



# Needs Analysis

## South Eastern Region

(Waverley, Randwick, Botany and Woollahra LGA's)

## Acknowledgments

Co.As.It., the Italian Association of Assistance, would like to express our thanks to the service providers in the South Eastern metropolitan area of Sydney that completed the survey and those people who participated in the Focus Group. Your comments were much appreciated. Also a special thanks to all those who assisted with this analysis in some form or another.

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This document was completed in November 2000 .

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## Summary

This needs analysis of the South Eastern Metropolitan Region of Sydney presents information to mainstream and non-English speaking communities in four Local Government Areas (LGA) from this section of Sydney. The four LGA's are Botany, Randwick, Waverley and Woollahra.

It is hoped that this document will be a preliminary document for other non-English speaking communities in the South Eastern area of Sydney and in other areas of Metropolitan Sydney to identify regional features and issues that affect the delivery of community services which need to be taken into account when planning for future services and policies.

The present document consists of an introduction of the area, methodology of the research, the findings and analysis of the research and recommendations, followed by an appendix with detailed statistical information.

The findings from the network provider surveys indicate that there is a gap in service provision for the Italian community in this area. From the focus group it is clear that many elderly Italian people are unaware of services and do not seek assistance from community services. They seem to rely heavily on family for assistance and gather information about services by word of mouth. This therefore raises the issue of accessibility for appropriate community services and the need for adequate training and resources to service the Italian community appropriately.

Many of the recommendations echo the words from 'The Ethnic Older Persons Strategy' developed by the Commonwealth Dept. of Human Services and Health and it is time to take these recommendations forward into some form of action.

## Introduction

This needs analysis was compiled in the hope of achieving a greater understanding of the current status of the Italian population, focusing on their needs in relation to the existing services and their use of these services.

The population focus is the Italian frail aged community, living in the South-Eastern part of Sydney.

Information for this analysis has been derived from three sources. In the first place, statistics have been taken from the Australian Bureau of Statistics (ABS) 1996 census, to provide a demographic view of the region and insight into the present status of the aged Italian community living in the South Eastern Area. Secondly, the discussion draws on descriptions from service providers in the region providing an idea of what is available and who is using the services available. Thirdly, information from an Italian focus group within the region has been gathered to provide a consumer's opinion on services for the aged.

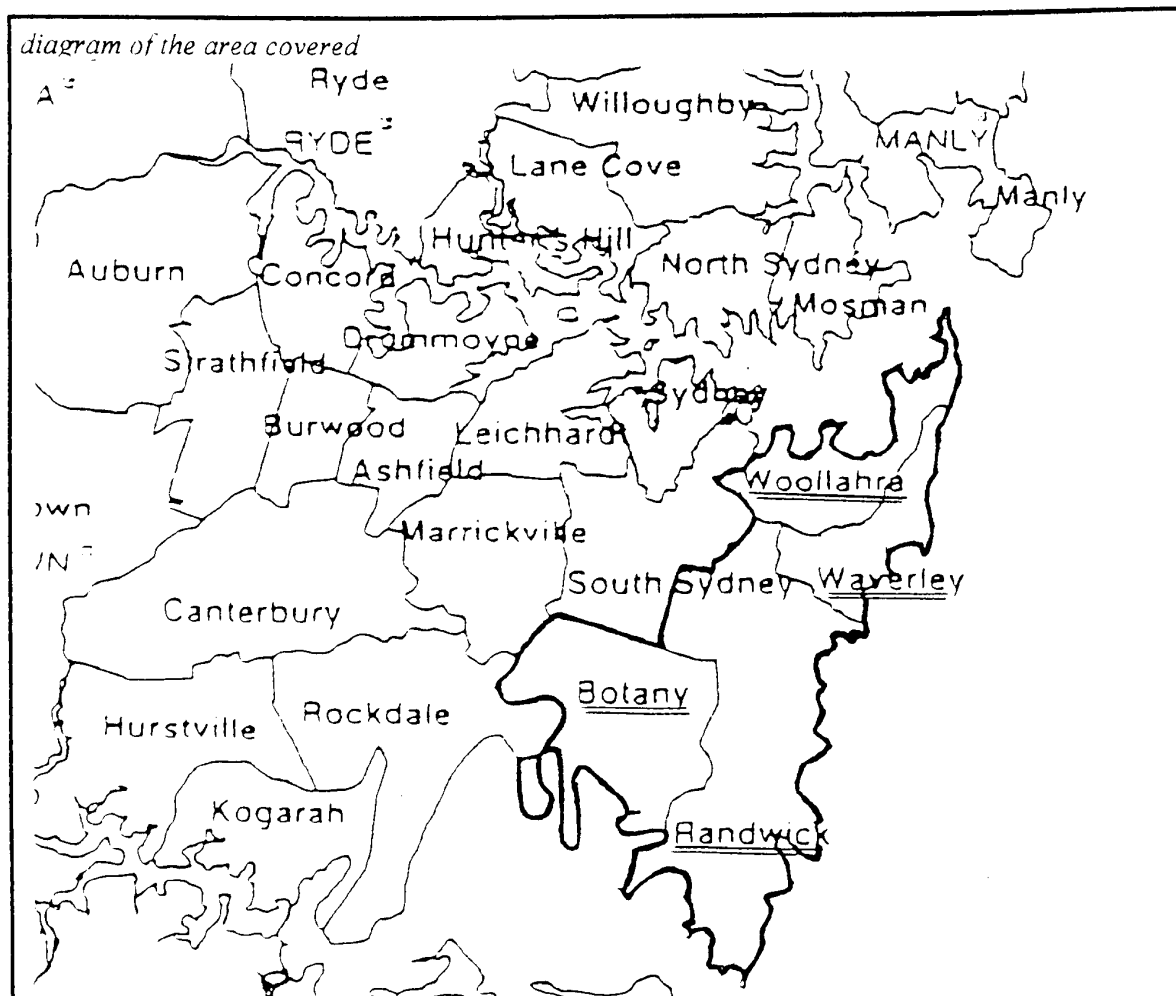
From the analysis and information gathered a profile of the community will hopefully provide us with a clear understanding of their needs. The issues that arise will be of interest to both consumers and service providers, as well as other agencies involved in planning for the Italian Frail Aged Community or as a model for other non-English speaking background (NESB) organizations.

## The Region

The South Eastern Region refers to four local government areas lying to the East and South-East of Sydney Harbour. The four LGAs are Waverley, Woollahra, Randwick and Botany. This region covers an area of 85 square kilometres.

- Waverley LGA describes a part of the peninsula surrounded to the East by the Tasman Sea and to the West by the Woollahra LGA.
- Woollahra lies with Sydney Harbour to the North-West and South Sydney to its South-West, with Waverley bounding its other sides.
- Randwick is surrounded by the Tasman Sea to its East and Botany Bay to the South. Botany and South Sydney form the Western border.
- Botany has Botany Bay directly to its South, Randwick to its East and South Sydney to its North and its Western borders are Rockdale and Marrickville.

This analysis will hope to identify issues of concern for the Italian frail aged community over the age of 65 years in the South Eastern region of Sydney.



## Methodology

To gather information on the current status of the Aged Italian Community in relation to other NESB groups in the South Eastern area, the 1996 Census results from the ABS were used. From this it was possible to develop information in relation to population, proficiency in English, nature of occupancy, income and service users, hence developing a grasp of the lifestyle of the Italian community over 65 years in the South Eastern region.

The ABS were received in the following categories:

- ◆ Population levels
- ◆ English proficiency
- ◆ Nature of occupancy
- ◆ Income
- ◆ Service users

A survey was piloted for the network service providers in the South Eastern area. The aim of the survey was to gather an understanding of the existing services and what services were being accessed by the Italian community. A combination of qualitative and quantitative questions were asked to allow easier analysis. A list of sixty-seven surveys were mailed out, with self-stamped addressed envelopes so as to encourage a quick response. A coloured letter was also sent out two weeks later to remind people of the survey and RSVP date. Of the 67 surveys mailed out, a total of 21 were finally returned. (See Appendix 1 for Survey)

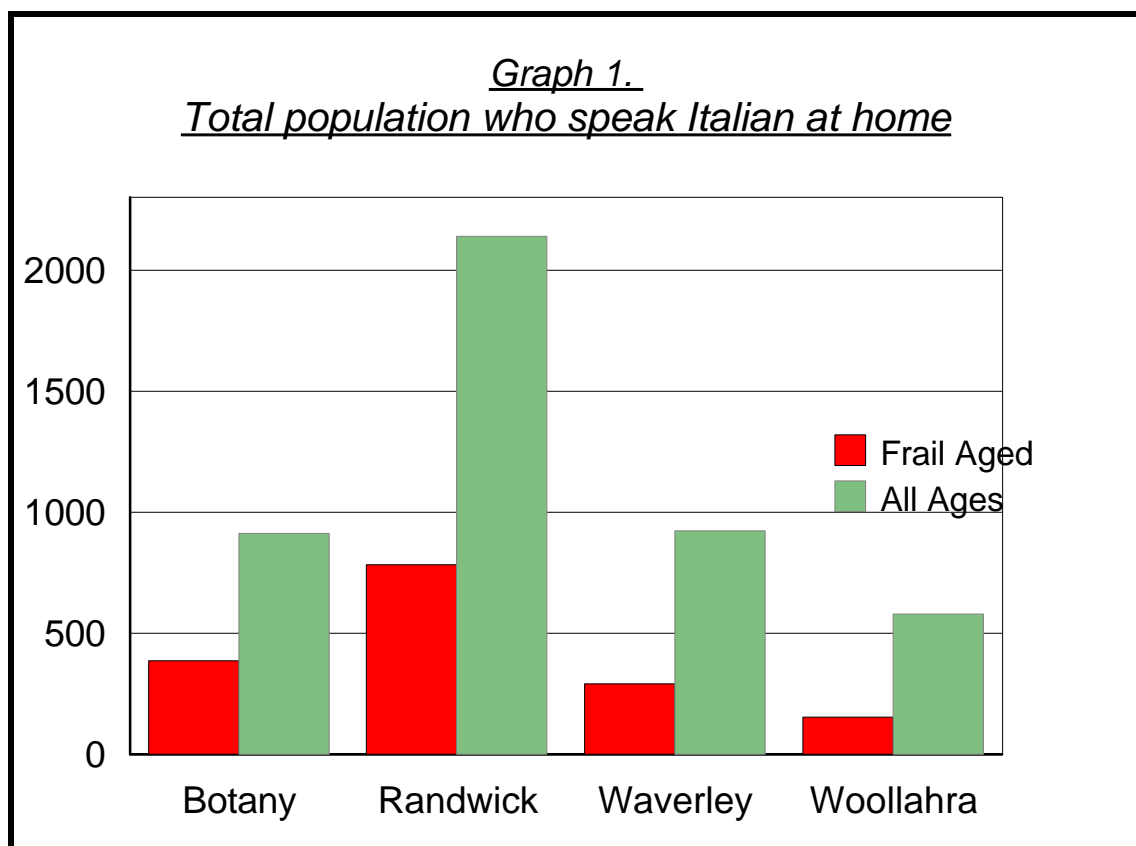
Statistics and attitudes of the service providers were recorded, along with any other comments that may have been made regarding NESB and the frail aged Italian community.

A focus group was developed to ascertain the Italian Community's point of view on the community services for the Italian frail aged in the South East of Sydney. One existing Italian well aged group was approached to participate in the focus group. The focus group facilitator asked for interested people to attend the focus group. The facilitator explained the aim of the group and purpose of the questions, and asked permission to tape the group discussions. Eleven participants were involved in the group. The group was made up of both men and women who were 65yrs+. The focus group tape was then transcribed and comments and attitudes recorded. (See Appendix 2 for Focus group questionnaire)

Several questionnaires were mailed out to another Italian Social Group and also Italian participants of a daycare in the LGA. The questionnaires were written in Italian and participants were encouraged to have family members help them to fill out the questions if necessary. Two questionnaires were returned and the information has been added to that of the focus group.

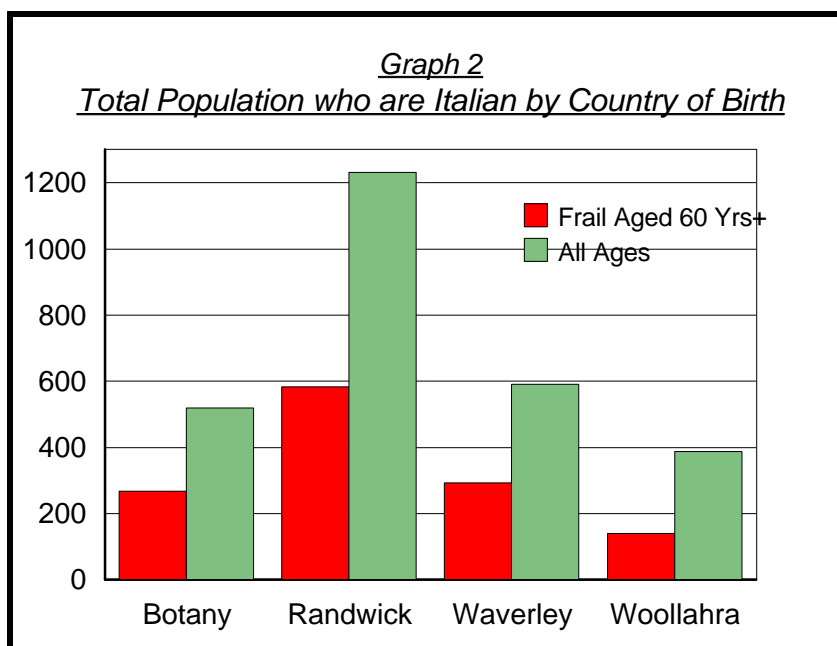
NB: Some of the sources used enabled easy extraction of statistics relating to the 60 yrs+ age group. Other sources used eg. 1996 ABS Census data are grouped in such a way that made extraction of this data impossible and the 65 yrs+ group had to be used. Information regarding the 60 yrs+ group was used in the hope of showing an increase in future need due to an increase in this ageing population. It is estimated that by 2001, only next year, the figure for this age group will equal 20% of the population with longer established European communities having a much higher percentage of their population aged 55+ (NSW Healthy Ageing Framework 1998 - 2003).

## Part 1. Findings and Analysis



### Population of those who speak Italian at Home

- The total population of the Italian speaking community in the South Eastern area is 4555 and 26.7% or 1214 are aged 65+ yrs.
- The Randwick LGA has the highest number of people who speak Italian at home with 2140 Italians or 46.9% of the total population in the South Eastern region who speak Italian at home.
- The highest percentage of 65+ yrs who speak Italian at home is found in Botany with 32.6% and then Randwick with 27.4% of the total of those who speak Italian at home. This has major implications for the future frail aged community that will need to access community services. It is safe to say that in future years this population may find itself in a situation where there are not enough carers at home to look after these aged people and the lack of facilities and poor access begin to impact on the community.
- The smallest population of people who speak Italian at home was found in Woollahra which also had the lowest 65yrs+ group. This also has clear implications as there are fewer people who speak the same language in the area and therefore a smaller knowledge base exists for people to become aware of services.

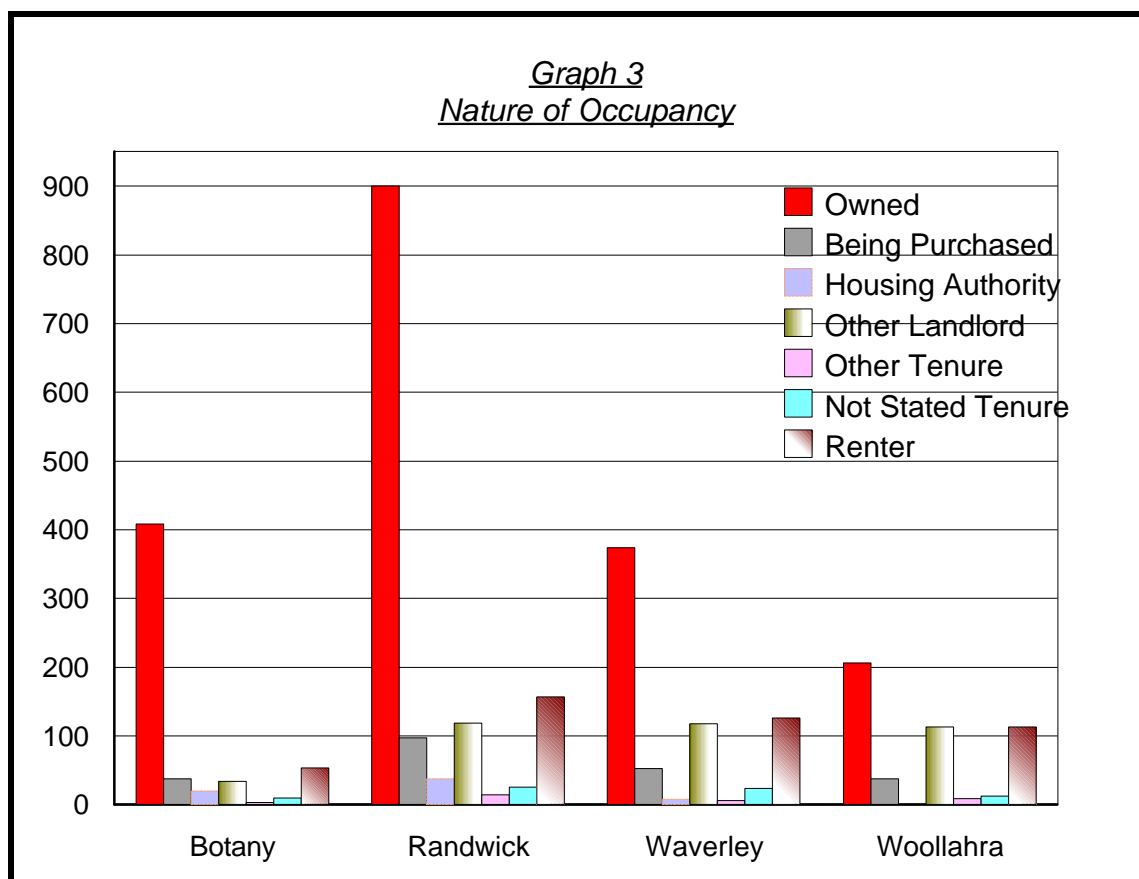


### Population levels by country of birth

The total population of the Italian born community in the South Eastern area is 2731 while 34.6% or 947 of this population are aged 60 yrs+. This has clear implications for the Italian Community who have a large proportion of their total population by country of birth who are aged 60+. This raises issues regarding the services available to deal with the proportion of NESB clients especially those who live in the Randwick area and the service provisions made for this group. This area holds 45% of the entire South Eastern Italian born community and 45% of the total Italian born 60 yrs+ population.

### *In relation to other NESB groups in the South Eastern Region*

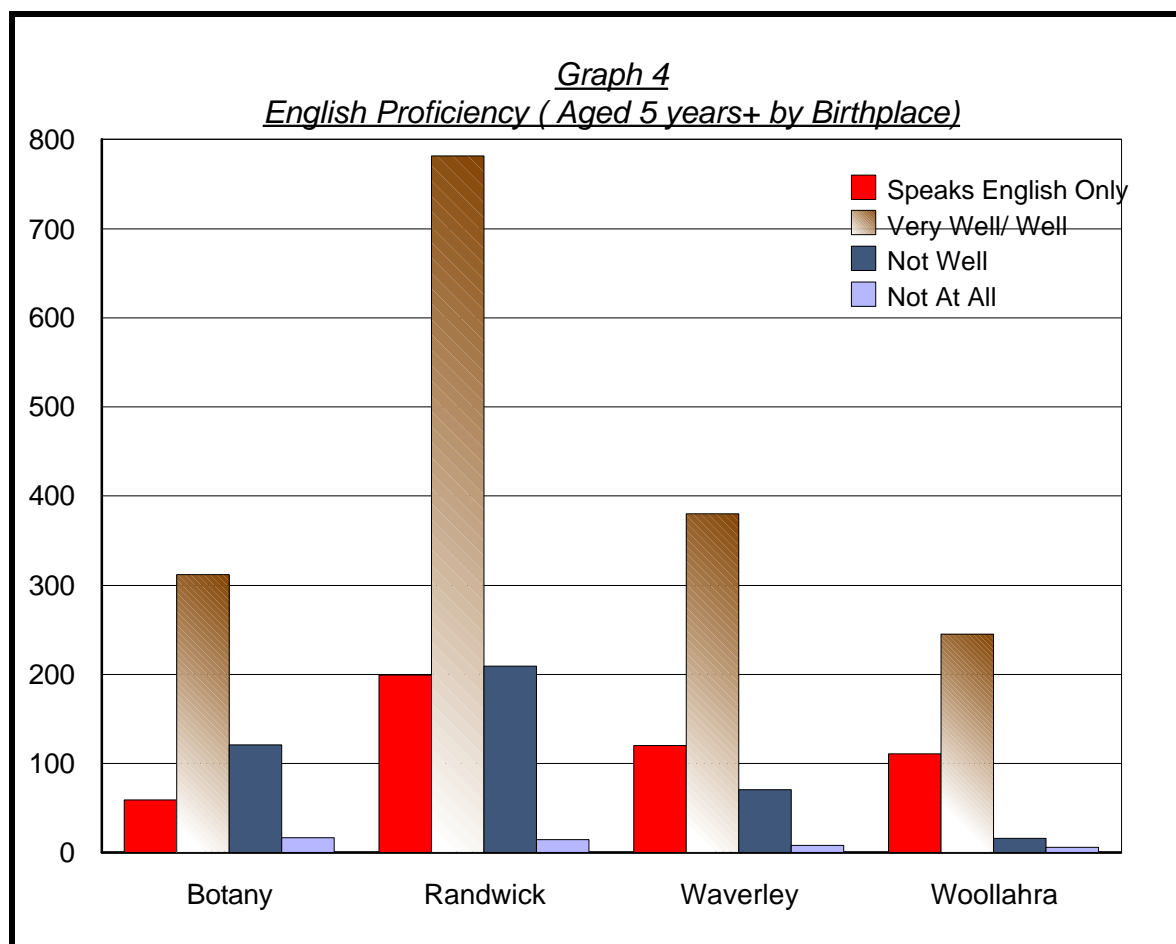
- 30% of the population speaks a LOTE; 6% of this group speak Italian at home. Of all the other non-English speaking communities, Chinese (the total of Cantonese, Mandarin and other Chinese languages), closely followed by Greek are the most prominent languages other than English (LOTE) with Italian being the third most spoken language at home in the South Eastern area.
- 30% of the population in the South Eastern area is made up of people born in a NESB which is a significant number of the population; those from Italy make up 4% of this population. Randwick holds the largest population of NESB people and people born in a NESB.
- Of the total population aged 60 yrs+ in the South Eastern area, Italian born residents make up 947 or 3% of the entire group.
- Of the people born in a NESB 65yrs+ in the South Eastern area, Italians form the second largest group at 13%; while Greeks form the largest 65yrs+ community.
- This has clear implications for NESB communities raising issues regarding the services available to deal with the proportion of NESB clients and provisions made for this group.



### Nature of occupancy in the Italian born community aged 60 yrs+

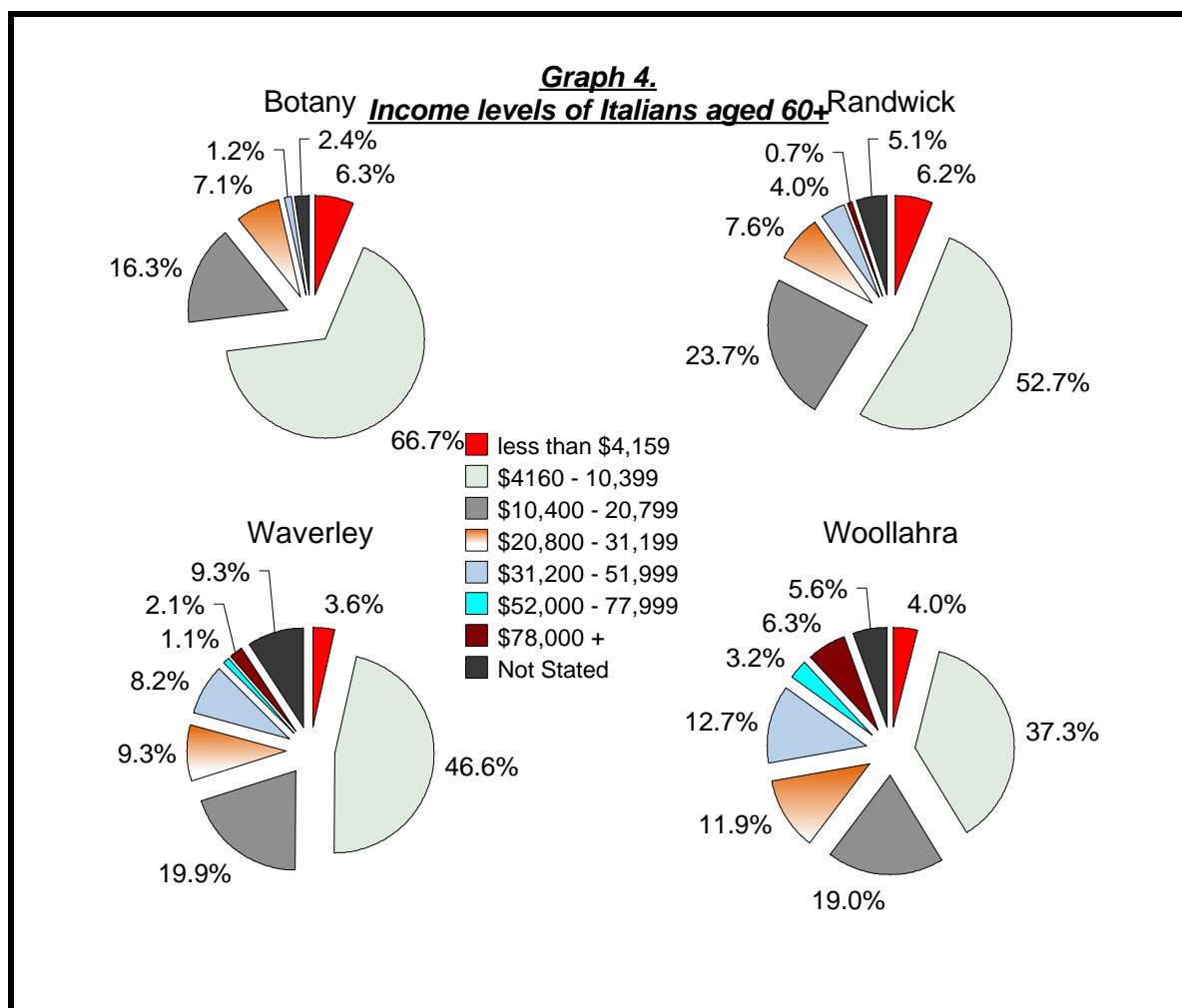
#### - Housing and Living arrangements -

- 35.4% of the Italian born community in the South Eastern area own their own home, displaying the importance of home ownership within the community. The amount of isolation surrounding home ownership also raises issues community support and knowledge of services in the area.
- 50% of the Italian born community in the area live in a shared household living arrangement. As the reasons for living in a shared household living arrangement are unclear, the number of carers in the Italian community and the support and help needed by the frail aged group may be an issue requiring further investigation. It is possible that a large proportion of the population may need assistance to remain living at home therefore issues revolving around supporting carers ie. respite in the home and residential respite may also be an issue.
- For Italian speakers, the lone persons household for 65+yrs for the state of NSW taken from the ABS Census 1996 was 3.9%, higher than any other age group. This raises the question for those living in the South-East regarding isolation, and their knowledge of the services available to them.
- For those of the Italian born community over 65yrs who live alone, community services may be the only means of social contact available to them. Hence services such as HACC need to take this into consideration and look at providing culturally appropriate services or employ bilingual workers.



### Levels of English proficiency by country of birth in the Italian Community

- 15.6% of the Italian born community in the South Eastern area speak English at a 'not well' level, 1.7% do not speak English at all, 18.3% speak English only and 64.3% speak English 'very well/well'.
- The LGA of Randwick makes up 50% of the 'not well' level group and 32.6% of the 'not at all' level group. This raises issues in the level of community services accessed by the Italian born 65yrs+ community. It could be safely stated that English levels appear to remain a barrier within this group for both the client and service providers.
- The figures for the Italian born community 65yrs+ from across the State show that 53% of that group are 'poor English speakers', that is, they speak English 'not well' or 'not at all'. This can be considered to be reflected in the Italian born community 65yrs+ in the South Eastern area as well, which has significance for the provision of service to this age group and their ability to understand their rights, what services are available to them and their accurate comprehension of service providers who do not speak Italian.
- A large proportion of the community also speak English only. This raises the question of support within the community, as there may be a language barrier within the Italian community.



### Income levels of the Italian born/speaking population aged 60+ years in the South Eastern region

- 52.6% of the Italian born and 54.7% of the Italian speaking population aged 60+ yrs, fit into the \$4,160 - \$10,399 per annum income bracket, this is a substantial proportion representing half of the above group. It is important to note that this bracket resembles the income of the Aged Pension rate in NSW.
- The highest proportion of people with income lower than \$4,160 are found in Randwick and Botany with 6.2% and 6.3% respectively.
- Botany LGA has the highest proportion of people, 66.7%, followed by Randwick, 52.7%, within the \$4,160 - 10,399 annual income bracket. This strongly indicates that the major proportion of the Italian born population 60+ yrs in the South Eastern area are in the income bracket of the Aged Pension rate.
- This is also consistent with the ABS 1996 Census of Individual Income among Italian speakers aged 60+ in NSW with the majority being in the \$4,160 - \$10,399 bracket.
- It is important to note at this point that income levels will effect ones ability to efficiently access community services.

### Italian born Pensioners paid by Centrelink aged 60+ years

	Randwick	Botany	Waverley	Woollahra	Total
All Italians paid by Centrelink	588	626	243	144	1,601
Italians 60+ yrs paid by Centrelink	478	526	196	105	1,305
<b>Total</b>	<b>1,066</b>	<b>1,152</b>	<b>439</b>	<b>249</b>	<b>2,906</b>

- The total of all Italian born clients paid by Centrelink in the South East = 1601; the total of Italian born Pensioners 60+ yrs paid by Centrelink in the South East =1305 or 81.5%.
- a large percentage of the Italian aged population have a low income. This raises the question of access to private services where government funded services may be inappropriate or the client is not eligible, clients may need some form of financial assistance.

### Service Users : Aged Care Assessment Team (ACAT) Assessments July 1998 - June 1999 Italian background aged 65 years+ in the South Eastern area.

Number of people assessed by preferred language = Italian and by country of birth = Italy (July '98 - June '99)

Age	<i>BOTANY</i>		<i>RANDWICK</i>		<i>WAVERLEY</i>		<i>WOOLLAHRA</i>		Total	
	Language / COB	Language / COB	Language / COB	Language / COB	Language / COB	Language / COB	Language / COB	Language / COB	Language / COB	Language / COB
<b>65-69</b>	0	0	1	1	0	0	0	0	1	1
<b>70-74</b>	2	2	1	1	0	2	0	0	3	5
<b>75-79</b>	1	1	7	9	0	1	1	2	9	13
<b>80-84</b>	4	2	3	3	0	0	0	0	7	5
<b>85-89</b>	1	0	7	6	1	2	0	1	9	9
<b>90-94</b>	0	0	2	2	0	0	0	0	2	2
<b>95-99</b>	0	0	1	1	0	0	0	0	1	1
<b>Total</b>	<b>8</b>	<b>5</b>	<b>22</b>	<b>23</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>32</b>	<b>36</b>

- 68.7% of the people assessed by language Italian 65+ yrs lived in the Randwick LGA and 25% lived in the Botany LGA.
- It is interesting to note that in the South Eastern area there are 1214 Italians by language 65+ yrs and that the ACAT has only assessed 32 or 2.6% of that population in a 12 month period.

*Number of people assessed by country of birth = Italy, broken down by support services recommended for Botany, Randwick, Waverley, Woollahra LGA (July '98 - June '99)*

<b>Support Services</b>	<b>Yes</b>	<b>No</b>	<b>TOTAL</b>
Home Nursing	0	39	39
Home Help	4	35	39
Meals	3	36	39
Home Modification	2	37	39
Rehabilitation Centre	2	37	39
Home Respite	1	38	39
Residential Respite	8	31	39
Community Options /CACPs	6	33	39
DNCB	1	38	39

- Of the recommended support services made by ACAT, the most frequent has been Residential Respite representing 26.5% of the services and then Community Options/CACPs representing 17.6% giving further support to the fact that many Italian born over 65 years either live alone, in their own home or with family who require occasional respite.
- It also highlights the lack of access to the services available to them either due to lack of knowledge or cultural and linguistic difficulty in comprehending services.
- Further support is also given to the fact that many aged Italians need more assistance than they are currently able to receive living in their preferred living arrangement i.e.. alone, with a spouse or family/ carer.

*Number of people assessed by country of birth = Italy recommended long term living arrangement for Botany, Randwick, Waverley and Woollahra (July '98 - June '99)*

<b>Long term living arrangement</b>	<b>Total</b>
Hostel	5
Nursing Home	11
Private Household Alone	7
Private Household -Spouse	8
Private Household -Other	8
<b>TOTAL</b>	<b>39</b>

- 28.2% of those assessed were recommended for Nursing Home, 20.5% were recommended for Private Household living either with a Spouse or Other and 17.9% were recommended for Private Household living Alone. This further supports that the majority of the Italian born community over 65 years live in situations which would require services to support their stay in either their own home or family/other home.
- This again questions the ability of the Italian born community over 65 years to access or be aware of services which support them as they age if they are living alone or in situations where contact outside the Italian community is limited.

## Part 2

# Survey results

The surveys were sent out to 67 service providers and 21 responses were received. Both quantitative and qualitative questions were asked, but the majority of respondents did not provide any comments. The findings were as follows:

- 90% of the services in the survey responded 'yes' to having clients from a NESB, 76% of these had clients from an Italian background.
- Only 71% of services had bi-lingual staff, with 24% of these having Italian speaking staff, some of these bilingual staff were working on a voluntary basis (not directly employed).
- 71% of services responded 'yes' to using an interpreter service.
- It was equally interesting to note the Italian community's perception of community services. Although many had no experience of services (either due to good health or strong family support networks) most did not know which services existed, availability of services or how to contact services.
- There was also a strong feeling amongst participants that although those who had experienced mainstream services had found them satisfactory their preference would be for a service provided by an Italian worker.

There is a clear gap between those using the service and those receiving an adequate bi-lingual service. There is also a clear difference between the ideas of the service providers and those of the recipients. This leads to questions about what is to be done to bridge the divide.

The responses from the service provider survey and those of the focus group follow.

Question 1: Describe the service you offer.

Housing  
 Council Community Services  
 Neighbour Aid  
 Home Maintenance & Modification  
 Home support/ Neighbourhood centre  
 Hostel/ Nursing Home  
 Community Options  
 Home Care  
 Community Health Centre  
 Grief Support  
 Day Care  
 ACAT  
 Meals on Wheels

Question 2: From whom do you receive referrals?

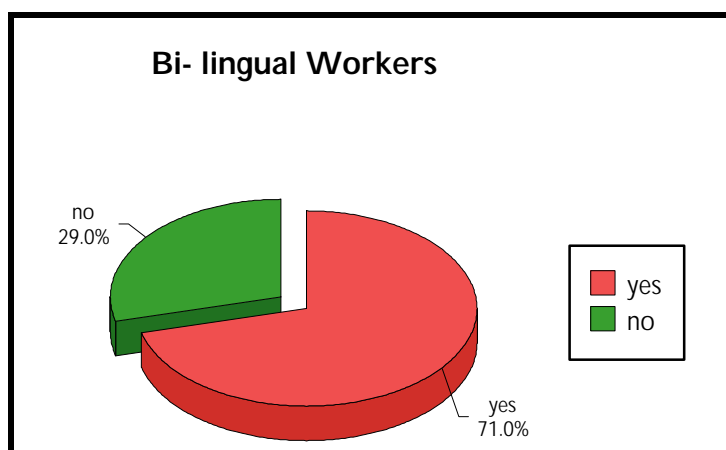
% of service providers that receive referrals from the following			
75%	self referrals	11%	home care
60%	social workers	10%	religious congregation
55%	GP	5%	Department of Housing
45%	ACAT	5%	Waverley Council Community Services
30%	hospital	5%	Randwick Council Community Services
30%	family	5%	Government Agencies
25%	community nurse	5%	police
25%	community agencies	5%	life line
15%	occupational therapist	5%	phone book
15%	HACC services	5%	word of mouth

- From this information the percentage of self referrals received needs to be highlighted, for if 75% self refer, then the NESB community would be less likely to be found in this group as they do not so readily know what is available and how to access these services.

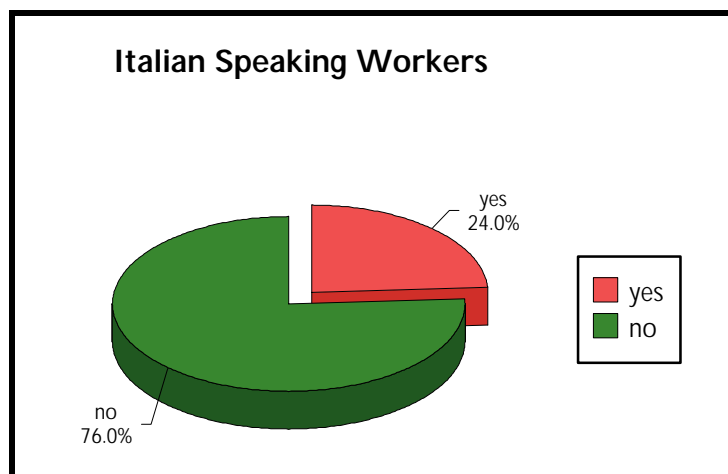
Question 3: How many people use your service? (total in a month)

Range	total number in a month
0 - 50	6
51 - 100	2
101 - 200	5
201 - 300	1
301- +	4
no response	3

Question 4: Do you have any bi-lingual workers?



Question 5: Do you have any Italian speaking workers?



Why or Why not?

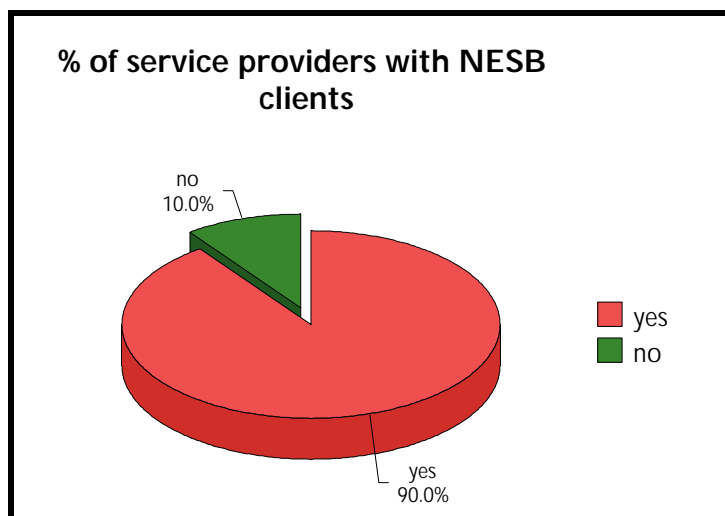
Why:

- our service has one volunteer worker
- other providers gave no reason

Why not:

- our service assists many cultures, unable to have bi-lingual workers for each LOTE
- few workers employed
- no Italian clients
- use Italian speaking friends when need arises
- no, but it is necessary to have them
- Italian speakers are not a priority in the area
- bi-lingual workers who applied were not suitable for position
- need for Italian speaking workers has never arisen
- staff have been trained in cross cultural communication and use of interpreters
- numbers of NESB clients in any one language group does not justify employment of bilingual staff
- not as relevant to the clientele who are mostly Eastern European

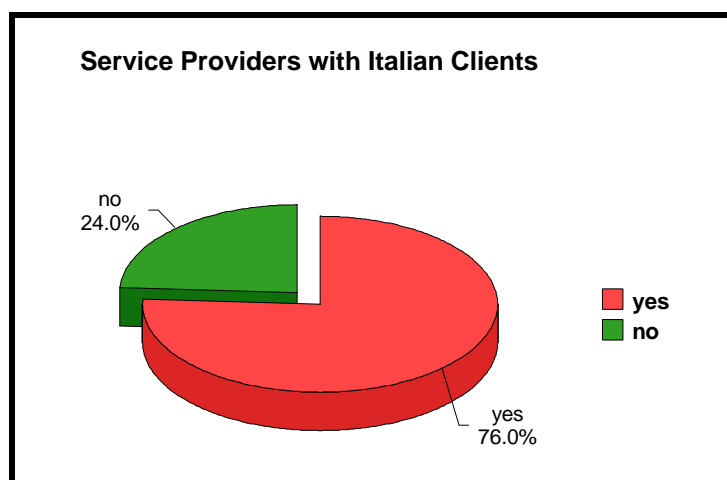
Question 6: Do you have clients from a NESB?



Question 7: If 'yes' how many?

Of the 21 services, 19 responded 'yes' to having NESB clients and of these 13 responded with exact figures. It showed that the average number of people from a NESB 65+ yrs using a community service is 90%, ranging from 5 clients to 625 clients from a NESB.

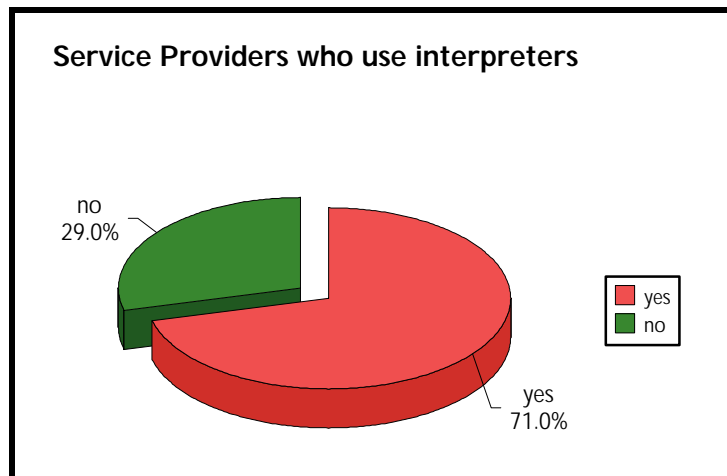
Question 8: Do you have any Italian born clients?



Question 9: If 'yes' how many?

Several service providers were unable to answer this due to the variable nature of the service they provide. 9 out of the 16 providers who answered 'yes' were able to give exact figures. Out of these the average number of Italian born clients 65+ yrs is 11.5% ranging from 1 Italian client to 60 Italian clients.

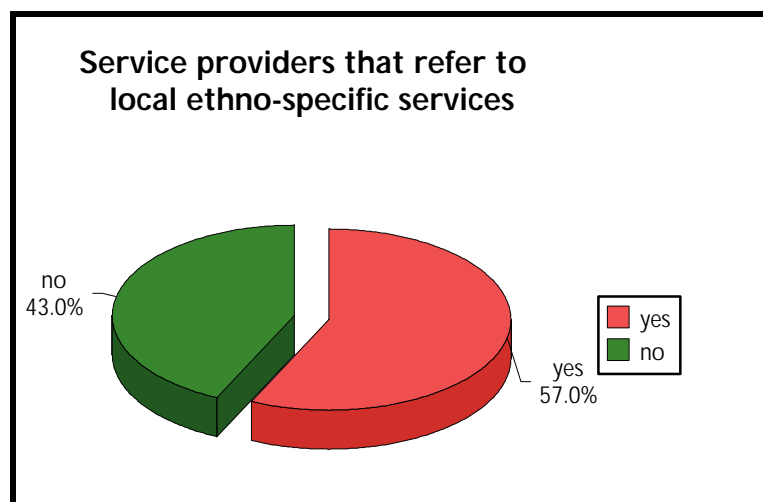
Question 10: Do you use interpreters?



Question 11: Do you know any ethno-specific services in the area?

- Italian social Group
- Burger Centre (Jewish)
- Golden Years Club (Russian)
- Spanish Social Group for Gentlemen
- Sydney Jewish Centre on the Ageing
- ACCA
- BMRC
- Eastern Suburbs organization for reconciling Australia
- La Perouse Aboriginal Respite
- AMES
- Botany Multicultural Training Centre
- RICC CSS Worker
- Randwick Council Directory
- Ethnic Child Care, family and community Services
- Jewish community Services
- Greek Welfare
- Neighbourhood Aid
- SESAH
- Home Care

Question 12: Do you refer clients to any of these services?



*Why or Why not?*

Why:

- support/understanding from same background
- increase social network
- for more specialized assistance
- to ensure that they understand their rights and are having their needs met
- unable to meet own clients needs due to waiting list
- they enjoy it
- if we are unable to assist

Why not:

- clients are too frail to participate
- not case managers

Question 13: Have you or your agency perceived any particular needs (met or unmet) for Italian aged/ageing members of the community?

- not many Italian referrals made, mostly Russian
- needs will be considered in the social plan
- accessing aged services in the area
- inter-generational gap causes conflict
- social support activities
- transport
- culturally appropriate home support services
- day away/respite/dementia
- information about services in their language
- dementia care services
- in-house respite
- carer support/relief
- receive few Italian referrals & usually speak English
- no Italian specific service providers
- authentic Italian meals

## Part 3

### Results from focus group questionnaire

Included in these results are 11 participants from the social groups and two questionnaires returned by mail.

Question 1: What community services have you used in the last six months? e.g. Home care, Sydney Home Nursing, ACAT.

- Three people used community services, both short term
- Two of these received home care, the other Sydney Home Nursing
- Ten people did not use community services and were not aware of any in the area

Question 2: How did you find out about these services?

People found out about services via:

- 1.word of mouth
- 2.social group
- 3.hospital staff
- 4.Co.As.It.

Question 3: Is the service appropriate for your needs? If not, why not?

Three people had received a service and felt that it was excellent and the staff were very helpful.

Question 4: Did you find it easy to access these services?

- Two people had been offered the service by hospital staff during their admission.
- One person had to wait six months due to a waiting list.
- The rest of the group felt that services were difficult to access or find. Most could not say where they would begin to ask for help.
- It was discussed and many decided a good place to start would be Co.As.It. or if they knew a friend that had used a service on a long term basis.

Question 5: Do staff or field workers speak your language?

The participants that had experienced a service found that the workers only spoke English.

Question 6: Was the communication with the service satisfactory?

Those that had received a service felt that the communication had been satisfactory.

Question 6a: Are you able to communicate your needs and receive feedback?

- Those who had received a service felt that they had been able to communicate their needs and receive feedback.
- The others (except one who spoke no English) felt that they were all capable of communicating effectively.

Question 7: Which services would you like improved and how?

- One participant felt that services needed to be more personal/friendly.
- All other participants felt that they did not have enough experience of services to be able to offer any suggestions.

Question 8: What service do you think you will need in the next five years?

- One participant felt that they would need home care.
- One participant felt that they may use an interpreter service.
- All other participants felt they did not know what services they would need but all wanted the Co.As.It. number in case.
- All participants hoped they would be well enough not to need any service within the next five years.

Question 9: How dependent are you on family and friends?

- All participants felt that they tried to remain as independent as possible.
- Many participants felt that their children do not have the time spare to assist in the way that their generation was expected to, however they felt that their children would still offer some assistance.
- One participant felt that their children who worked could afford to help financially instead.

Question 10: How do you think the lives of older people can be improved?

- Some participants felt that loneliness was a big problem for the elderly.
- Some felt that they needed to be educated about services available to them and that cultural issues about receiving assistance needed to be overcome.
- One participant felt that the elderly need to take an interest in others around them who may need assistance and that they need to take a more active/positive interest in their own health and needs.
- It was felt generally that if Co.As.It. was to start mainstream services such as meals on wheels, home care, home nursing etc. this would be of great assistance as the services would then be culturally and linguistically appropriate.

Question 11: What services do you think are needed by the Italian Community?

The participants all generally felt that the following were needed by the Italian Community:-

- a. general home help
- b. Italian speaking workers
- c. access to information about services and assistance

Question 12: What problems do older people have with getting assistance?

- All participants felt that access to community services was the biggest problem and knowing who to contact for information about what is available.
- One participant felt that language was a barrier.

Question 13: What are the best ways of informing older people of community services available to them?

- Most participants felt that hearing it from others, by word of mouth, was effective.
- All participants felt that the social group could be a better source of information.
- Many felt that information written in simple language could be useful.
- One participant felt that the language newspaper was a good source of information.

## FACILITATOR'S EXPLANATION

The focus group consisted of eleven people who meet regularly on a weekly basis and are an existing Italian well aged group in Bondi Junction.

It was interesting to note that very few people had heard of most community services except for Sydney Home Nursing, Home Care and Meals on Wheels. They did explain that if they ever needed any of these services they would contact Co.As.It, family and friends or ask each other to gain access to the information. It is clear that this may lead to many barriers to access.

There were a number of comments made about the lack of information in their language and a general lack of knowledge about the system of community services and what is available. It is clear that this may lead to many barriers to access for frail aged clients who may become isolated or have contacts who are also uninformed and as a result are not able to access appropriate services.

Generally people felt that they needed to be supplied with information (service description and contact numbers) in case they should need it but they were unsure of where to turn to in order to gain this information.

Communication was an interesting point. Many people felt that they were able to make themselves understood and receive information back in English. However, they also felt that something was missing in that contact i.e. lack of personal service / warmth / understanding of culture / lifestyle etc. that is very much a part of the culture. Hence even though they spoke English they still wanted Italian workers.

Overall the focus group appeared to understand the implications of the discussion of aged care and their future needs.

## RECOMMENDATIONS

- ☞ There is a need to consider literacy and English proficiency levels among the over 65 years Italian community when 53%, on a State level, are 'poor English speakers'. This has implications for the community's ability to access services in an equitable manner and the linguistically appropriate provision of service to those who do not speak English.

Most service providers in the area interviewed were only dealing with clients who could, or said they could, speak English. This begs the question of what is being done to encourage the use of services by those who do not speak English or speak it poorly. The ability to access the service is highly dependent on appropriate linguistic ability.

**It is important that in the absence of a bilingual worker, all NESB clients be offered the use of the interpreter service.**

- ☞ The service providers interviewed said that only 5% of their referrals came via 'word of mouth', yet for the majority of those interviewed in the focus group from the Italian community found out about these services by 'word of mouth', that is, this was their main avenue of accessing information and was how most found out about any service.

As stated in 'The Ethnic Older Persons Strategy' - "*Information about aged care services needs to be more widely available, clear and accessible. There needs to be more use of ethnic media and less reliance on printed material.*" (pg.4)

**It is recommended that information be produced and disseminated in simple community languages and use of other forms of ethnic media be considered.**

- ☞ The majority of the participants in the focus group had no idea about what services were available or who to contact for assistance other than Co.As.It.

As stated in the NSW Healthy Ageing Framework "*For information to be accessible and useful to older people, agencies need to consult with them in developing information.*"

**It is recommended that community service organizations network with peak NESB organizations in order to consult with the NESB community about their needs and inform them about how to access services.**

- ☞ From the participants of the focus group and through the experience of dealing with the 65 years+ Italian community it is very evident that there is a lack of knowledge of services and of rights which needs to be addressed.

**The presence of a bilingual worker in the area would also be of great benefit in assisting access to, and increasing awareness of services in the community.**

- ☞ Changes need to be made to service provision that allow the service to be more culturally appropriate so as to increase equity. Many participants felt if services were being provided by Italian workers they would be more likely to seek assistance.

### **Bilingual workers form a part of making a service more culturally appropriate and accessible.**

Bilingual workers are a valuable resource to any organization as they have inherent knowledge about the culture of the target group. This knowledge translates to culturally appropriate service provision and provides an easy transition for individual recipients into the system which eventually encourages the accepting and requesting of, assistance amongst the broader target community.

Bilingual workers can be attracted to services via the use of ethno- specific media ie. newspaper and radio advertisements written in the community language.

### **Ongoing training for other staff on cultural attitudes, beliefs and other issues is an additional method of making a service more culturally appropriate and accessible.**

It is essential that staff with no knowledge of the culture and beliefs of the target group are provided with this information. Once again as for the bilingual workers this knowledge will assist with the provision of a service that is more acceptable to the target population.

☞ A greater diversity of aged care choices need to be offered to the Italian community to meet their needs. These aged care choices need to represent all areas of aged care. Currently in the South Eastern area there are few Italian specific services available. They are as follows

BMRC (inc. multicultural CACP's, Italian social group, Italian/ Chinese Daycare)  
CoAsIt (inc. Social Worker, Italian CACP's, Waverley Italian social group)  
Sir Joseph Banks Nursing Home (currently relocated due to renovations)

Suggestions for improving the diversity and number of available services in the area are as follows.

☞ **partnerships with Nursing Homes** need to be developed further, approaches could be made to the Italian community and the service providers

☞ **lobbying for funding of more ethno- specific /multicultural CACP's.** All packages of this description in the area are currently full and have substantial waiting lists.

☞ **lobbying for more ethno-specific aged care services.** Currently there are no carer support services, dementia support, NESB meals etc. for the Italian community.

☞ from the statistics it is clear that the bulk of the Aged Italian community live in the Botany and Randwick areas. **Further research and funding needs to be allocated to increase access and equity to currently available services.**

## LITERATURE

### NSW Healthy Ageing Framework 1998 - 2003 (NSW Government)

- ***The diverse needs of older people including differences in gender, culture, language, geographical location and socio-economic circumstances will be taken into account in programs, policies and services.*** (pg4)
- Provision of information about services and rights so that older people can make informed decisions.
- Provision of accessible and supportive living environments that make it possible for older people to live as independently as possible.
- Promotion of independence, well-being and health for older people through the provision of health, accommodation, care and support services.
- A planned approach to policy and service provision in NSW for older people, based on high quality data and research and supported by equitable and sustainable resourcing. (pg5)
- Australia is an ageing society. In 1911 4% of people were aged 65 years and over. By 1996, this figure had risen to 12% in NSW, and is expected to be 14% by 2011. Australia has one of the highest rates of life expectancy in the world, 75 years for men and 81 years for women. (pg7)
- At the 1996 census there were 762,747 people aged 65 years and over living in NSW; this constitutes 12.7% of the pop'n. (pg9)
- At the 1996 census in NSW, there were 124,098 people aged 65+ years born in non-English speaking countries. 14% of the total number of people in that age group in the State. ***By 2001 this figure will increase to approximately 20% of the population aged 65 years and over. Longer established communities, especially European communities, will have a much higher percentage of their population aged 55+.***
- The healthy ageing actions in this Framework will specifically target the needs of older people from a non-English speaking background.
- ***There will be improved access to a range of services that are more culturally and linguistically appropriate. Information about services generally available to the community in appropriate cultural and linguistic formats will also be provided.*** (pg11)

### Areas for Action :-

- ***For older people to make their own decisions, they need information which is clear and accessible. Knowing where to find the information, which agency is responsible for services and whether they have a complaints process, provides older people with the information they need to act on their rights. For information to be accessible and useful to older people, agencies need to consult with them in developing information. It also needs to be provided in ways that are culturally and linguistically appropriate and in a range of different formats - printed, audio tape, radio, television, over the phone and via the Internet.***
- ***Need to provide older people with a range of appropriate and more affordable housing options, such as cluster and mixed tenure housing models.***
- ***Need to develop further housing opportunities for culturally diverse populations, particularly for non-English speaking older persons.***

## BI BLI OGRAPHY

- Aged Care Assessment Program, NSW Evaluation Unit -  
"NSW ACAT MDS July 1998 - June 1999" 1999
- Ageing and Disability Department, NSW Health -  
"NSW Healthy Ageing Framework 1998-2003" 1998
- Australian Bureau of Statistics - 1996 Census Data
- Australian Bureau of Statistics, 1996 Census of Population and Housing.  
Botany (A) (LGA) - "Basic Community Profile, Catalogue No. 2020.0" 1997
- Commonwealth Department of Human Services and Health -  
"The Ethnic Older Persons Strategy" 1995
- Commonwealth Department of Health and Family Services, Home and  
Community Care "Section 3 - HACC User Characteristics" 1998
- Department of Social Security - ABS 1996 Census  
"Italian born Pensioners paid by Centrelink 60+ years in Randwick, Botany,  
Waverley and Woollahra" 1999
- Ethnic Affairs Commission NSW -  
"Older People and Cultural Diversity: A Statistical Profile 1999" 1999
- Randwick City Council -  
"Demographic Profile. Based on 1996 Census Data" 1999
- Waverley Council Extracts from Draft Social Plan -  
"5.4 Older People and 5.7 People from culturally and linguistically diverse  
backgrounds" 2000

# APPENDICES

Australian Bureau of Statistics  
 1996 Census of Population and Housing  
 Birthplace Italy  
 Areas of AGEP Age for Italy  
 (extracted from 1996 ABS Census data)

	0-4	5-9	10-14	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65-69	70-74	75-79	80-84	85-89	90-94	95&over	Total
Botany	0	0	0	3	3	16	21	26	26	52	38	68	66	75	67	30	16	9	4	0	520
Randwick	3	3	7	13	12	29	49	52	75	141	119	145	163	141	109	79	60	21	8	3	1,232
Waverley	4	3	0	6	15	14	30	26	41	49	45	65	75	79	69	35	20	8	4	3	591
Woollahra	3	0	5	8	9	18	27	22	25	61	27	42	32	40	32	15	10	6	3	3	388

Australian Bureau of Statistics  
 1996 Census of Population and Housing  
 Language Italian  
 Areas by AGEP Age for Italian  
 (extracted from the 1996 ABS Census data)

	0-4	5-9	10-14	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65-69	70-74	75-79	80-84	85-89	90-94	95&over	Total
Botany	11	18	25	30	55	65	58	47	40	51	43	83	93	101	92	46	36	15	4	0	913
Randwick	48	34	56	82	135	169	144	121	124	140	131	171	210	181	141	118	91	31	8	5	2,140
Waverley	15	15	13	30	62	91	94	84	45	57	55	71	78	76	66	34	20	11	3	3	923
Woollahra	22	26	20	21	29	57	47	37	38	48	38	41	35	38	33	23	14	8	4	0	579

Birthplace (Italy) by proficiency in English by sex  
Persons aged 5 years and over  
(extracted from 1996 ABS Census data)

	Speaks English Only		Very Well/Well		Not Well		Not at all	
	Male	Female	Male	Female	Male	Female	Male	Female
Botany	38	21	166	146	57	64	5	12
Randwick	124	75	414	368	86	123	4	11
Waverley	71	49	202	178	31	40	0	8
Woollahra	61	50	137	108	9	7	3	3

Italian Speakers Aged 55 and over:  
English Language Proficiency NSW, 1996 Census  
(extracted from 1996 ABS Census data)

	55-64	65-74	75 & over	Total Italian Speakers Aged 55+	All Italian Speakers
Speaks Italian and speaks English:					
Very Well	4849	2863	773	8485	58372
Well	8325	6332	1739	16396	26148
Not Well	3841	4451	2685	10977	14105
Not at All	200	449	1008	1657	2010
Not stated English Proficiency	274	180	66	520	1973
Total Italian Speakers	17,489	14,275	6,271	38,035	102,608
Good English Speaker	13,174	9,195	2,512	24,881	84,520
Poor English Speaker	4,041	4,900	3,693	12,634	16,115
Percent Poor English Speaker	23.1%	34.3%	58.9%	33.2%	15.7%

Persons Italian by Birthplace  
(extracted from 1996 ABS census data)  
Census Applications Pty Ltd, 1999

	Botany	Randwick	Waverley	Woollahra	Total	Occupancy % of Total
Owned	408	900	374	206	1,888	35.37
Being Purchased	38	97	53	38	226	4.23
Housing Authority	20	38	8	0	66	1.24
Other Govt. Agency	0	0	0	0	0	0
Other Landlord	34	119	118	113	384	7.19
Landlord not stated	0	0	0	0	0	0
Other Tenure	3	14	6	9	32	0.6
Not stated Tenure	10	26	24	13	73	1.37
Persons in Occ Private Dwellings (NOC)	513	1,194	583	379	2,669	50
Total	1,026	2,388	1,166	758	5,338	100
Total Renters	54	157	126	113	450	
Renters % LGA Total	5.26	6.57	10.81	14.91	8.43	

Data Source: NSW ACAP Evaluation Unit  
 NSW ACAT MDS JULY 1998 - June 1999  
 All concluded assessments recorded

Table of Gender Where Country of Birth = Italy  
 Number of males and females assessed from July 1998 - June 1999  
 where country of birth = Italy

	Botany	Randwick	Waverley	Woollahra	Total
Male	4	9	3	2	18
Female	3	13	2	2	20
Missing	n/a	1	n/a	n/a	1
Total	7	23	5	4	39

Table of Age Group where country of birth = Italy  
 Number of people assessed in each age group where country of birth = Italy

	Botany	Randwick	Waverley	Woollahra	Total
55-59	1	0	0	1	2
60-64	1	0	0	0	1
65-69	0	1	0	0	1
70-74	2	1	2	0	5
75-79	1	9	1	2	13
80-84	2	3	0	0	5
85-89	0	6	2	1	9
90-94	0	2	0	0	2
95-99	0	1	0	0	1
Total	7	23	5	4	39

### Recommended Long Term Living Arrangements by COB

Number of people assessed by July 1998 - June 1999  
 broken down by Recommended long term living arrangement where country of birth = Italy  
 for suburbs Botany, Randwick, Waverley and Woollahra

Hostel	5
Nursing Home	11
Private Household - alone	7
Private Household - spouse	8
Private Household - others	8
Total	39

### Support Services Recommended by Country of Birth

Numbers of People Assessed from July 1998 - June 1999  
 broken down by support services recommended where country of birth = Italy for suburbs  
 Botany, Randwick, Waverley, Woollahra

	Yes	No	Total
Home Nursing	0	39	39
Home Help	4	35	39
Meals	3	36	39
Home Modification	2	37	39
Rehabilitation Centre	2	37	39
Home Respite	1	38	39
Residential Respite	8	31	39
Community Options/ CACPs	6	33	39
DNCB	1	38	39