

6th International Carers Conference

Care and Caring: Future
Proofing the new demographics

Sharon Tentye

Working Collaboratively in Remote Australia

Technology-enabled care and support: how can new technologies support the delivery of care, transform the lives of individuals and families and drive economic growth?

Sharon Tentye

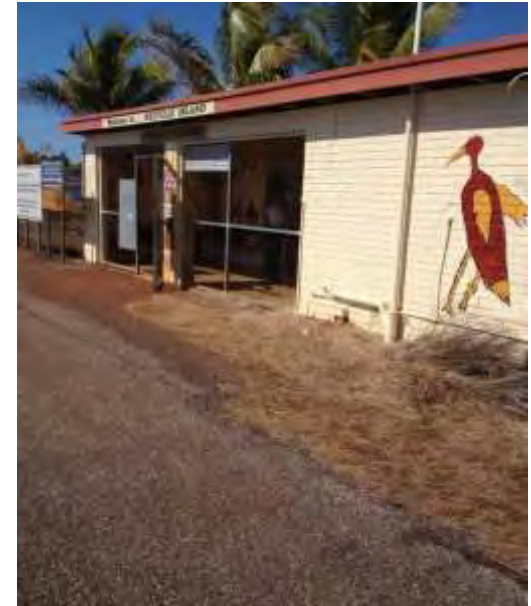
Who is Carers NT?

Carers NT is a not-for-profit community based organisation dedicated to improving the lives of **unpaid** family carers living in the Northern Territory.

WARNING: Aboriginal and Torres Strait Islander people should be aware that the following presentation may contain images of people who have since passed away

Carers NT

Carers NT works in active partnership with carers,
persons with care and support needs, health
professionals,
service providers, government and the wider
community,
by offering services to carers to improve their
quality of life.





Remote Outstation Life



Demographics of the NT



Urban - Remote



Estimated Darwin population
150,245



Palumpa and surrounding
outstations
445



Tea and Damper



Stingray for Dinner!





Improving Carer Outcomes











Education and Training

- Personalised, Targeted and Relevant Education and Training Support
- Respectful and Responsive
- Approaches



Stakeholder Alliance and Partnership Development

The Three R's of Indigenous Research applied to all

- Relationship
- Reciprocal Respect
- Responsibility

Indigenous Futures Project

The project aims to assist people to access higher education

- pathway courses that build people's skills to go onto further education.
- Online training for aboriginal learners who want to become community care workers in Disability or aged care or Alcohol and Other Drug workers.

Indigenous Futures Project

Specific courses for online delivery include:

- Certificate II in Community Services (short enabling course)
- Certificate III in Community Services – Disability/Aged
- Certificate IV in Alcohol and other Drugs

Community Capacity Building



Carers Caring for Family



Carers Caring for Family





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Sweden 2015

- Dianne Borella Consultancy

**Raising awareness and improving
Engagement in caring for
Indigenous Communities.**





Maple Leaf
The symbols on this map are the symbols of the
Aboriginal peoples of Australia. The symbols
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OVERVIEW

The work:

Multi-faceted work currently underway which is designed to increase awareness and collaboration between Indigenous community, disability, ageing, general health and mental health support teams

How is this being done:

- Cultural Awareness Training
- Staff development of Reconciliation Action Plans (RAP)
- Community Capacity Building
- Community consultation forums

“Moving Forward” Workshops - for a Multicultural Workforce

- Educate the wider workforce:
- Having an awareness and understanding of Indigenous communities, cultural milestones and historical events
- Sharing my personal stories, especially when working with mental health disability, ageing and dementia
- Everyday challenges and complexities faced by both sides when trying to address Indigenous disadvantage in a way that helps people to empower themselves

Some important skills and requirements

- ✓ Build up a rapport with Aboriginal people – this takes time
- ✓ Have basic communication skills – plain English words
- ✓ Establish trust and mutual respect
- ✓ Have an understanding and appreciation of what is happening in their community
- ✓ Have empathy when working with cultural differences

Empowering local people

- ❖ Build self-confidence and self esteem
- ❖ Goal setting – ask people where or what they want to do in 1 or 2 years time
- ❖ Provide access to computers e.g. Community Library that has internet access available at a reasonable cost/free
- ❖ Provide relevant and meaningful information – training, skills, jobs, qualifications
- ❖ Open and transparent communication (don't make promises)
- ❖ Have a local Educator in community for support, assistance and guidance

Caring for people with disabilities

In 2012 there were 2.7 million people in Australia providing informal care to an older person or someone with a disability or long-term health condition.

When Indigenous people care for their loved ones, we use the method of togetherness, connectedness, and what is in our heart, it is our responsibility to care for our people with disabilities, it is not a job but we want to do the job. We do it with love, pride and respect knowing that we are doing it to the best of our ability to take care of our families and to provide support along the way.

Meeting the needs of the Learner in a Community setting

- Provide access to RTO's, Tertiary Institutes, Universities
- Literacy and Numeracy Courses
- Foundation Studies
- Bridging Courses
- Certificate Courses
- Have Course materials developed in the local language where appropriate
- Seek out local ownership and commitment from the Learner
- Ensure the training or skills is tailored to meet the needs of the local people
- Provide a local tutor/mentor to support the Learner

Issues in Indigenous Health

Health is about social emotional and cultural well being of the community

Quality of life – water and sanitation, refrigeration

Traditional bush medicine/healers

Traditional laws/ceremonies/justice

Indigenous people have a different understanding and belief about health compliance, so it becomes an issue

Issues in Indigenous Health Communication

- Language – English is often their 3rd or 4th language
- In the NT there are 52 different dialects across the Top End
- Access to Interpreter Services
- Uncomfortable with direct questioning
- Will give the answer they think you want
- Eye contact can be an issue in some parts of the NT
- Gender based – male/male – female/female
- Will open up if you are a good listener and you have plenty of time
- Shortage of male/female Aboriginal Health Practitioners

COMMUNICATION STRATEGIES

Engage with a community or family member and use their language skills to communicate your health message to the client. Where possible use an Aboriginal Health Practitioner, or the Aboriginal Interpreter Service.

Self learning of a local language (key words) to effectively communicate with the client or client group.

Organise meetings with other family members to ensure your message has been understood by the client and they have a clear understanding of the health message or information.

Major Health Concerns

- Social and Emotional Well being, mental health and mental illness
- Diabetes
- Heart disease
- Renal disease
- Lung disease
- Alcohol related issues – pancreatitis, liver failure
- Violet trauma – tribal justice - payback

Di's Top Ten Tips

- ❖ *Establish trust and mutual respect*
- ❖ *Build rapport*
- ❖ *Be mindful of cultural differences*
- ❖ *Basic community skills – plain English words*
- ❖ *Have good listening and interpersonal skills*
- ❖ *Have an awareness of the Social Determinants of Health*
- ❖ *Provide early intervention and Education to all Aboriginal and Torres Strait Islander people*
- ❖ *Use visual aides/flipcharts to demonstrate your message*
- ❖ *Be aware of your dress standards (ladies)*
- ❖ *Remember every community is different*



Thank You
Q & A

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