

MISSION: ECCLI is committed to enhance the quality of life of all complex needs frail aged and younger people with disabilities and their carers by supporting them in their own homes for as long as practicable in cooperation with family, community and all relevant services.

PHILOSOPHY

ECCLI is committed to access and equity within a social justice framework.

- ◆ We respect and value equally the different cultural beliefs and values of individuals.
- ◆ We support the concept of holistic approach to servicing people.
- ◆ We believe barriers to equitable access to comprehensive health opportunities should be eliminated.
- ◆ We believe that consumers have the right to participate in determining the direction, activities and planning processes adopted by the organisation.
- ◆ We place high priority on enhancing the quality of life of our client group.
- ◆ We respect the right of individuals to choose their lifestyle and to receive safe and competent care which is compatible with our duty of care.
- ◆ We believe that individuals should be supported and assisted to attain optimum levels of health and well-being within the framework of inter agency cooperation.
- ◆ We value effective planning to ensure the service offered is of high quality, relevant and timely.
- ◆ We value the ongoing development of best practice to ensure that available resources are used in the most effective manner to achieve positive outcomes for the client group.

VISION : ECCLI's vision is of a community which through its attitudes and practices, promotes and works within the principles of inclusion, compassion, care and respect for others and equal access to all people, regardless of background, culture or abilities.

The Ethnic Community Care Links Inc. is a public benevolent institution funded by the Queensland Department of Health Home and Community Care (HACC) Program and the Department of Health and Ageing Community Aged Care Packages Program.

PRESIDENT'S REPORT

ARI KORHONEN
PRESIDENT

Dear Members, Colleagues, ECCLI Staff, Distinguished Guests and ECCLI Supporters:

I am pleased to present to you the President's annual report for your consideration and approval.

The year 2003-2004 will be remembered as another milestone in the life of our organisation. In brief, thanks to a successful submission with funds received in the last financial year, the Home and Community Care Program grant have been fully utilised in this financial year with an increase in the number of social support services. Implementation of this innovative Emergency Social Support Initiative has given ECCLI the opportunity to fill a gap. The health needs of an increasingly older client population demanded more and more service hours to accompany clients to appointments with health related professionals and doctors. The frailty, lack of transport and inability to speak English of many ECCLI clients, placed a lot of pressure on the resources of our agency. However, although crucial in the well being of clients, keeping up with medical appointments is only one aspect of the holistic care of clients. Health is not only the lack of diseases or infirmity but also the interplay of social and spiritual well being. To balance this, all centres have developed meaningful, culturally relevant and very popular social support activities. You will read in the Case Managers reports more details on the programs run this year.

Community Aged Care Packages Commonwealth assistance in the form of very flexible package of services available to eligible complex needs clients is desperately needed in this region to meet the increasing demands from older overseas born Australians who prefer to live at home with the help of community services. ECCLI has applied for, but not received, approval for more CACP's. The current waiting list is a reflection of this demand. We hope our Members of Parliament will be able to lobby on our behalf for an increase in the current number of places in this area.

To highlight positive steps taken by all staff to meet the Vision and Mission of ECCLI, I mention the projects and initiatives undertaken, or to be attained, in this prosperous year. Some of these are :

- The Thuringowa Community Garden Project
- The Wall Hanging Project, again with funds from the Thuringowa City Council
- The Asthma Management Strategies for Diversity Project - new grant from the Commonwealth Department of Health and Ageing and the Western Australia Asthma Foundation.

I am certain ECCLI staff have done, and will continue to do their best, to meet the challenges ahead. However, my report to the members would not be complete without mentioning ECCLI's "unfinished business" - Living with a Disability in Multicultural North Queensland. All the findings of this research and development project completed in 2001 are still current. Access to disability services by people from culturally and linguistically diverse backgrounds is limited.

I would like to congratulate ECCLI staff for their commitment and good work this year.

TREASURER'S REPORT

ANA MARIA BELTRAN-OCHOA
TREASURER

Members of the Ethnic Community Care Links Inc. should look at the audited statements to realise the nature of the funding and accounts managed by our organisation. As you are aware, our main sources of funding comes from the Queensland Department of Health- Home and Community Care Program and the Commonwealth Department of Health and Ageing - Community Aged Care Packages Program. There are a number of other sources of income, including client fees and one off grants, which combined, contribute to the general income of ECCLI and are used to further our aims.

The balance sheet shows an increase in total assets and a decrease in net assets compared to the previous year. Due mainly to increases in funding and special grants, total income for the year was above 2003. However, expenditure was somewhat higher than the previous year, resulting in an overall deficit of income over expenditure of \$39,435.37 which was met from carry forward accumulated funds. \$30,000.00 of the deficit is directly attributable to provision for asset replacement in future years, and depreciation of \$18,441.00 which is \$4,861.00 above the 2003 figure. Allowing for these, and other non-cash item increases such as leave loading and long service leave provisions, it has been possible to meet all cash commitments with minimum recourse to cash reserves.

Major increases in expenditure in this year were superannuation, long service leave, fringe benefits tax, vehicle running costs, which nearly doubled due to the increase in petrol prices and the demand for transport services from our clients. Rent costs went up due to the shift to new bigger office premises in Townsville. AGM and Committee expenses have also increased due to the more proactive role played by our Board of Management in representing the organisation in consultation with Government.

Insurance costs jumped dramatically from the previous year, an issue that should be addressed by the relevant authorities because it affects all community services. The provision of services to our clients has increased in general terms, with the highest increase in the social support related assistance.

The increase in costs of the case management component of the Community Aged Care Packages Program is the result of a detailed analysis of the time spent by specialised staff performing the duties of assessing, monitoring and coordinating services and support to complex needs client and their carers. We are very pleased with the flexibility of the CACP Program and especially for the option given to organisations to set aside funds to cater for the provision of asset replacement, as referred to previously.

TCM Partners has audited our accounts which are enclosed with this annual report to the members.

MANAGER'S REPORT

SANDRA SOTO
MANAGER



My report to the management committee and members attending the 2003-2004 AGM highlights the achievements and work undertaken by ECCLI in the last financial year.

Disability Issues for People from NESB

Following the recommendations from the report *Living with a Disability in Multicultural North Queensland*, two workshops with key Government Departments were undertaken in mid 2003. Strategies and further action by Disability Services Queensland (DSQ), Multicultural Affairs Queensland (MAQ) and Qld Health were recommended and presented to relevant Ministers via the North Qld. Ministerial Regional Community Forum. These changes referred mainly to structural alterations at DSQ to address data collection, training and support & quality management responses to ensure access to services for people from NESB. Subsequent client and ethnic communities consultations were programmed. However, these were cancelled due to the proximity of parliamentary elections. A submission to Innovative Grants was put forward but was unsuccessful. A position was proposed to be created within DSQ, managed by ECCLI, to assist DSQ and implement the *Living with a Disability Project* and Forum recommendations. Since then, no progress has occurred.

The restructure of DSQ, appointment of a new regional manager to the office in North Queensland and changes of key staff at the Regional Communities Forum have resulted in a new start of the whole process. Moreover, changes to MAQ Multicultural Women's Advisory Committee (MWAC) Chair Darryl Briskey to Karen Struthers means that MWAC will have a new person coming in which will delay the overall process. ECCLI's strategic plan for 2004-2007 will incorporate new strategies to achieve this ultimate goal.

Social Support/Social Isolation Service Issues

Social support became first priority in 2003 and has continued so in 2004. Several consultation and research projects recommended an injection of funds to the community sector (HACC) to combat depression and social isolation. ECCLI secured funds (\$16,000 per year) to create a pool of Emergency Social Support hours to allow clients to bounce back to "normality" after an episode of hospitalisation, depression, isolation, grief and loss, etc.

At the same time following recommendations from the HACC appraisal client consultations, changes were introduced to the Social Support Program to increase the

number and frequency of social activities and diversional outings in the three centres. These required better skilled support workers “trained” to organise and undertake more complex coordination tasks. Again the challenges ahead require new strategies in 2004-2007 to achieve the mission of ECCLI. These will include skills audit, training needs analysis, resource allocation and implementation of training plan over the next 18 months.

Transport is the second highest demanded ECCLI service due to the nature of the NESB population (older women who did not learn how to drive or men getting older and losing either their capacity to drive or mobility to use available public transport).

Domestic assistance takes third priority because this is an essential service to maintain elderly people at home instead of going into an institution.

Services for clients with dementia and their carers is in high need of injection of funds. For NESB clients and carers, the information and counselling support provided by case managers is sometimes the only lifeline they have. The highest number of referrals for 2003/2004 were for people with dementia and their carers

Development Projects

Four additional projects have been added to the initiative undertaken by ECCLI to enhance the quality of life of the client population and to achieve the mission of our organisation. These projects are:

- The Thuringowa Gardening Project.
- Craft Wall Hanging Project – celebrating 125 years of the Thuringowa City Council.
- Giving Voice to Older Persons from NESB. Pure and simply empowerment and client development work to be undertaken in 2005.
- Asthma Project Strategies for Diversity.

The first two projects mentioned, which ran with assistance provided by the Thuringowa City Council, are explained in much more detail in the Projects section of this annual report 2003/2004.

The Asthma Project Strategies for Diversity will run in the second half of 2004. Funds were received in this financial year from the Asthma Foundation of Western Australia and the Department of Health and Ageing. This project will provide asthma education to ethnic communities, and ECCLI will work in partnership again with the Townsville Multicultural Support Group.

Community Aged Care Packages

Community Aged Care Packages, a Commonwealth initiative which started in 1992, provides alternative low level residential aged care for people living in the community. ECCLI pioneered this worthwhile initiative in 1993 when it was awarded 10 CACPs for the North Queensland region.

In 2003-2004, we are still running 35 packages for people from NESB who have special needs and the demand for this very popular and flexible assistance has increased to the

point that our service has had to reject all new applications for support until we manage to attract more packages to the region. On this subject, our submission to the Department of Health and Ageing in 2003 for additional CACPs highlighted the fact that, according to research reports, CACPs for NESB have risen nationally to about 14 packages per 1,000 people 70 years and over. However major cities accounted for 62% of the packages, while the remaining 20% were in inner regional areas and the rest in outer regional, remote and very remote regions. There is still much to do to achieve equitable distribution to this region.

Additional Areas For Future Development

Staff Positions Restructure: Internal staff restructure of positions to give more flexibility to ECCLI to operate with workers without prior vocational education and training will continue to be part of the strategies used to overcome shortage of support workers. Restructure of permanent service staff positions will go ahead to focus on the current situation and changes to the health and community sector environment. These issues have been identified by staff themselves and ratified at performance appraisals job analysis workshop and supervision meetings. To implement these changes, experienced and professional assistance is required.

Ginni Hall has been appointed to assist ECCLI in this restructure transition and to support services personnel to operate within the philosophical and value framework of the Community Options Model of service delivery. Preliminary discussions and planning promise a good outcome for all participants.

Recently we said goodbye to our Senior Case Manager, Elizabeth Romanik, following her resignation. On behalf of all associated with ECCLI, I extend thanks to Elizabeth for her friendship, her contribution to the development of staff during her stay with us and the duty of care she exercised towards our clients. We wish her good luck in her future endeavours.

I would like to finish my report with a note of thanks to the dedicated staff of ECCLI who have contributed to the ongoing success of our organisation in either a voluntary or paid capacity. I am proud to be part of the team.

TOWNSVILLE-THURINGOWA REGION

ELIZABETH ROMANIK SENIOR CASE MANAGER

The last year brought many interesting and exiting projects and initiatives for ECCLI clients and workers. Following the successful funding from Thuringowa City Council, ECCLI clients enjoyed an extended social support program which included gardening and craft activities in Townsville/Thuringowa.

A number of clients from all centres with diagnosed dementia took part in the "Rediscovering Personhood" project which resulted in ECCLI client's stories being available on the Alzheimer's Australia website.

ECCLI Case Managers have enjoyed the very stimulating dementia training program. In addition, Ingham Case Managers completed Certificate III in Disability at TAFE. Congratulations to Gloria Bogotto who completed Diploma of Community Services Aged Care Work.

My professional development was enhanced by active participation in two Cross-Cultural Dementia Network meetings in Sydney and Adelaide. During these national meetings I contributed to forming direction of the multicultural face of dementia policy of the Alzheimer's Australia.

The main aspects of work that I have undertaken in 2003/2004 are:

1. Training and Assessment of Staff

I co-operated with the Disability Services Queensland in the design of workshops and training sessions for ECCLI staff in all centres based on the Friendship Program - Strength Model.

Other training sessions arranged for ECCLI staff to attend included: supervising and managing staff training, music and other therapies and a series of submission writing workshops from the Department of Primary Industry.

- Training networks were maintained and further developed.
- Timely tutorial support was available to students undertaking professional training and clinical assessments were organised for workers needing to upgrade their skills
- Series of information sessions called "Introduction to mental health and cross-cultural issues" were delivered to students undertaking Certificate III in Disability or Aged Care with TAFE
- Assessment and support was given to workers undertaking Certificate III, IV and Diploma studies

2. Supportive Supervision

Ongoing supportive supervision was available to all ECCLI staff and guidance was offered to workers in crisis and emergency situations.

As well, I provided leadership and instructions to students on placement. Two successful Social Work student placements were completed. In both work placements Social Work students achievements included:

1. Co-design of Disability and Aged Care Survey for Carers and Support Workers
2. Co-design of a gardening survey for Access and Participation in Gardening project
3. Collaborative work with the Carers Queensland.
4. Established network with the Arts Council to publish ECCLI clients' stories
5. Assistance in running gardening, craft projects and social support program

Ongoing supervision to Case Managers and Support Workers managing complex client issues was available. Through monthly regional meetings and Case Managers' reports, I provided support to Case Managers and Support Workers in numerous areas such as budget, recruitment, support in case managing complex client issues, resolving complex workers' issues (e.g. workplace harassment) initiating inter-agencies links, clarifying projects/audit requirements, providing conflict resolution strategies and counselling when required.

- Weekly contacts with Case Managers were maintained to provide guidance, support and to co-ordinate information flow and fair dissemination of information between all centres

Audits schedule for the year 2003/04/05 was developed and has been successfully implemented up to date via monthly internal audits at the regional meetings and over the phone in all centres.

- Performance appraisals were completed and recommendations were followed up with Manager.

3. Mainstream Services

I have maintained, developed and/or strengthen links with ACAT, Allied Health, Tropical Health Unit, Dementia Homecare Services, Ozcare, Blue Care, Community Health, TTH, Mental Health services, Alzheimer's Australia, Palliative Care and Division of General Practice through participation in interagency meetings, attending service evaluation and service development sessions and information exchange discussions.

4. Joint Initiatives

I have entered into joint initiatives with DSQ, Alzheimer's Australia and Thuringowa City Council. Also ECCLI's involvement in the Stepping Out Project is continuing. The successful outcome is my involvement in the Active Ageing Committee. This Committee asked for ECCLI's participation in the Active Ageing Focus Group consultation. Many thanks to Eleanor who organised a Chinese Focus Group to provide feedback to the Active Ageing survey.

5. Special Features

I have designed a framework for the empowerment project called "Giving voice to older people" and secured a grant for it from MAQ. The project will commence in the year 2005 (January – June) and it will enhance ECCLI clients and Support Workers skills to participate in the planning and decision making processes of governments and in the life of the community.

6. Grants

I have written the following four successful submissions for ECCLI:

- Dementia Project (Alzheimer's Australia), Giving Voice to Older People (MAQ),
- Access and Participation Through Gardening (Thuringowa City Council) and
- IT & Office Equipment & Furniture (Gambling Community Benefit Fund)

I would like to congratulate Case Managers on their outstanding work and commitment to ECCLI clients in the last year and I would like to say thank you to all ECCLI staff and the management committee for their support in 2003/2004.

**CHRIS ASTLEY
ELEANOR CHUN TIE
CASE MANAGERS – TOWNSVILLE**

Another busy year is behind us which has seen staff expand their knowledge and skills into new areas. This has allowed us to be more creative and effective when tailoring our care plans to individual client needs. Our average client age continues to rise as does the demand for multiple services to assist them in remaining at home. The Case Managers frequently utilise all available assistance and/or resources in an attempt to meet these needs.

Currently Townsville has 13 CACP clients and 65 HACC clients plus their carers. 14 of our HACC clients have been assessed by ACAT as eligible for a CACP - an increase which reflects the need for more CACPs to be allocated by the Commonwealth government. We have been refusing referrals for several months due to the large number of potential clients waiting for services. This situation has changed recently with Case Managers being able to offer assistance to several clients from the list. We have started taking referrals again but with full client caseloads the waiting list is rapidly growing.

Recording our MDS data for HACC continues to challenge us in creating a fairly accurate reflection of the services provided. This is likely to continue until the system acknowledges services such as ECCLI which provide continuity of care across several levels of need. We are still waiting for the new HACC assessment tool to be implemented and along with it a review of the MDS. Hopefully, this will happen this year.

Training in 2003-2004 has seen the completion of the WELL program with all staff benefitting from a Strengths Model training session, allowing us to better plan and provide holistic care for clients. The final session saw Case Managers undertake a job

analysis exercise providing them with the knowledge and groundwork to perform their duties more effectively.

Chris has completed her Certificate IV in Workplace Training and attended a series of workshops on writing submissions for grants. She has also obtained her Certificate III in Dementia Care assisting her in providing more effective support to our many clients with Dementia and their carers.

Eleanor has upgraded her skills in Supervision and Management of staff and supplied us with a new dimension in the care of our clients by attending a Music and Other Therapies Workshop. With the upsurge of interest in alternative therapies, we plan on introducing our clients to some new, safe and natural ways they can care for themselves.

Case Managers have enlarged their networks both within and outside the health care sector with regular phone consultations as to the most culturally appropriate way to provide services or to address care issues. Nursing Homes now request assistance from our staff both with language facilitation and cultural information to help our clients and others make the transition from the community to the Home. In the case of one client who lives alone, has no carer and is both visually and hearing impaired, the Case Manager has agreed to be nominated as the first point of contact with all health service providers, Centrelink, Housing Department, Townsville City Council and any other service he has regular contact with. It has proved an excellent means of informing other organisations about our Community Options type services while demonstrating the level of care we can provide and the Case Manager has received several compliments.

In another case a Greek woman is caring for her two grandchildren whose mother is a single parent with mental health problems. The client herself has several health problems, such as capsulitis, and treatment for ovarian cancer and depression. Additional support is provided when client's husband is able to visit from interstate (his health requires him living in a cooler climate). Accessing transport was a presenting problem. Support to improve the quality of this client's life have been in the form of attending all the social functions organised by ECCLI, accessing domestic assistance and taxi vouchers to provide transport to attend Church services. The most rewarding outcome has been client's participation in the Wall Hanging and Garden Projects. The latter project provided an opportunity for the client to pursue her hobby of gardening resulting in a sense of well being, and enjoying companionship with other clients while sharing each others knowledge and skills.

Funding from Alzheimers Australia enabled Case Managers to interview specially chosen clients with dementia to relate their life before they migrated to Australia, what happened during their settlement, and their life today. Carers were encouraged to participate during these sessions. Some very interesting stories were related and submitted. One of Eleanor's clients found that the story of the "Chinese Princess" proved valuable to her daughters as they were able to learn more about their mother's background and early childhood – their inability to communicate in Chinese was the reason they have been unaware of their family history. It was a thrill for Eleanor to have this story chosen to be printed in an upcoming Aged Care Queensland magazine.

Chinese New Year (The Year of the Monkey) was celebrated with a lunch at the Satay Mas Restaurant. For the first time, clients from all three centres attended. Feedback was positive. To acknowledge the special event of the Olympic Games being held in

Greece this year, a Greek Olympics Lunch was held in August, prior to the opening of the Games. National pride was evident when singing the Greek national anthem after the re-enactment of the lighting of the flame.

This past year, the need to recruit workers to provide language facilitation for Townsville's diverse client group was a major concern. Through advertisements on the community radio station 4TTT and by word of mouth, we were able to recruit to our team Christine Bengoa, Carmel Boccia, Celia Gobetti Senko, Eileen Yin Foo, Sara Palacios, as well as a former support worker, Angela Della Valle. The feedback from the regional clients accessing this service has been very positive. Another new recruit is Jacqueline Pokino.

Due to other commitments, Sara and Christine are no longer able to provide assistance. ECCLI wishes them, as well as Pamela Dean who ceased her employment, farewell and all the best for the future. This year also saw the retirement of two long term members of our team, Virginia Kennedy and Suzie Watkins. Both were with ECCLI for 7 years and during that time were supportive, caring and patient, both with their Case Managers and clients. We will all miss them and wish them well with their future plans.

As Case Managers, we appreciate the dedication and commitment of our team of workers – this is evident from the feedback from clients and carers. These employees are an asset to ECCLI. Thank you all!

KERRY LANGAN
FINANCIAL OFFICER

With another year over all too quickly, it is rewarding to look back and see the achievements we have made in the administration and financial areas of our operation. Without a doubt, the major highlight was the re-location of the Townsville Office from Tavern Street to the salubrious surrounds of Carlton Street. Whilst we were happy in our previous location, difficulties existed with space, privacy, storage, car parking and easy access for our clients and workers. The move has alleviated most of these problems and given us a very pleasant work environment that is of benefit to everyone.

With the completion of the audit process, we have received confirmation that both the administration and financial functions for the past twelve months have met the required standards. In addition, the reporting to funding bodies, government departments, Taxation Office, case managers and management has continued to meet the requirements of accountability. Use of the internet and online banking is a wonderful tool to assist in all these processes. Of course, the reality is that it takes good people to make machinery work effectively, and in this regard we have well trained and reliable personnel in our three centres who ensure the machinery of our operations doesn't falter. Co-operation and support is a vital ingredient that holds our operation together and gives us success and satisfaction in what we do. Thank you to all my co-workers, near and far, for another great year and I look forward to working productively with you during the next twelve months.

It is always a sad time when good friends and fellow workers leave. Long serving Townsville support worker, Virginia Kennedy, has taken her retirement and will be

missed by all. Our Senior Case Manager, Elizabeth Romanik, has joined the ranks of the public service after lighting up our lives over the past three and a half years. Lunch will just not be the same anymore without her amusing tales of family life and her sense of fun. Thank you, Elizabeth, for your friendship and best wishes to you and your family.

HINCHINBROOK REGION

GLORIA BOGOTTO CASE MANAGER – INGHAM

Training undertaken this year has enabled Case Managers to increase and broaden their knowledge, skills, and abilities in specific areas. Both Case Managers attended training in Job Analysis, Supervision and Management of Staff and training in Disability. In the area of Disability, one unit had been completed initially – Orientation to Disability Work in the area of sexuality with Family Planning Queensland which I found somewhat confronting and challenging. However, further training and completion of the Certificate III in Community Services (Disability Work), through TAFE in Ingham, provided a more composite and detailed explanation of the experience of Disability, Social Role Valorisation, Disability Services, National Standards and related Legislations so that a better understanding of persons with a disability, their rights, and services to meet their needs was achieved.

I also attended a Music and Other Therapies Workshop conducted by the Australian Institute of Care Development where the benefits of the combined therapies of music and massage and essential oils to promote relaxation and healing of the body and mind were expounded. As part of our new Social Support Program, a successful 'Introduction to Aromatherapy' afternoon tea function was coordinated for our clients by one of the support workers. An explanation of the benefits of aromatherapy coupled with massage was provided by the guest speaker, a local masseuse, and samples of various essential oils and face and hand cream were passed around to the clients. I was able to put into practice what I had learned by demonstrating a massage on the coordinator's hands using a specially blended cream featuring the essential oils: sweet almond, lemon, lavender and geranium.

The increase in social support functions has been greeted with enthusiasm and anticipation by our clients, with our social support program now boasting four large functions and three small functions per year. Several support workers have agreed to take turns to co-ordinate the functions.

I was pleased to receive confirmation, at the end of June, of the successful completion of the Diploma in Community Services (Aged Care Work) I had undertaken through distance learning with Delcon Training P/L., Brisbane, as part of my personal development.

At present my case load is 44 clients, with 37 clients receiving HACC services and 7 clients receiving CACP services.

Reporting the MDS client data to the National Repository on a quarterly basis has now become commonplace and successful submissions have regularly taken place with no problems ensuing.

The work plan goal of providing appropriate social support to clients and carers has been attained not only through the successful large group functions but also through one on one activities. An example of the latter occurred recently following a reassessment and identification of client needs. A frail, aged gentleman with poor mobility who lived alone, was almost housebound, and although his daughters assisted him with domestic assistance, the only activity he would attend was a weekly outing at the Blue Care Respite Centre. Most of his friends had since passed away and he missed their company. The client agreed to a weekly visit from our bi-lingual support worker, Mario, who has the same cultural background. A great rapport has formed between the two men with a great deal of reminiscing taking place in Sicilian. They now have a regular weekly Italian card game as well. The client's morale and well being has improved and he has something extra and enjoyable to look forward to each week. Another workplan goal of sensitising mainstream services to the needs of culturally and linguistically diverse background clients and providing culturally appropriate information has been attained through being interviewed by a local Queensland Ambulance Officer who wished to increase his cultural understanding of the local Italian population, their customs and appropriate ways to communicate with them and to meet their cultural needs when providing services.

**SANTINA CROSS
CASE MANAGER – INGHAM**

As a young child I always remember that the year would drag on and we couldn't wait for the next lot of school holidays or Christmas to come around. However, now it seems that the year just flies by and seems to accelerate with each passing month. This can really be said is the normal life at ECCLI. No sooner do we achieve a particular positive outcome, we seem to go onto another more exciting venture.

The ongoing training provided to all staff has meant that we are at the forefront in our particular industry. All support workers and case managers attend regular First Aid as well as Occupational Health and Safety training. As part of increasing my own skills, I have successfully completed Certificate III in Community Services – Disability Work through the Ingham TAFE. I also completed the initial module in Dementia Care through the Dementia Training Institute of Australia. Both of these studies have provided me with a clearer understanding of the disability/dementia field as well as enabling me to support clients and carers with their concerns in this area.

MDS continues to provide many challenges and our increased confidence in using the program on our computers has meant successful submissions to the National Repository for each quarter.

My clients are extremely varied in needs and abilities. I have a total of 38 HACC clients, some of whom have carers, and 8 clients on CCP – some of these also have carers. Unfortunately, during the course of the last twelve months, I have lost a few clients. A few have gone onto residential care facilities and a couple have passed away. The families of these clients have thanked us for the assistance we have provided to their loved ones as they would not have been able to remain living at home without our continued support. One of my clients has had a ramp installed in her home. This has meant she is able to actually drive her "gopher" up the ramp, onto her back patio right to her back door. This is very helpful to her as she has had the right side of her body

affected by a stroke and was struggling with her groceries when she came home from shopping. The “gopher” and the ramp has certainly added to her independence.

The increased social support funding available to Ingham this year has meant an increase in social activities for our clients. We have introduced a few new functions and these have been well supported with excellent feedback obtained from clients and support workers.

We have welcomed one new support worker and farewelled another. The professional and diligent support these workers provide to our clients has to be mentioned and they are a real credit to our organisation.

BURDEKIN REGION

MARY PAPALE CASE MANAGER - AYR

The total number of clients currently serviced in Ayr is 77. However, there are 22 additional consumers of social support who attend the monthly large group program. Due to financial restrictions this financial year, a total of 21 clients were rejected services and referred to other mainstream services and another 13 have been assessed by ACAT and waiting for a CACP.

Client 1: The quality of life has improved for a married Italian couple in their middle 80's both requiring support to assist them in maintaining their independence whilst living in their familiar home environment. Both the wife who is experiencing dementia, and the carer, who has a physical disability, are utilising the support of a Community Care Package, Blue Care Dementia Homecare Services and family support.

During these difficult times where the sugar industry is struggling, affecting businesses and families in the community, the families have had to diversify their business in order to survive. This has placed a major impact on the support and caring role of the family. Families find it difficult to provide daily support to both parents with the care they require.

The support from these programs and the human resources from both ECCLI and Blue Care services, has prevented the couple from entering premature institutional care, and has reduced stress on the family. The clients and family are grateful with the communication, support, empathy and the case management and co-ordination provided to them by ECCLI staff, enabling both clients to live in their home and enhancing their quality of life.

Client 2: Another example of assistance to improve quality of life comes from a female client from an Italian background who is a younger person with a disability and lives alone with little family support. This client was isolated from the community and friends and the isolation was causing depression and other health problems. Her quality of life has improved with the gradual introduction of two support workers who are assisting with services. Over time, the client has gained trust in and companionship with these two workers.

Together with the workers and the support, co-ordination and information provided to her from ECCLI, the client has been encouraged to attend the social support program on a one to one basis as she finds a large group confusing. This has now extended to the small craft group where the client discovered and developed a skill in art which is found to be very enjoyable and relaxing. This has improved the client's confidence, self esteem and self worth. She is now looking forward to attending the craft sessions.

ECCLI would not be a service provider if it had not have the financial and human resources to provide services. Our organisation has been fortunate to have a dedicated

and valuable team of workers who have been in the organisation since 1991. However, since gaining skills and competency in Cert III Aged Care, some employees have moved on to greener pastures.

Unfortunately, in the last financial year, two valuable support workers terminated their employment with ECCLI and applied their skills to full time work in community services. One valuable volunteer retired due to ill health. We wish all those who have left all the best in the future and thank them for their many years of service and contribution to our organisation.

We have welcomed two new workers on the team who have brought a wealth of experience and expertise to our organisation. One worker is currently undertaking Cert III in Aged Care whilst the other worker, who has nursed her frail mother for many years, is undergoing specialised training with the assistance of the Home Hill Lower Burdekin Home for the Aged Workplace Trainer and Assessor. We are grateful to be able to work co-operatively with workplace specialised trainers to ensure quality training to all workers .

A total of 4 contractors assist with the lawn mowing services in the Burdekin region. Services are of high quality standard and continuity, reliability, punctuality, empathy and initiative is demonstrated by all of them. Together with our clients, we congratulate them for a task well done.

A spring cleaner contractor is currently undertaking the task that support workers, under workplace health and safety restrictions, are unable to provide. This has improved clients well-being, especially those who have asthma conditions. We are grateful for her high standard service and envisage her contract to expand as the demand in spring cleaning is high.

Due to the lack of volunteers and the cost involved for the support workers to provide transport to clients who access social support services, those who have the physical capacity, and do not require language assistance, now have the option of being referred to Burdekin Rural Health bus service, HACC bus service or taxi. The majority of services are subsidised by ECCLI to encourage clients to access mainstream services in the community, thus maintaining their self worth, independence and affordability.

As an objective of our work plan in participating at the local level in community development projects to advance the aims of ECCLI, strategies we implemented included promotions of ECCLI projects, social support program and ECCLI services submitted to two local newsletters developed by Burdekin Community Association. ECCLI clients/carers are also included in our strategy by contributing recipes, verses, past history. This will not only promote our organisation but also make the public aware of the services our organisation provides and the knowledge from the culturally diverse contributions.

LINDA SWANSON
CASE MANAGER - AYR

During the past year, staff have received extensive training in personal development and supervisory areas. Training undertaken was time management, assertiveness and communication skills, ethical work issues, job analysis, supervision and managing of staff, correct documentation and a competency in Dementia Care CHCACI5A.

Training such as this has inevitably sharpened our skills to enable us to deliver services in a more effective and professional manner. Support workers have also benefited from selected training modules, enhancing their approach and delivery of services, which ultimately benefit consumers.

During the early implementation of the Minimum Data Set required by one of the major funding body, a few challenges were placed in our way. However, this was offset by some excellent training and expertise, complemented with constant practise and dedication from staff. The input of data has now become a simple and effective daily task and one that all case manager have perfected.

This year has been one of positive achievements. An example that comes to mind immediately is a local GP becoming sensitive to a carer's need. The carer, who was devoting constant care to her spouse, became ill with influenza. Her GP was notified and did not hesitate to hospitalise the spouse to give the carer a chance of respite and rest. Some resistance was given by the hospital, but the GP did not hesitate in securing the carer's needs first and foremost.

In December 2003, ECCLI was fortunate to become involved in a partnership with the Burdekin Neighbourhood Centre and the Burdekin Shire Council to promote "Harmony Day". At the inaugural meeting, it was decided to conduct a tree planting ceremony involving all the diverse cultures within the community. The theme adopted was "Growing Together," which embellished all cultures to symbolise the coming together and growing together in harmony. On 23rd March, to commemorate "Harmony Day", several trees were planted by representatives of each nominated culture in the park designated by the Council. These trees will now be for our future residents to appreciate and understand the meaning of cultural diversity and all living as one.

PROFILE
ECCLI MANAGEMENT COMMITTEE

ARI KORHONEN
PRESIDENT



Ari Korhonen arrived in Australia in 1969. He completed his Associate Diploma in Accounting in 1994, Information Technology in 1996 and graduated from the James Cook University in April 2001 in Bachelor of Commerce. He joined community radio station 4TTT-FM in 1984 and served as a Member of the Board of Directors for 6 years between 1987-1993; trained as a Community Health Facilitator for the Migrant Resource Centre in 1996 and has been a Tax Help Volunteer for the past 16 years.

He served as President of the Townsville Finnish Sport Club between 1997-2000 and is a past President of the North Queensland Interpreter and Translators Association. Ari joined the Board of Management of Ethnic Community Care Links Inc in February 2001 and holds the position of President. His hobbies include music, Toastmasters and reading.

ANA MARIA BELTRAN-OCHOA
TREASURER



Ana Maria came to Australia in 1990 from El Salvador. One year after her arrival, she started work on a voluntary basis in the Library of Mundingburra School.

She is one of the founders of the Latin-American Australian Assoc. of North Qld and is a committee member. A health facilitator for the Salvadorean community since 1995 in the Multicultural Support Group in the first model of health facilitator, she is also a Multicultural Health Liaison Volunteer at the Townsville Hospital and Mental Health Facilitator for the Migrant Resource Centre Project. She cares for her elderly mother and is herself a consumer of ECCLI services and the representative of the interest of all clients and carers.



BETTY POLI
SECRETARY

Representative from Ayr. Involved in the Ayr community and this organisation for more than 10 years. Ex president of the Burdekin International Club.



DIANA INNES

Betty is a former member of the Ayr Ethnic Aged Working Party which gave rise to the HACC Ethnic Liaison Project in the Burdekin.

COMMITTEE MEMBER

Diana joined as an ex officio member of the management committee in 1999. She has a long work history in health and health related industries. In her role as primary health care coordinator, Diana manages the Multicultural Health Liaison Volunteer Program at Townsville Health Service District. Diana's community interests cover a broad range of issues including membership of the Queensland Community Services and Health Industry Training Council, participating in the Ambassador Program for the Barrier Reef Institute of TAFE and an executive member of Soroptimist International Townsville Breakwater Club.

Diana has been elected to the Executive Management Committee of the Queensland Community Services & Health Industry Training Council and is chair of the steering committee for the Skill Network Development Program.

She is involved in the Hinchinbrook Shire Health and Well Being Group, part of the Services to Smaller Communities project, supported by the Regional Managers Forum. Member of the Registration Committee, Queensland Nursing Council, Quick Step Start Up committee to explore options for training for non profit organisations

**CAROLINE McCORMACK AND
GAIL CHRISTIE
COMMITTEE MEMBER**

This is a shared position by the two representatives from Commonwealth Carelink.

Caroline has worked for the past twelve years in both the ageing and disability sectors following completion of a degree in Psychology undertaken as a mature age student. She is currently enrolled in a Postgraduate Certificate in Aged Care through Queensland University of Technology with the ultimate goal of achieving a Masters Degree. Her role with Commonwealth Carelink continues to be extremely satisfying.

Caroline moved to Townsville some ten years ago with husband John and has three daughters and two grandchildren.

Having previously spent eighteen years living in a rural community with a strong Italian heritage, she has experienced first hand the influence that other cultures bring. She believes we are today a stronger, more vibrant community due to these influences. Caroline enjoys her involvement with ECCLI and is looking forward to working with the Community Garden in the coming year.

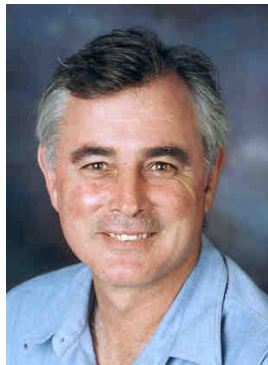
Gail has worked for the Commonwealth Carelink Program since its introduction in February 2001. This Program gave Gail the opportunity to continue working in the Community Care sector following her family's move from the Burdekin where she had worked for many years for the Burdekin Community Association.



The birth of a grandchild late last year put a new dimension on family life giving Gail and her husband Eric reasons to travel to Canberra for holidays this year and a planned trip to England next year.

Being involved with ECCLI's Management Committee this year has allowed Gail to extend the enthusiasm she has for working to improve the services and supports available to people in the community particularly the older people and younger people with disabilities.

ANDREW LANCINI COMMITTEE MEMBER



Andrew was elected as Councillor of Hinchinbrook Shire Council in the 1994 elections to current (fourth term). He served two terms as Deputy Mayor of Hinchinbrook Shire Council, Deputy Chairperson of Hinchinbrook Shire Council Engineering Services Committee, Hinchinbrook Shire Council representative on Herbert River Improvement Trust and a founding and current member of Hinchinbrook Road Safety Advisory Committee (HRSAC).

Andrew married his wife Dale in 1976 and has six children. Andrew is a self-employed Manager/Proprietor of Hinchinbrook Service Station, Halifax, for the past 25 years, Chairperson of the Sydney 2000 Olympic Torch Relay - Hinchinbrook Division, Chairperson of the Hinchinbrook Shire Centenary of Federation Committee, Member of the Herbert River Museum Committee, Member of Local Ambulance Committee - Halifax and an avid coin collector.

FIDETENKO BALE COMMITTEE MEMBER

Fide is from Papua New Guinea and has 4 children and 5 grandchildren. She came to Australia in 1990 and lived in Mount Isa for 5 years before moving to Townsville in 1995. Since 1999, Fide has been doing some volunteer work at the Townsville Multicultural Support Group where she is currently the President. She is also Vice President of the Papua Niuguini Friendship Group, a member of the Management Committee at ECCLI and an active member of the Townsville Diversity Community Garden. Fide resigned from her position as of August 2004.



VALERIE JOHNSTON, EX OFFICIO. Valerie was elected to serve as ex officio but could not take up the position.

ECCLI PROJECTS

In 2004, clients from ECCLI participated in 2 special projects, thanks to grants from the Thuringowa City Council.

The project, **Access and Participation through Gardening**, aimed to revive existing gardening skills, learn new gardening techniques and create opportunities for social events and activities. Thuringowa Council's Park staff provided soil, plants, technical advice and a special area in the nursery for clients to interact and work. The monetary assistance given was used to purchase four raised garden beds which were assigned to individuals and/or groups to work around a theme. However, the gardening activities were just part of this initiative which focussed as much as possible on the social aspects of this project. As a result of this, a large group of ECCLI clients attended the project activities which included a series of garden related workshops with a grand finale at the Dan Gleeson Memorial Park on the 5th July 2004. Thez Hamilton needs to be congratulated for her work co-ordinating the activities. Special thanks to Lucia Maxwell who ran a successful gardening workshop to share her gardening skills with participants.



Pergola at Dan Gleeson Park

The **Wall Hanging Project** was a cross cultural art piece created by women from a range of different cultures who presented their individuality, unity and creativity through the theme of flowers to celebrate the Thuringowa City Council 125th birthday.



Thirteen women, with the assistance of local artist and support worker Fabiola Sierra and coordinated by Daisy Murphy, painted, stitched, quilted and pieced together their artwork. They met at ECCLI on a regular basis during the life of this project to work, chat and have fun. The final piece was displayed at the Thuringowa River Festival and the Thuringowa City Council Business Centre. It now forms part of the collection of ECCLI artwork done by its clients and is on permanent display at ECCLI's office training room.