

COMMUNICATION & LANGUAGE SERVICES for MIGRANT SENIORS in AGED CARE:

- **Current language services practices by care providers (eg COVID in Vic)**

BY MARY GURGONE, Vice-Chair, AfCAS

- **Facilitating Vietnam-born grandparent migrants' social well-being**

BY HIEN THI NGUYEN, PhD Candidate, UWA

- **Don't let false friends break your heart**

BY ANDREW KOZLOWSKI, Polish Interpreter

**21 October 2020
Breakfast Seminar**

AGENDA

7.45am	REGISTRATION, BREAKFAST & NETWORKING	
8.00am	WELCOME & INTRODUCTION	Irene Mooney, Chair
8.05am	Communication & language services: learning from Victoria's COVID-19 spike.	Mary Gurgone, Deputy Chair
8.25am	The role of social support networks in facilitating Vietnam-born grandparent migrants' social well-being	Hien Thi Nguyen, PhD candidate UWA
8.40am	Don't let false friends break your heart. A story of two unrelated sisters: Angina Tonsillaris vs Angina Pectoris.	Andrew Kozlowski, professional interpreter
8.55am	Concluding Remarks & Thanks	Mary Gurgone
9.00am	Networking and refreshments	
9.15am	AGM –All are welcome	

MARY GURGONE

Mary Gurgone, Director of the Centre for Capability and Culture and Board member of the National Accreditation Authority for Translators and Interpreters (NAATI), has led national, state & organisational programs on culturally appropriate care.

She has relevant qualifications and lived experience of caring for her mother in her sunset days when she returned to primary language. Her career has spanned government, private and community sectors.

Current language services practices by care providers (eg COVID in Vic)

Presentation based on:

- a survey of professional interpreters as well as family carers and bilingual staff performing interpreter/translator roles.
- Recent research conducted so far on COVID-19 concerns related to communication among migrant communities in Victoria

Migrant seniors in WA: Facts & Trends

(ABS 2011-2016)

- **63,146 CaLD over 65 - CaLD seniors 18.2% of WA seniors BUT 1 in 5 seniors who receive aged care services are CALD**
- **between 2011 and 2016, CaLD & other seniors increased at 4.7% annually each BUT increase for CaLD aged 85+ years (10.3%) compared with (4.4%)**
- **top 10 languages other than English spoken at home by CaLD seniors: Italian, Cantonese, Mandarin, German, Croatian, Dutch, Greek, Polish, Vietnamese and Macedonian**
- **60.3% of CaLD seniors spoke a LOTE and of these, 72.7% spoke English very well or well and 27.3% did not speak English well or at all BUT return to primary language due to dementia on 80% of people in care**

TRANSLATING AND INTERPRETING SERVICES



Government-funded T/I Services for CALD aged care providers to:

- Negotiate the Home Care Agreement
- Co-design the care plan and individualised budget
- Discuss consumer's monthly income and expenses statement

PROVIDER DATA GATHERING

A photograph of the Perth skyline in Western Australia at sunset. The city's lights are reflected in the water, and the sky is a mix of orange and blue. The text 'Setting - Perth, Western Australia' is overlaid on the image.

Setting -
Perth, Western Australia

Survey & discussion with providers of Home & Residential aged care services

Approximately 50 informants, mainly provider senior management

FINDINGS

T/I Services are provided by:

- Professional Interpreters (*by Phone and Face-to-face*)
- Bilingual staff
- Family friends and carers



Providers spread fairly evenly with a slight tendency to family friends and carers

COMMENTS

1

We advertise that information is available and promote interpreter service use, however to date only the above [non-professional interpreters] have been required.

2

Sometimes depending on the relationship between the client and the interpreter the WA Interpreter Service is not appropriate especially for personal topics such as continence or if the client feels 'Shame' at the interpreter knowing their business.

FINDINGS

T/I Services are used for:

- **Planning individual client care plans**
- **General communication with clients**
- **General communication with family carers**
- **Communication about specific client problem**

FINDINGS

The following translated materials were generally found to be useful:

- **Government brochures produced in different languages**
- **Translated materials found on the internet**
- **Translated provided by a service provider**
- **Signs in different languages used in residential facilities**
- **Pictures and symbols to communicate**

COMMENTS

Written translated information is a starting point to explain further in person to a client, but usually not sufficient by itself.

Culture plays a part in how information or a service is taken on by a client and their family.

Most of our clients are not literate although they may be fluent in three or four different Aboriginal languages.

COMMENTS

For some issues relating to elderly people it is better to use professional interpreters or bilingual workers, as families cannot always discuss very personal or embarrassing issues about their elders and may not be familiar with the language or terms used themselves.

Family members are usually not used as interpreters as they may not understand the information themselves and convey mixed or wrong information.

We need to have interpreting for Aboriginal languages included & funded with all mainstream service provision.

Conversation with Interpreters in aged care

- Deaf and hard of hearing elderly migrants have major issues in accessing appropriate services
- Lack of knowledge about how to use interpreters among aged care service providers reduces quality of interaction (eg excluding aged person and interpreter)
- Lack of briefing prior to interpreting a concern
- Dementia language issues complex

COVID-19 in VICTORIA (& Globally)

COVID-19 hotspots: low socio-economic suburbs, culturally and linguistically diverse, & large recent immigrant communities (eg Vic, UK)

Cultural, religious and linguistic differences impact on how well a public health message is understood and acted on

Recent migrants and foreign students occupy low paid, casual jobs, in essential service roles, across multiple jobs at different sites

To comply with regulations, we need to win their trust. For some immigrants, it can be dangerous to blindly trust government authorities.

Strategies that work with CALD Communities

Working with culturally/linguistically diverse and religious bodies to determine means, messages and channels of communication

Engage with online worship services or community forums

Empower and fund local government areas and community authorities with low SES and CALD communities so they can engage meaningfully.

Questions?



HIEN THI NGUYEN

Hien Thi Nguyen is a PhD candidate at the University of Western Australia (UWA) School of Social Sciences. Her scholarship focuses on ageing, migration and ICTs among Vietnam-born grandparent migrants and visitors in Australia. In particular, Hien is keen on studying lived

ageing and aged care experiences of the Vietnam-born migrant seniors in the recent migration wave (post 2000s).

The role of social support networks in facilitating Vietnam-born migrant grandparents' social wellbeing in Australia

By Hien Thi Nguyen

PhD Candidate, Anthropology & Sociology

School of Social Sciences, UWWA

This presentation is based on the research findings of the doctoral project linked to Ageing and New Media ARC Project

<https://www.uwa.edu.au/projects/ageing-and-new-media-a-new-analysis-of-older-australians-support-network>



The role of social support networks

Two migrant grandparent composite cases

A depict of Vietnamese migrant grandparents' social support networks

Factors hindering Vietnamese migrant grandparents' access to social support networks

Solutions to improve migrant grandparents' access to social support networks for their social well-being

Social support networks:

- Made of family members, friends, peers and significant others (neighbours, pets, community ties, care workers, doctors, nurses, care coordinators) (Taylor, 2011, Hogan et al., 2002)
- Exist in different forms: emotional, instrumental, tangible, informational, companionship (Taylor, 2011)
- Due to emergence of ICTs and new media, social support networks are now local, distant and virtual.

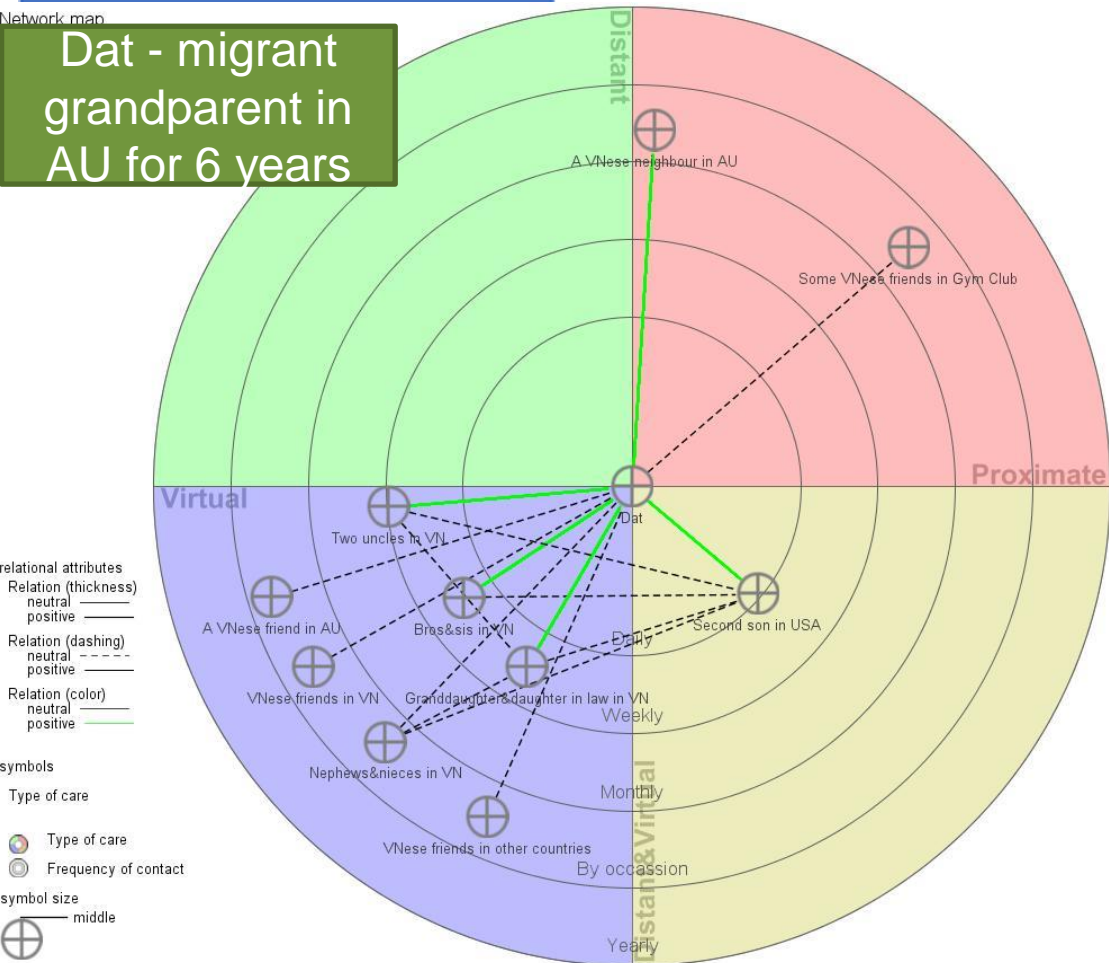
The role:

- Assisting individuals to cope with stress, isolation, loneliness, etc.
- Bringing health benefits (healthy choices and behaviours)
- Enhancing individuals' self-esteem
- Encouraging adherence to a treatment plan

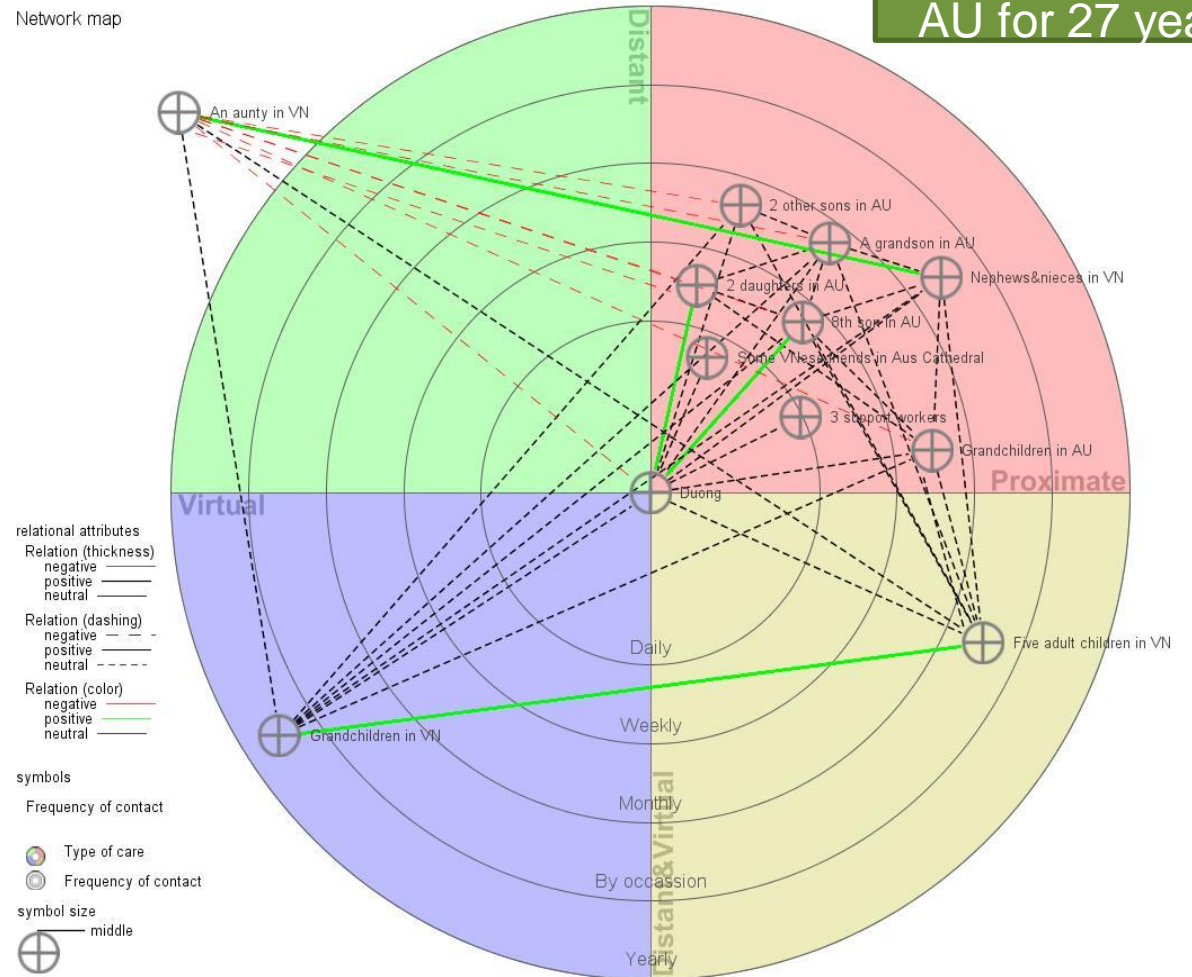
(e.g., Cobb, 1976; Cutrona et al 1986; Forkman & Lazarus 1991)

Network map

Dat - migrant grandparent in AU for 6 years



Network map



Recent migrant grandparents (<10 years)

- Distant and virtual support networks (home country)

Preceding migrant grandparents (>10 years)

- Local support networks (host country)

➔ Similarities: limited/no access to local social support networks; Vietnamese family members and friends are main sources of social support; only using interpreting services when visiting English speaking doctors/hospitals;

Factors hindering Vietnamese migrant grandparents' access to local social support networks

- No/limited knowledge of available services (ineffective/inappropriate communication strategies)
- Cultural inappropriate services
- Time consuming (waiting regime)
- Language barriers (limited or no English)
- Lack of first-hand support (to connect with services/support networks)
- Limited digital literacy (very important as services and support networks are increasingly digital-based)
- Care burden (childcare, partner care, home care...)
- Different care values and beliefs (caring – a private/family matter)

- Conducting need assessments before designing cultural appropriate services
- Effective communication about available cultural appropriate services
- Reducing waiting time for migrant grandparents in access to health and social support services, including interpreting services
- More solutions for assisting migrant grandparents' performance of respite care for grandchildren and partners
- Empowering migrant grandparents with digital literacy.



THANK YOU FOR YOUR ATTENTION!

QUESTIONS PLEASE

Andrew Kozlowski



Andrew Kozlowski, professional interpreter, AUSIT National Communications Committee member, recipient of AUSIT Student Excellence Award, author of an education pilot program for seniors communities "You have rights to use an interpreter".

In order to be the nexus between government services and CALD communities, Andrew has been engaged in a range of community consultations, cultural events and interviews with ethnic media outlets including SBS Radio.

TITLE

Don't let false friends break your heart.

*A story of two unrelated sisters: Angina Tonsillaris
vs Angina Pectoris*

QUESTIONS



Stated by a Senior Officer of the Federation of Ethnic Communities Council of Australia (May 2018)

“This is the best example I have come across in my consultations around Australia. It ticks all the boxes: it provides for the needs of the Culturally and Linguistically Diverse (CALD) clients in a sustainable way.”

Members are joining AfCAS because the Association will increase:

- awareness of CALD seniors' aged care needs and CALD aged care services
- financial viability of CALD specific aged care services
- sustainability of CALD specific aged care services
- the quality of care provided to CALD seniors

A special thanks to our supporters



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Family Therapy Centre



Refreshments & Networking

