How to Play

The Bingo caller has a board from where they call and/or show the numbers/letters/pictures.

The players listen quietly, as the caller calls out a letter/number or picture.

The player, as well as the caller, places a marker over the letter/number/picture.

Yell out "Bingo" when the player has completely covered either a straight, horizon, vertical or diagonal line.

Then continue to play until a player has covered a whole card.

Prizes are given to the winners to encourage them and give them a purpose. Prizes may include, chocolate, Greek lollies, tissues, soaps.

TI -EE-NE STO -TRA-PE-ZI (NE as in net)

What's on the Table?

This game is to observe the memory capacity of the elderly person.

Items that you will need:

- Cloth
- Items that are familiar to the group you are catering for
- Table
- Board
- Pen

How to play

Choose 12 - 15 items and lay them on a table saying the name of the item e.g. clock, book, cup or religious artefacts such as small icons etc. Give the group 2 minutes to memorize the objects in front of them.

Cover the objects with a cloth and ask one person at a time what items they can remember and write their name on a board with the amount of items they can remember in two minutes.



THI-A-LE-XTE KOU-TI (THI as in 'This' / I as in 'ee')

Pick-a-Box

Pick-a-Box is a memory game.

Items that you will need:

- 24 (12 x 2) A4 laminated cards of Fruit and Vegetable picture cards
- 4 blank A4 laminated cards
- White board pen
- Score sheet

How to Play:

Shuffle cards and position them on a display board, facing down and with a white board pen marker, number each card 1 to 28.

Divide people into two groups and one player from each team is chosen to call numbers out.

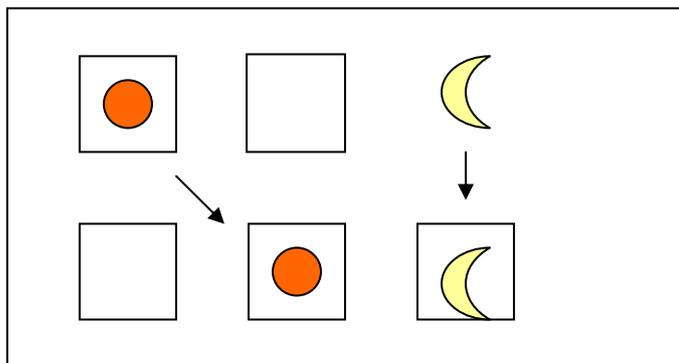
The first team caller calls out 2 numbers.

The caller turns the cards over to reveal the picture.

If the cards are not matching, they are then turned back and the second teams' caller, calls out 2 numbers and so on.

The object of the game is to remember where a matching card is located and for the team to pick as many matching pairs as possible.

The winning team is the one with the most matching pairs at the end of the game.



BA-LES TOU HA-LI (A as in BART / I as in 'ee')

Carpet Bowls

This game is best played on the carpet and is also very good to get people moving rather than just sitting.

Items that you will need:

- 2 sets of Bouche Balls
- Stickers -two different sets
- Golf Ball

How to Play:

Divide your players into two groups.

Place different coloured stickers on 2 sets of Bouche balls to distinguish between the two teams.

Place a golf ball marker some distance down each teams carpet strip, to use as a target.

Each player from each team then bowls to aim as close as possible to the marker.

When all players have had their turn, the 'umpire' will check to see which colour is the closest to the marker and this will decide the winning team.

Variation: table bowls (purchase a commercially made table specifically designed for [Table Bowls](#).)



PREFA (Greek card game)

Card playing is more common amongst Greek men than Greek women. Traditionally, card games are synonymous with the *Kafenio*.

A *Kafenio* is a Greek coffee shop, where Greek men go to play cards, drink coffee and socialise with other men.

Today, at the *Kafenio* in South Brisbane (corner of Edmonstone street and Russell streets, West End), men and women of all ages are welcome to share simple, Greek food and good company, though the men are still the main 'players'.

There is a *Kafenio* in every village in Greece, like there is a pub in every suburb or country town in Australia.

There are many different card games and the rules vary from game to game. The most popular Greek card game is called *PREFA* (*instructions details below*).

Items that you will need:

- Cards (either normal size or of a larger size for)
- Small table and chairs
- Prizes for the winner
- *Prefa* instructions found on webpage
<http://www.pagat.com/rams/prefa.html>



TAVLI (Greek version of BACKGAMMON)

Backgammon is a board game that involves two players. It is a very popular game played mostly by Greek men.

The objective of regular backgammon is to remove all 15 checkers from the board before your opponent does.

Items that you will need:

- one set of dice
- one *Backgammon* board with checkers

How to Play:

Tavli is a Greek version of backgammon and gets its name from the Greek word for "board". Three separate games make up *Tavli*, all offering different rules and sequences of play. However, all three are usually played in sets where players compete in order to win the best of three, five or seven games.

[The first version of the game](#) is known as *Portes*, which bears the most similarities to backgammon as it is commonly played in the western world. Players begin a game of *Portes* with checkers set up identically to those in a game of regular backgammon. However, players do not use a doubling cube for *Portes* meaning the game is played for fun rather than money. There is also no backgammon. Instead two points constitute a gammon and a normal win receives one point.

[A second *Tavli* variation](#) is known as *Plakoto*. The starting point of all checkers in a game of *Plakoto* deviates from the standard backgammon set up. A player must place his checkers on his opponent's one point to begin the game and then move them around the board to his home area to bear off. There is also no "hitting" of blots in *Plakoto*. Instead, if you trap your opponent's checker on a space it must remain there until you choose to remove your checker. This creates an interesting new twist on the game of backgammon. If your mother checker (the last checker on your starting point) is trapped by your opponent, you automatically lose the game along with two points.

The third Tavli variation known as *Fevga* also requires players to begin the game with all their checkers on one point on the board. Beginning on the point situated to their far right, each player must move his 15 checkers around the board and bear off once they are safely in his home board area. A major rule in *Fevga* is that your first checker must pass the point at which your opponent has started before you can move any of your other checkers. Like Plakoto, there is no hitting in the game and one checker is enough to dominate a point. Plakoto strategy differs from regular backgammon as the player is not permitted to erect a prime over six consecutive points. If your opponent gets stuck behind your prime, you are obliged to move a checker to enable him to play on.

While the rules deviate for each *Tavli* variation, there are some common points you should remember if you're interested in trying a game. All *Tavli* games use one set of dice and players must determine who takes the first turn by rolling the dice for a high number. The first player must then roll the dice again to take his turn. One point is awarded to the first player who successfully bears all his checkers off the board. All *Tavli* variations rely on the enjoyment of the game alone; therefore no doubling cube is used for gambling purposes.

Read more: <http://www.articlesbase.com/sports-and-fitness-articles/greek-tavli-variations-for-backgammon-fans-203899.html#ixzz1Odu8oOFA>

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Backgammon boards for purchase at www.oxfamshop.org.au/Backgammon or your local toy and game store.

