



An investigation of the use of  
Aged Care Services by the  
Aged Italian Community in  
Northern Sydney.

Co.As.It.

The Italian Association of Assistance  
Community Partners Program Worker  
(CPP Worker, Western Sydney 2005)

## Contents

|                                      |    |
|--------------------------------------|----|
| Acknowledgements.....                | 1  |
| Summary.....                         | 2  |
| 1. Introduction.....                 | 3  |
| 1.1 The region.....                  | 3  |
| 2. Methodology.....                  | 4  |
| 2.1 Questionnaire.....               | 5  |
| 2.2 Focus Group.....                 | 6  |
| 2.3 Methodological Issues.....       | 7  |
| 3. Questionnaire Results.....        | 8  |
| 4. Focus Group Results.....          | 30 |
| 5. Analysis and Recommendations..... | 35 |
| 6. Bibliography.....                 | 40 |
| 7. Appendices.....                   | 41 |
| 7.1 Appendix 1.....                  | 41 |
| 7.2 Appendix 2.....                  | 42 |
| 7.3 Appendix 3.....                  | 46 |
| 7.4 Appendix 4.....                  | 47 |
| 7.5 Appendix 5.....                  | 48 |
| 7.6 Appendix 6.....                  | 51 |
| 7.7 Appendix 7.....                  | 53 |
| 7.8 Appendix 8.....                  | 56 |

## **Acknowledgements**

The researcher would like to thank the Social Groups, and all other participants residing in Northern Sydney for completing the survey and for participating in the focus groups. The comments made were useful and without your participation this research would not have been successful. Also a special thanks to Co.As.It. Community Partner Program Worker (Western Sydney) for your assistance and guidance with this report.

This document was compiled by Anita Sonego, Co.As.It. Community Partners Program Worker (Northern/Eastern Sydney).

This document was completed in May 2005.

## Summary

This report contains information on the use of aged care services by the aged Italian community of Northern Sydney gathered through questionnaires and focus groups. It also identifies the current and future community/aged care needs of this culturally and linguistically diverse community. The study covers the 11 Local Government Areas (LGA) of Northern Sydney, they are; Hornsby, Hunters Hill, Ku-ring-gai, Lane Cove, Manly, Mosman, North Sydney, Pittwater, Ryde, Warringah and Willoughby.

There are various community/aged care services available in these areas, however many aged Italians are not accessing or using these services. This report identifies the barriers that are preventing the aged Italian community from accessing community/aged care services. The findings from the questionnaire and focus groups clearly indicate that language remains a barrier for the aged Italian community of Northern Sydney. This report has also identified the educational levels of the Italian aged community, the stigmatization of community/aged care services by this community, and the limited amount of bi-lingual workers in the area as barriers. In fact, the lack of bi-lingual workers in the Northern Sydney area has placed a greater strain on the ethnic-specific organizations, as more people contact these services in order to receive a service in their native language. As result, many aged Italians are left without any aged care services, because ethnic-specific services, due to their lack of resources, need to allocate their services to clients with the “highest needs”.

Many recommendations have been made in order to address the issues of accessibility and to encourage community/aged care services to develop resources so that they can better service the culturally and linguistically diverse community of Northern Sydney.

## **1. Introduction**

Co.As.It. has provided information on aged care services to the Italian aged community of Northern Sydney by hosting information sessions, and by publishing articles about aged services in various Co.As.It. publications such as 'Il Bollettino' and 'In Contatto'. However, despite the efforts made by Co.As.It, it has been identified in past Co.As.It. reports and in a report written by Angelica Orb (2002) that many ethnic communities, including the Italo-Australian Community, are not accessing or using the available aged care services. This is problematic, as the Italo-Australian community is ageing and consequently this group will, in the near future, require aged care services.

This report investigates the needs, both present and future, of the aged Italian community of Northern Sydney, and how these needs can be dealt with more appropriately. It also investigates how the aged care services in this area can be improved to accommodate people from a culturally and linguistically diverse background.

The information in this report was sought through a survey of various Italian Senior Social Groups in Northern Sydney, and focus groups with members of these groups. The study combines qualitative data with quantitative data to identify the needs of the Italo-Australian community, and to develop an understanding as to why many Italo-Australians may not be accessing or using aged care services.

This project is part of the Community Partners Program, which is funded by the Department of Health and Ageing. Co.As.It. Community Partners Program worker (Northern/Eastern Sydney) is undertaking this study, in order to identify the barriers that may be prohibiting access to aged care services by older Australians from culturally and linguistically diverse communities, and to increase participation by this target group in the aged care services system.

### **1.1 The region**

The Northern Sydney region is located to the North of Sydney Harbour and it is made up of eleven local government areas, they are;

- Hornsby
- Hunters Hill
- Ku-ring-gai
- Lane Cove
- Manly
- Mosman
- North Sydney
- Pittwater
- Ryde
- Warringah
- Willoughby

According to the 2001 Census there is a total of 4,519 Italians aged 55+, residing in Northern Suburbs of Sydney (Appendix 1). The breakdown by age is as follows;

- 1731 Italians aged 55-64.
- 885 Italians aged 65-69
- 803 Italians aged 70-74,
- 595 Italians aged 75-79
- 505 Italians aged 80+

In this report, Italian born Australian aged fifty-five years and over will be referred to as the aged Italian community.

## 2. Methodology

The study, that commenced in mid April 2005 and concluded in late May 2005, involved the following methodologies:

- A survey of social group participants. Three social groups were Co.As.It. Italian senior social groups, and one was an independent Italian social group.
- Focus groups with 8-10 participants in each group were also held at the three Co.As.It. social groups and one at Co.As.It. Head Office in Leichhardt.

Co.As.It. Italian senior social groups were notified of the study via phone calls made to the Group President. The researcher asked the president for permission to conduct this research in their group. The independent social group was also notified via telephone, and the researcher asked the president for permission to send the questionnaires out to the group (See Appendix 2 for questionnaire). An advertisement was placed in the Italian newspaper 'La Fiamma' on the 21<sup>st</sup> of April 2005 (See Appendix 3 ), to notify residents of Northern Sydney about the focus group in Leichhardt on the 9<sup>th</sup> of May 2005. All phone calls, and the advertisement in 'La Fiamma' explained the scope of the study and its intent.

The four groups involved in the study were:

- |  |             |
|--|-------------|
| • Dee Why Women's Wellness Group                 | Co.As.It    |
| • Dee Why Italian Senior Social Support Group    | Co.As.It    |
| • Willoughby Italian Senior Social Support Group | Co.As.It    |
| • Hornsby Italian Senior Social Support Group    | Independent |

The Hornsby Independent Italian senior social support group did not participate in the focus groups. The questionnaires for the independent group were sent by mail to the president on the 20<sup>th</sup> of April 2005, along with a stamped self-addressed envelope to ensure that the president did not incur any unnecessary expenses. The questionnaires were returned to Co.As.It. on the 16<sup>th</sup> of May 2005.

The questionnaires were distributed to Co.As.It. senior social support groups in person by the researcher and an additional Co.As.It. worker. These groups were given the option to fill out the questionnaires on the spot or to fill them out at home and then return them to Co.As.It. The Willoughby group and the Dee Why Women's Wellness group decided to fill the surveys out on the spot. The questionnaires were distributed to the Willoughby group on the 11<sup>th</sup> of May 2005, and to the Dee Why Women's Wellness Group on the 20<sup>th</sup> of May 2005. The Dee Why Social Group was the only Co.As.It. group that decided to complete the questionnaires home. The questionnaires were distributed on the 2<sup>nd</sup> of May 2005 and were returned to Co.As.It. on the 16<sup>th</sup> of May 2005. The focus groups were all conducted on the initial visit.

The session at Leichhardt was held on the 9<sup>th</sup> of May 2005, only one participant attended. Because there was only one participant, the questionnaire was filled out first and then a little discussion was held with the participant, using the same questions used in the other focus groups

## 2.1 Questionnaire

A questionnaire was developed in consultation with another Co.As.It. Community Partners Program Worker conducting a similar investigation in Western Sydney. The questionnaire was divided into six sections:

- Section 1: Knowledge of Aged Care Services
- Section 2: Use of Aged Care Services
- Section 3: Current Aged Care Needs
- Section 4: Future Aged Care Needs
- Section 5: Aged Care Services
- Section 6: Demographic Profile

The questionnaire consisted of boxes that the participants had to tick in order to respond to the question. Question one of the questionnaire and the last two questions in section six, were the only questions with graduations. The purpose of these graduations were to identify how much participants knew about the aged care services in their area, and to establish the English and Italian levels of the participants. Open-ended questions were also included in the questionnaire to allow participants to elaborate on their experiences with, and their current and future needs for aged care services.

The questionnaire also captured demographic data such as, date of birth, gender, year of arrival in Australia, religion, suburb of residency, marital status, and occupation.

The questionnaire was created in English and was translated into Italian by Co.As.It. staff.

### Independent Italian Social Group:

The questionnaires were completed independently with no assistance by Co.As.It. staff.

### Co.As.It. Senior Social Groups:

Only a few participants were able to complete the questionnaires independently despite the fact that it had been translated into Italian. However, Co.As.It. staff were present and were able to assist the participants.

It became apparent when conducting the questionnaires that some participants did not want to disclose information about themselves or their lives. Participants were assured that the questionnaire was completely anonymous and that no record of their name would be kept. Despite this reassurance many participants still refused to participate. It also became apparent that many participants, especially men, viewed the questionnaire as a nuisance. These people were disinterested and continued playing their card and bingo games.

The data generated by the questionnaires was analysed by the Co.As.It. Community Partners Program Worker [CPP] (Northern/Eastern Sydney).

## **2.2 Focus Groups**

Four focus groups were held. Three focus groups took place in Co.As.It. senior social support groups, and one focus group was held in Leichhardt. The focus group in Leichhardt was open to the general public.

Once the questionnaires were complete 8-10 people, both male and female were invited to participate in a further discussion. Thirteen questions were taken from the questionnaire and were used as a means to generate conversation (Appendix 4). The number of participants in the focus groups varied from 1 to 13, and consisted primarily of women. The discussions were in Italian and lasted approximately 20 to 30 minutes. For individual summary reports from the focus groups see appendices 5-8.

### Focus Groups held at Co.As.It. Senior Social Support groups:

It is important to note that although there were three focus groups held at Co.As.It. senior social support groups, one group was exempted from being gender representative as the group is a Women's Wellness Group, and correspondingly it is a gender specific group. In the other two social groups, Co.As.It. staff attempted to balance the gender representations. However, the men in both social groups were disinterested and as a result, there was only one male present in one of the focus groups. The other focus group consisted of females only.

### Focus Group held at Leichhardt:

Only one female participant frequented the focus group held at Leichhardt. As a result, this focus group was not gender representative.

## **2.3 Methodological Issues**

Firstly, a few participants did not want to disclose any information about themselves. Co.As.It. staff explained to these people that the questionnaires were completely anonymous and that no record of their name would be kept. However, despite this reassurance many participants still refused to participate. Secondly, Co.As.It. Senior Social Support Groups only meet once a week and consequently, many people both male and females viewed the research as an imposition of their time at the group. As a result, many people did not participate in the questionnaire, some rushed through the questionnaire without reading the questions properly, and many started the questionnaires but did not complete them.

Another issue identified in this research, is that the aged Italian community does not have high literacy levels. A few participants reported that they could not read the questions, despite the fact that they had been translated into Italian, and many also commented that they could not write. Therefore in the larger social groups, where Co.As.It. staff could not act as scribes nor read the questions out to each individual participant, many questionnaires and long answer responses were left incomplete.

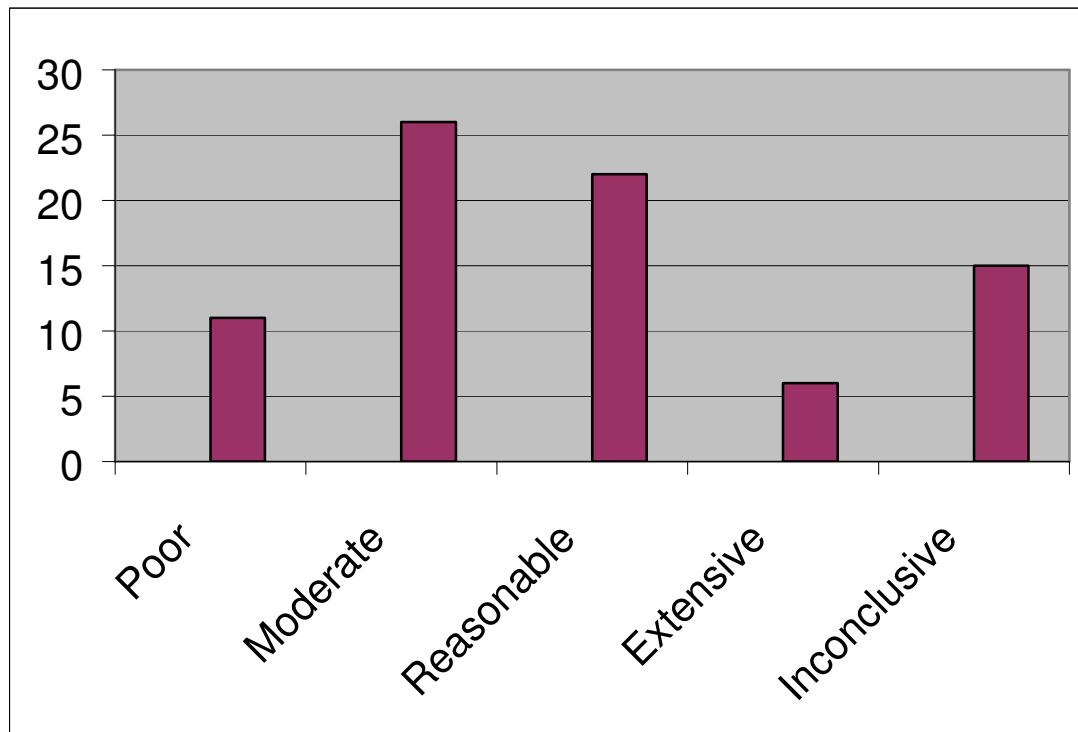
### 3. Questionnaire Results

In total, 80 people participated in the questionnaire, the results and summaries are presented in this section.

#### Section One: Knowledge of Aged Care Services

1. Do you feel that you have a Poor, Moderate, Reasonable or Extensive knowledge of the aged care services/options in Northern Sydney?

Graph 1: Knowledge of Community/Aged Care Services in Northern Sydney



#### Summary:

13.8% of participants responded that they have a poor knowledge of community/aged care services in Northern Sydney. 32.5% reported that they have a moderate knowledge, and 27.5% stated that they have a reasonable knowledge of the community/aged care services in Northern Sydney. Only 7.5 % reported that they have an extensive knowledge, the other 18.8% did not answer the question.

2. Tick the Community Services that you know about.

Table 1: Services that questionnaire respondents are familiar with

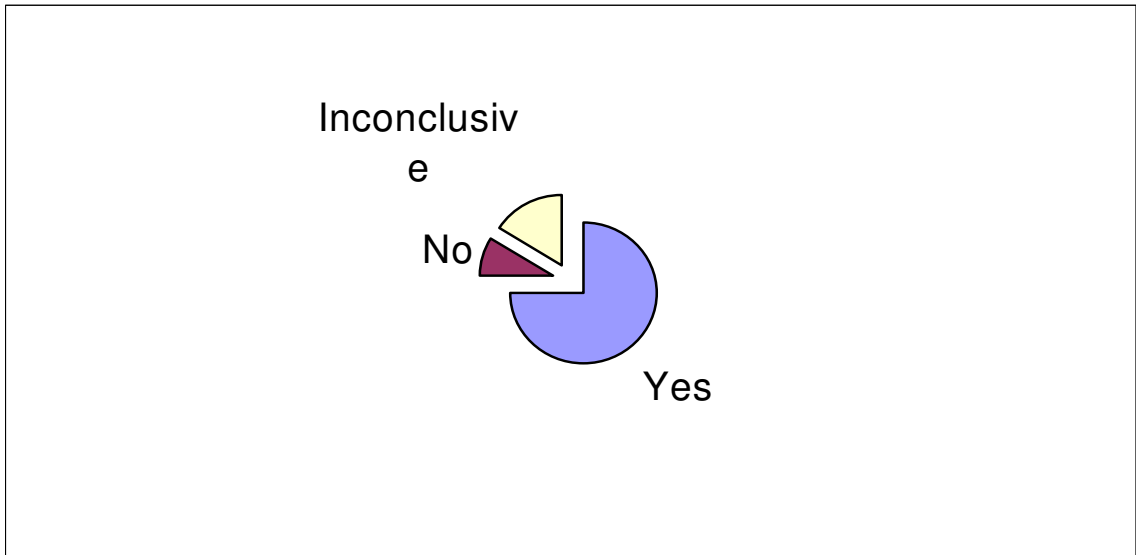
| SERVICE                       | FREQUENCY | PERCENTAGE |
|-------------------------------|-----------|------------|
| Respite                       | 35        | 43.8       |
| Community Transport           | 42        | 52.5       |
| Telephone Interpreter Service | 42        | 52.5       |
| Home Care NSW                 | 32        | 40         |
| Centrelink                    | 51        | 63.8       |
| Home Maintenance/Modification | 32        | 40         |
| Italian Consulate             | 52        | 65         |
| Meals on Wheels               | 32        | 40         |
| Aged Care Assessment Team     | 43        | 53.8       |
| Carelink                      | 27        | 33.8       |
| Patronati                     | 61        | 76.3       |
| Day Care                      | 31        | 38.8       |
| CACP                          | 42        | 52.5       |
| Nursing Homes                 | 35        | 43.8       |
| Other Services                | 0         | 0          |
| Inconclusive                  | 4         | 5          |

Summary:

The services that participants are most familiar with, are Patronati and Centrelink. 76.3% of participants responded that they are familiar with Patronati and 63.8% responded that they are familiar with Centrelink. The services that participants are least familiar with are Carelink (33.8%) and Day Care (38.8%).

3. Do you believe you know enough about these services?

Graph 2: Adequate Knowledge of Services

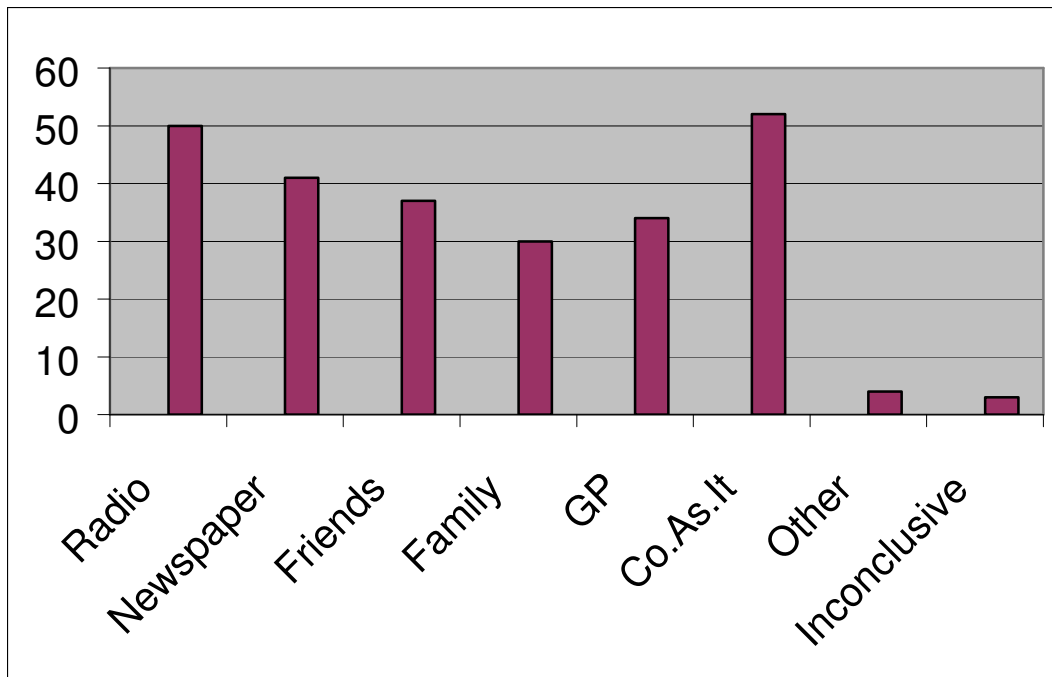


Summary:

The majority of questionnaire respondents believed that they knew enough about the community/aged care services in their area. In fact, 75% of participants responded “yes” and only 8.75% responded “no”. The other 16.25% did not respond.

4. How did you find out about these services?

Graph 3: Sources that Provided Information About Aged Care Services.



Summary:

Graph 3 demonstrates that majority of the questionnaire participants found out about community/aged care services through the Co.As.It. In fact, 65% of participants listed Co.As.It. as the source that provided them information on aged care services. This was closely followed by the radio (62.5%). Participants also listed the newspaper (51.3%), friends (46.3%), the GP (42.5%), and family members (37.5%) as sources that provided information about community/aged care services. A few participants reported that they had attended information days run by Warringah Council.

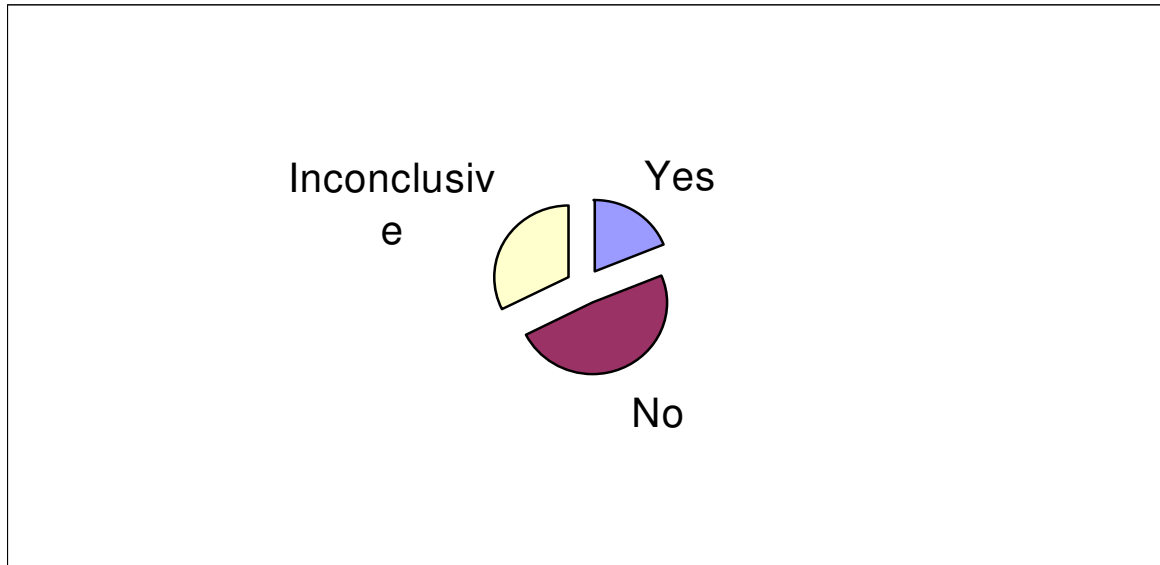
Extended Response:

Participants that stated 'other' reported that they found out about community services through information days run by Warringah Council.

## Section Two: Use of Aged Care Services

5. Have you ever accessed a community/aged care service? If yes which service? If no, why not?

Graph 4: Use of Aged Care Services



### Summary:

48.8% of participants reported that they have never had to use an aged care service. Only 18.8% responded “yes”, whilst 32.5% did not answer the question.

### Extended Response:

Only nine participants out of fifteen that responded “yes” listed the services that they had accessed, they are as follows;

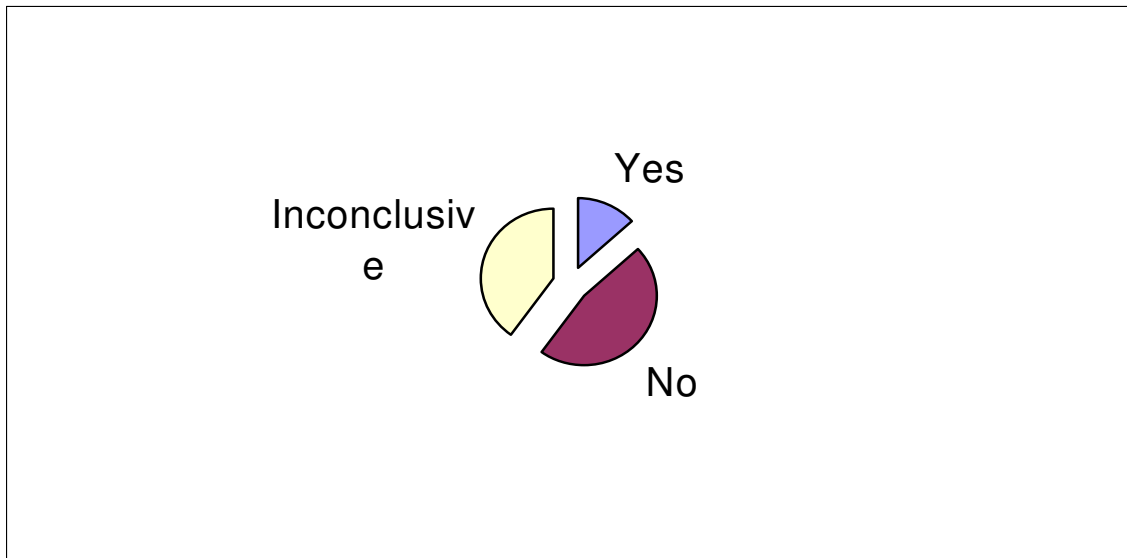
- One participant listed that s/he had accessed Home Care Services
- One participant listed that s/he had accessed the Interpreter service
- One participant had accessed a Nursing Home
- One participant had accessed a Community Aged Care Package
- Two Participants have accessed Dental services
- One participant had accessed a physiotherapist
- One participant responded that s/he had accessed all the services listed in section one of the questionnaire.
- 

### Responses to no

Seven participants out of 35 provided a reason why they have not accessed community/aged care services. All seven participants responded that the reason they have not accessed such services is because they have had no need for them.

6. Did you need assistance when accessing the service(s). If yes who helped you?

Graph 5: Percentage of Service Users that Required Assistance



Summary:

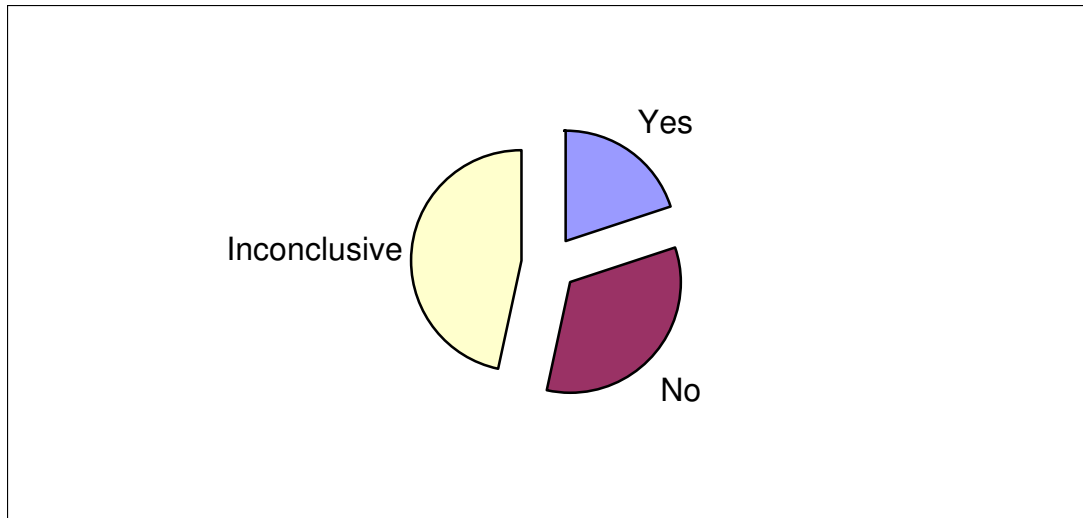
13.3% of participants required assistance when they accessed the community/aged care service. 46.7% reported “no” that they did not require assistance when they accessed the community/aged care service, and 40% of participants did not provide a response.

Extended Response:

No participants provided an extended response.

7. Where there any difficulties in accessing or receiving the aged care service? If yes please explain the difficulties you encountered.

Graph 6: Percentage of service users that encountered difficulties accessing service.



Summary:

20% of participants experienced difficulties when they accessed, or received the community/aged care service, 33.3% responded “no”, and 46.7% did not answer the question.

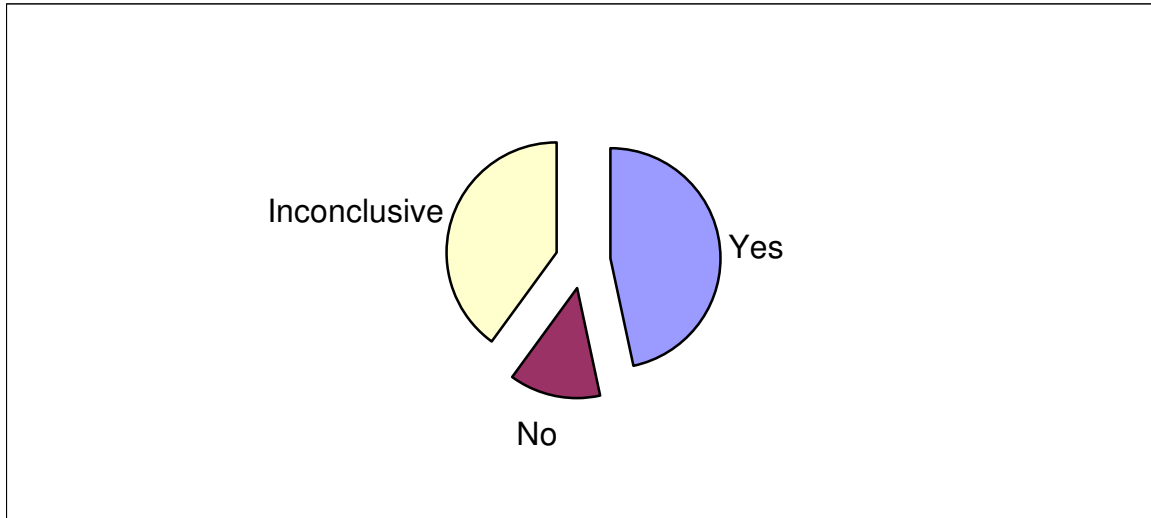
Extended Response:

Two participants provided extended responses, they are as follows;

- One participant stated that they had difficulty receiving the aged care service, as s/he was told that there were people that needed the service more than s/he did.
- The other participant stated that s/he had difficulties because s/he cannot speak English well.

8. Were you satisfied with the service? In what way?

Graph 7: Percentage of Service Users that were satisfied with the Service Received



Summary:

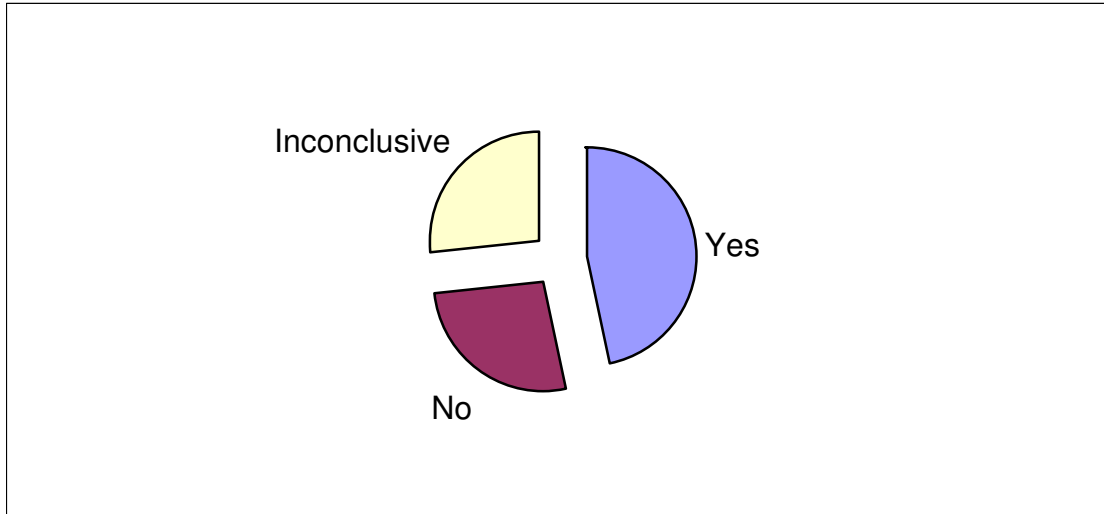
46.7% of participants were satisfied with the service that they received, 13.3% were not satisfied, 40% did not respond.

Extended Response:

No participants provided an extended response

9. When you accessed these services, did the staff speak your language? If not, was this an issue for you, that is, were you still able to communicate your needs and understand the staff?

Graph 8: Percentage of Service Users that Accessed a Service with Italian Speaking Workers



Summary:

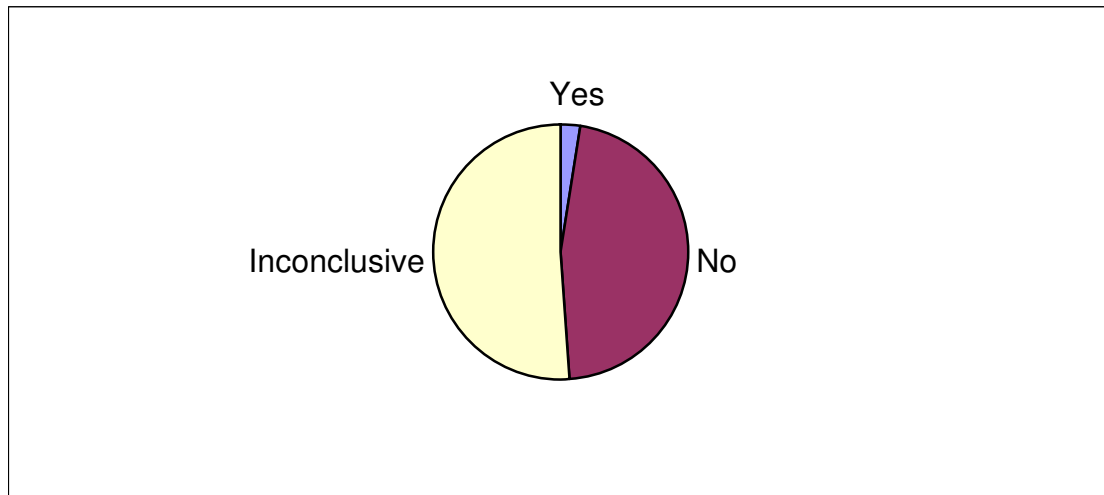
46.7% of participants accessed a community/aged care service that spoke their language, 26.7% did not, and 26.7% did not answer the question.

Extended Response:

No participants provided an extended response

10. Have you ever been refused a service?

Graph 9: Percentage of questionnaire participants that have been refused a service



Summary:

Only 2.5% of participants were refused a community/aged care service, 46.3% were not refused a service. The other 51.3% did not answer the question.

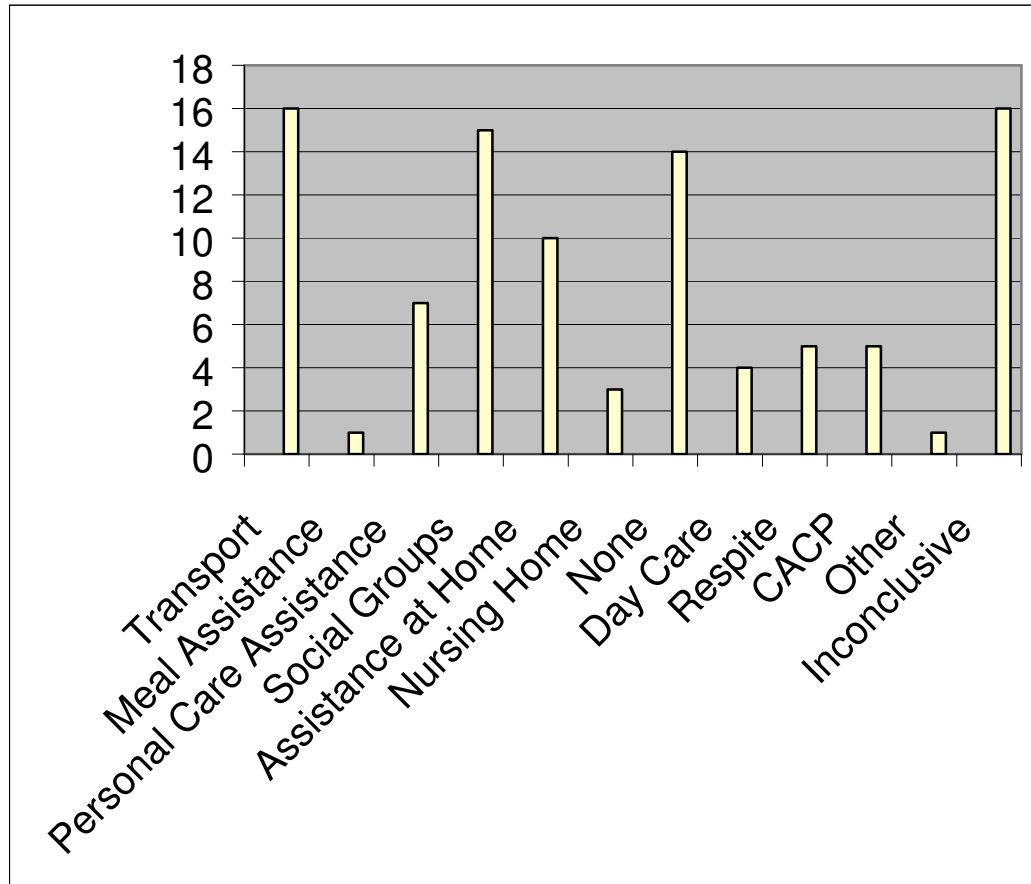
Extended Response:

No participants provided an extended response

### Section Three: Current Aged Care Needs

11. What do you believe are your current needs/areas that you may require assistance with? What types of services do you need at the moment?

Graph 10: Current Aged Care Needs



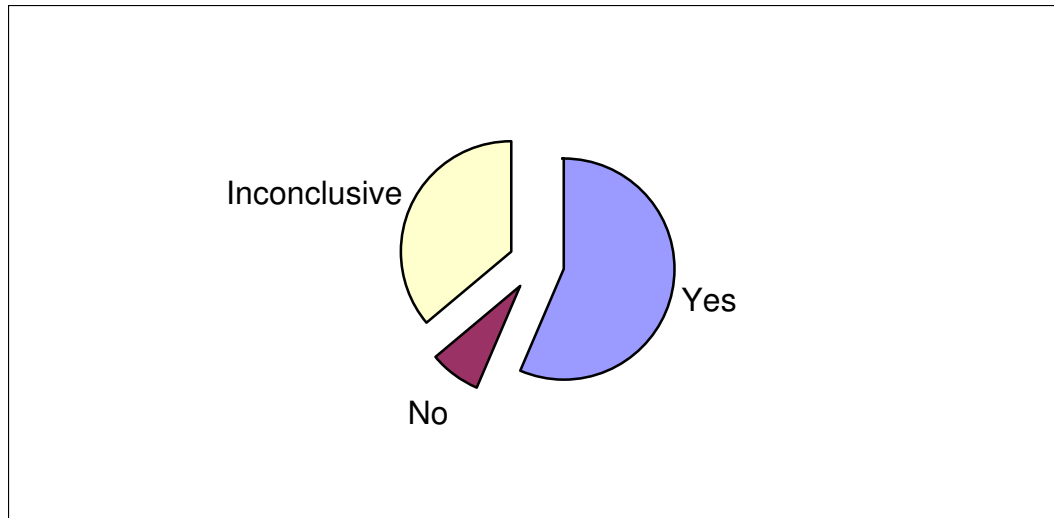
Summary:

18.8% of participants responded that the community/aged care service that they currently need is social Groups. This is followed by Community Transport (20%), and assistance at home (12.5%).

17.5% of participants responded that they have no current community/aged care needs, whilst 57.5% did not answer the question.

12. In your opinion, do the aged care services you require or may require in the future need to be conducted in Italian/ need to be Italian-specific? Why?

Graph 11: Percentage that Believe that Aged Care Services Need to be conducted in Italian



Summary:

56.3% of participants believed that community/aged care services need to be conducted in Italian. Only 7.5% disagreed and reported that these services do not need to be conducted in Italian/need to be Italian-specific. 36.3% did not answer the question.

Extended Response:

Fifteen participants provided extended responses, they are as follows;

- Nine participants responded that it is important for aged care services to be conducted in Italian, as they do not understand English very well, and that they cannot speak English
- One participant reported that it is necessary, but did not elaborate
- Three participants responded that it is important because Italian is their native language, and that they can understand Italian better than English, and therefore in order to understand and communicate properly it is important that they have Italian speaking workers.
- One participant responded that it is easier for him/her.
- One participant reported that it is important for services to be delivered in Italian because Italians want to be able to understand what is being said to them.

## Section Four: Future Aged Care Needs

13. What types of services do you think you will need in the future?

Table 2: Community/Aged Care Services that may be required in the future

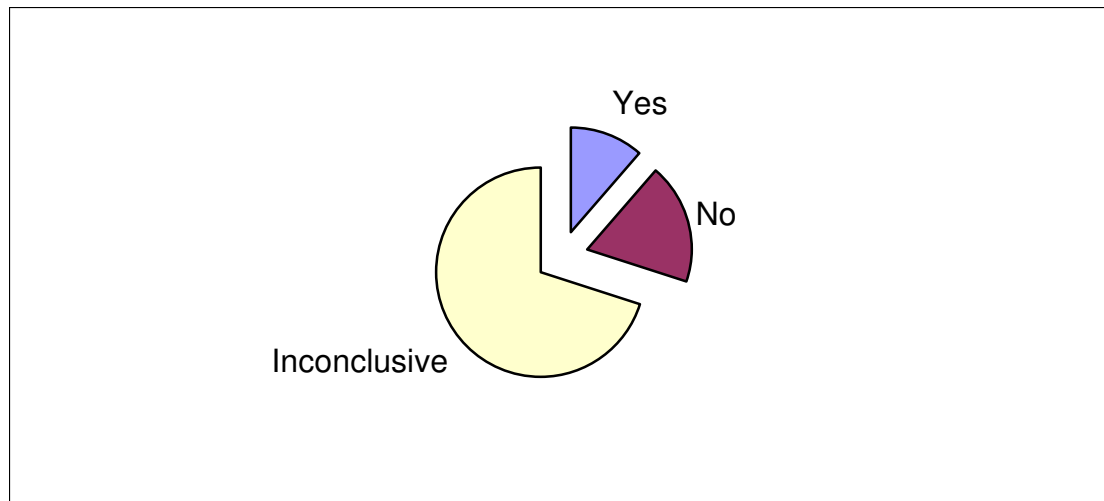
| SERVICE                       | FREQUENCY | PERCENTAGE |
|-------------------------------|-----------|------------|
| Respite                       | 24        | 30         |
| Telephone Interpreter Service | 21        | 26.3       |
| Centrelink                    | 24        | 30         |
| Italian Consulate             | 20        | 25         |
| Aged Care Assessment Team     | 23        | 28.8       |
| Patronati                     | 23        | 28.8       |
| Community Aged Care Package   | 46        | 57.5       |
| Transport                     | 27        | 33.8       |
| Home Care NSW                 | 17        | 21.3       |
| Home Modifications            | 15        | 18.8       |
| Meals on Wheels               | 14        | 17.5       |
| Carelink                      | 13        | 16.3       |
| Day Care                      | 14        | 17.5       |
| Nursing Homes                 | 18        | 22.5       |
| Other                         | 0         | 0          |
| Inconclusive                  | 15        | 18.8       |

### Summary:

The service that participants believed they will need most in the future is Community Aged Care Packages (CACP), 57.5% of participants marked this as a future need. The other service that participants believed that they will require in the future is transport (33.8%). The services that participants believed they will need least in the future are Day Care (17.5%), Meals on Wheels (17.5%), and Carelink (16.3%). 18.8% did not answer the question.

14. In the future, if you became frail and required assistance with daily life would you consider entering a nursing home? If no, why?

Graph 12: Nursing Home Entry



Summary:

11.3% of participants responded “yes” that they would consider entering a nursing home, whilst 18.8% responded that they would not. 70% of the questionnaire respondents did not answer this question.

Extended Responses:

“Yes”

Three participants provided an extended response.

- One participant stated that s/he would consider entering a nursing home, as s/he does not rely on his/her children for support
- The other two participants stated they would enter a nursing home when they can no longer look after themselves

“No”

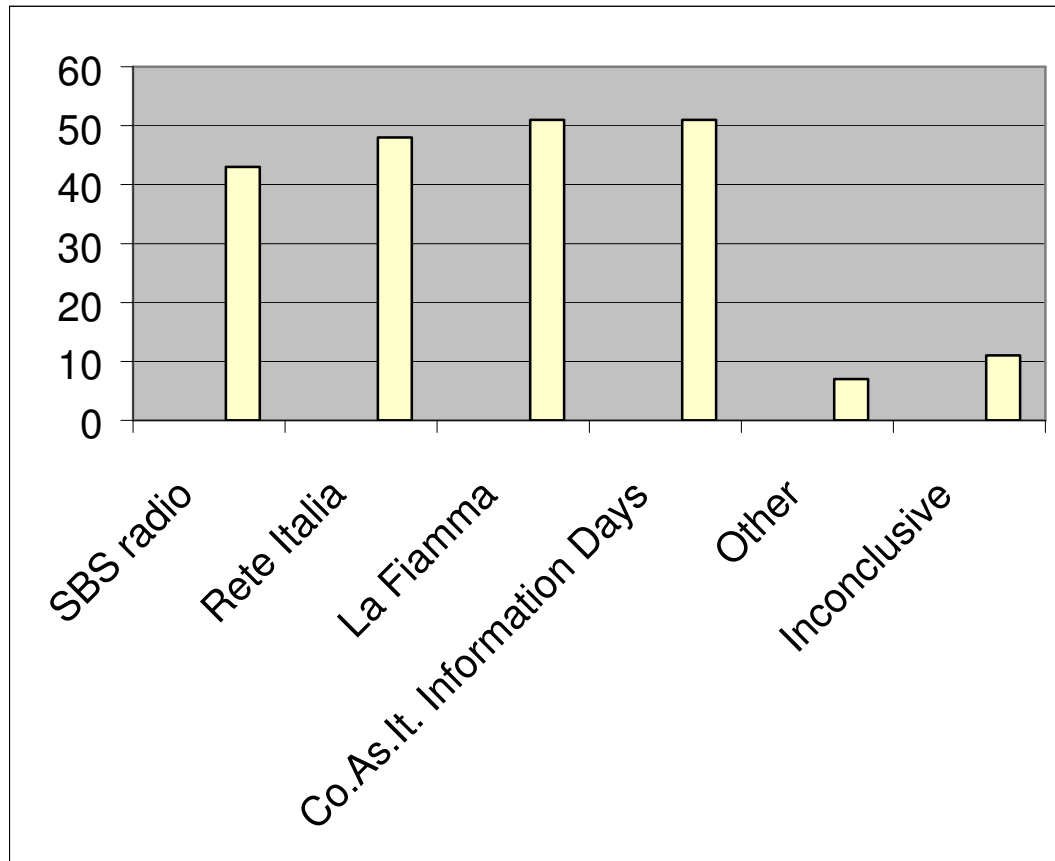
Eleven participants provided an extended response.

- Three participants answered that they would not enter a nursing home, because they have enough support and assistance from family members.
- Three participants answered that they would only enter as a last resort.
- One participant stated that s/he would kill him/herself if s/he discovered that s/he could no longer live independently, rather than entering a nursing home.
- Four participants responded that they would prefer to stay home and receive the appropriate aged care service.

## Section Five: Aged Care Services

15. What are the best ways of informing you/ the Italian Community of the available services?

Graph 13: The best source for communicating with the Italian community.



### Summary:

63.8% responded that Co.As.It. Information Days and La Fiamma are the best ways of informing the Italian community of the available services. 60% believed that Rete Italia is an effective way of informing the Italian Community, whilst 53.8% viewed SBS radio as being the best way of communicating with the Italian community. 8.75% of participants listed “other” as an effective source and provided more detail in the extended response, and the other 13.8% did not answer the question.

Extended Response:

- Two participants reported that local GP's are also another effective means for communicating with the Italian-Australian community.
- Two participants suggested that information on the television would also be another way of communicating with the Italian-Australian community.
- One participant said that letters from providers would also be an effective source
- One participant stated that more visits from Co.As.It. staff would also be another effective means.

16. Many Italians are not accessing/using aged care services. What do you think are the reasons that may stop you and other Italians from accessing an aged care service? Why?

Participants listed the following reasons as to why they believe Italians are not accessing aged care services?

- Language barriers
- Italian want to be independent
- Italians do not have faith in the aged care system
- They do not want strangers entering their homes
- If they need them, they will use them
- They do not want to “fare Brutta figura”. That is, they do not want to look bad in front of their peers.
- The Italian culture maintains the ideology that children will look after their aged parents
- Italians
- Italian prefer assistance from family members than from strangers
- Some Italians are ignorant in regards to the services available
- No-body has ever explained to the Italian community how to access services, and how much they can access.

17. Can you think of any ways to increase the use of aged care services in your community?

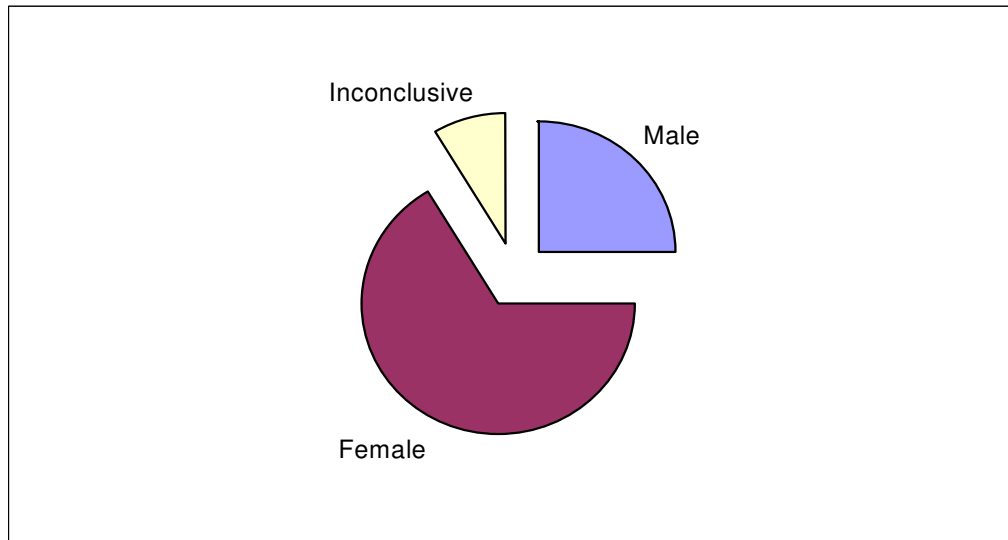
Participants made the following suggestions:

- Provide more information on the services available
- Services should have more Italian staff
- Match staff abilities with clients needs
- Provide transport to services
- Invite more members from the community to visit the Social Groups
- Make sure that information is written in a manner that Italians understand, as many have only had a minimal amount of schooling equivalent to Year 2 of Australian primary education
- Italians need to be encouraged to use services.

## Section 6: Demographic Profile

### Gender

Graph 14: Gender of questionnaire respondents



### Summary:

66.3% of questionnaire respondent were female, 25% were male and 8.8% did not indicate their gender.

### Year of Birth

Table 3: The year of birth of questionnaire participants

| Year         | Frequency | Percentage |
|--------------|-----------|------------|
| 1905-1909    | 0         | 0          |
| 1910-1914    | 1         | 1.3        |
| 1915-1919    | 2         | 2.5        |
| 1920-1924    | 6         | 7.5        |
| 1925-1929    | 13        | 16.3       |
| 1930-1934    | 20        | 25         |
| 1935-1939    | 15        | 18.8       |
| 1940-1944    | 10        | 12.5       |
| 1945-1949    | 3         | 3.8        |
| 1950-1954    | 2         | 2.5        |
| 1955-1959    | 0         | 0          |
| Inconclusive | 8         | 10         |

Summary:

Majority of survey recipients were born between 1925-1944. In fact, 16.3% were born between 1925-1929, which places them in the 76-80 years age group. 25% were born between 1930-1934 placing them in the 71-75 years age group, 18.8% were born between 1935-1939 placing them in the 66-76 years age group, and 12.5% reported that they were born between 1940-1944, making them 61-65 years old. In total, 83.9% of questionnaire respondents are aged 65 and over.

Year Arrived In Australia

Table 4: The Year Questionnaire Respondents Arrived in Australia

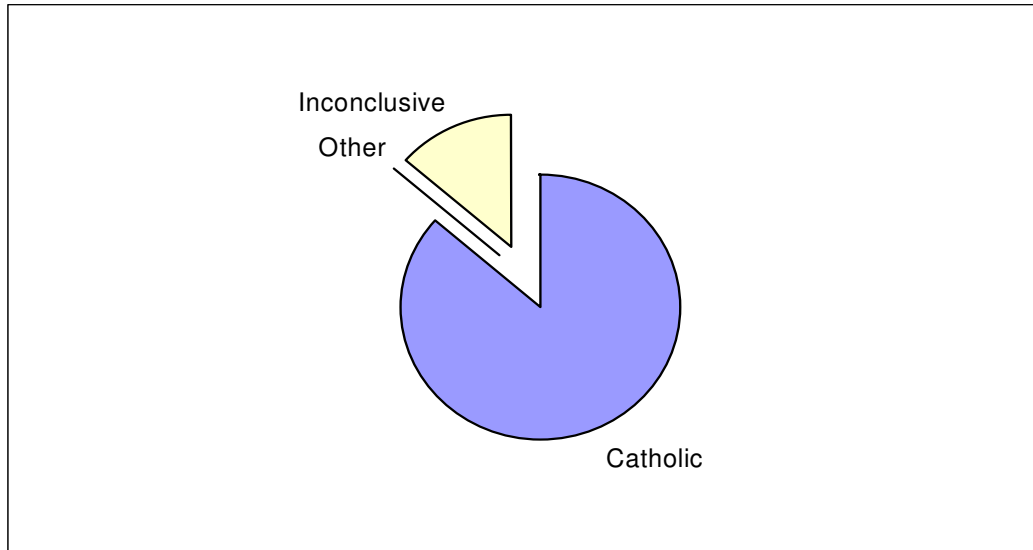
| Year         | Frequency | Percentage |
|--------------|-----------|------------|
| 1930-1939    | 2         | 2.5        |
| 1940-1949    | 10        | 12.5       |
| 1950-1959    | 27        | 33.8       |
| 1960-1969    | 31        | 38.8       |
| 1970-1979    | 3         | 3.8        |
| 1980-1989    | 1         | 1.3        |
| 1990-1999    | 0         | 0          |
| 2000-2005    | 0         | 0          |
| Inconclusive | 6         | 7.5        |

Summary:

85.1% of participants migrated to Australia between 1940-1969. In fact, 38.8% of participants migrated between 1960 and 1969, and 33.8% migrated between 1950-1959. Only 5.1% of participants migrated to Australia after 1970.

Religion

Graph 15: The Religion of Questionnaire Respondents.

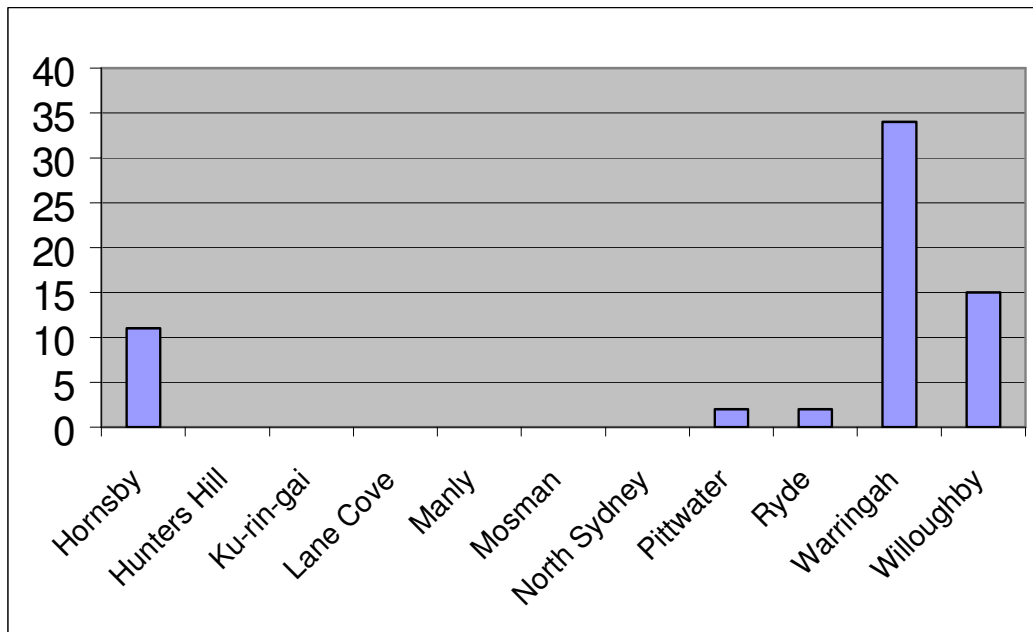


Summary:

86.3 % of participants reported that they are Catholic, 13.8% did not answer the question, and no participant reported that they had a different religion to Catholicism.

Local Government Area of Residency LGA

Graph 16: The Local Government Area that Participants Reside in.



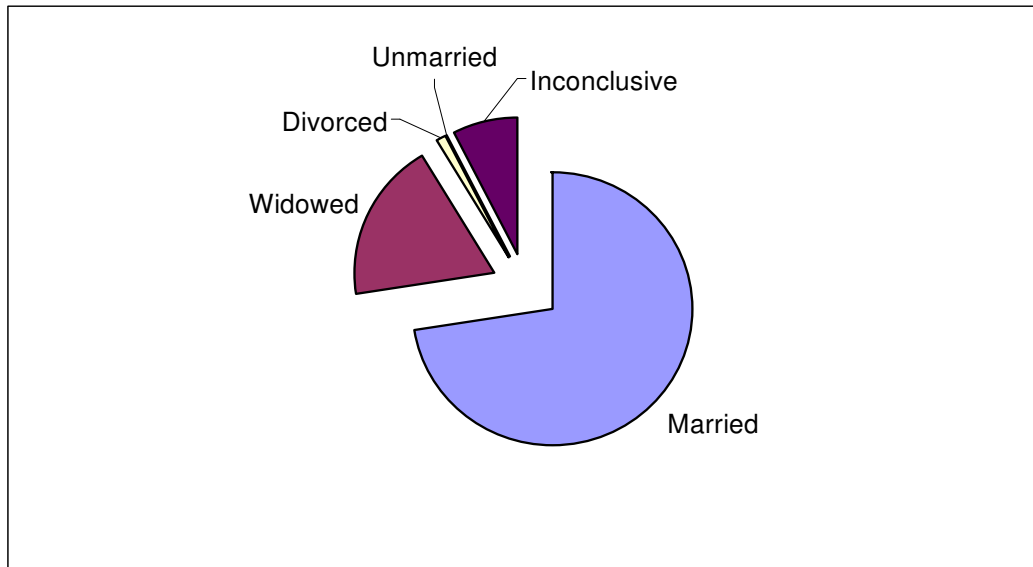
Summary:

42.5% of participants reported that they were from the Warringah LGA, 18.75% were from the Willoughby LGA, and 13.8% were from the Hornsby LGA.

2.5% of participants reported that they were from the Ryde LGA, and similarly 2.5% reported that they were from the Pittwater LGA. 13.8% of questionnaire respondents did not provide their area of residency.

Marital Status

Graph 17: The Marital Status of Participants

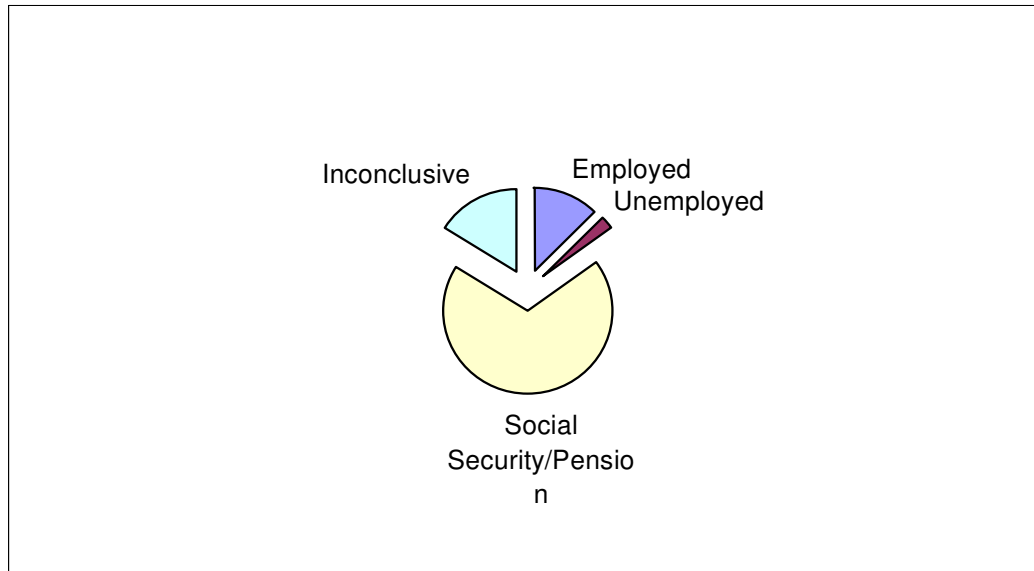


Summary:

Majority of the respondents were married (72.5%). A few participants were widowed (18.8%). Only one participant reported that s/he is divorced, whilst no participants were unmarried. 7.5% of participants did not answer this question.

## Occupation

Graph 18: The occupation of participants

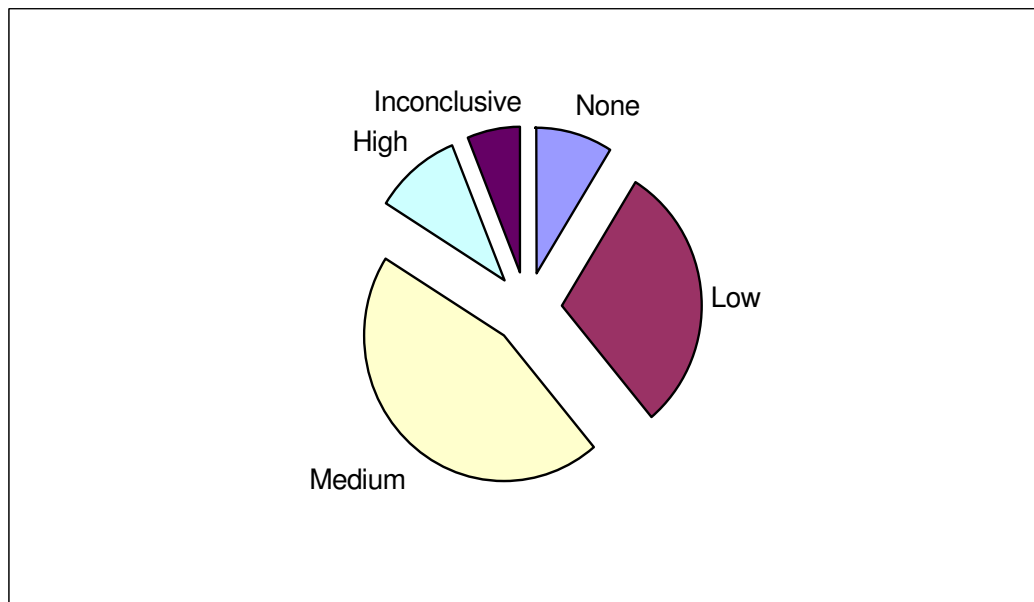


### Summary:

69% of participants reported that they were receiving social security/ pension, 12.5% reported that they are still employed, whilst 2.5% of participants reported that they are simply unemployed. 16.3% did not answer the question

### English Skills:

Graph 19: The English Skills of Questionnaire Respondents

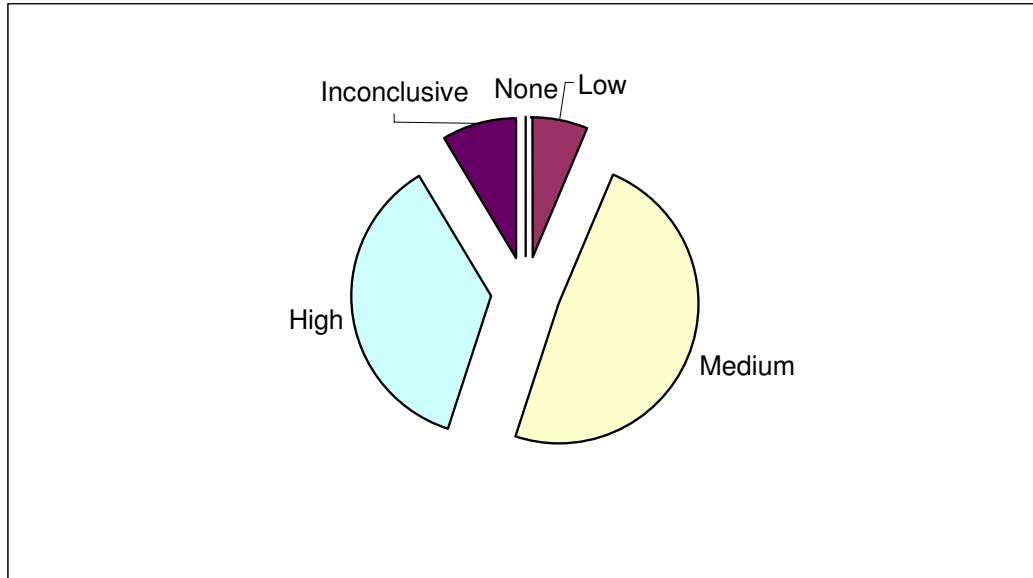


Summary:

45% of participants reported that they have a medium level of English, whilst 30% of participants believed that their level of English is “low”. 8.8% of participants reported that they have poor English skills, and only 10% of participants believe that they have a high level of English. 6.25% did not answer this question.

Italian Skills

Graph 20: The Italian Skills of Questionnaire Respondents



Summary:

48.8% of participants reported that they have a medium level of Italian, whilst 6.3% believed that their level of Italian is “low”. No participants reported that they have poor Italian skills, and only 36.3% reported that they have a high level of Italian. 8.8% did not answer this question.

## 4. Focus Group Results

**Question 1:** Do you think that you have an adequate knowledge of the community services available to the elderly in your area?

- Participants responded that they had a reasonable knowledge of aged care services.
- Only three participants responded that they do not have an adequate knowledge of the services available in their areas.

**Question 2:** Are you familiar with the following services?

|                                     |                               |
|-------------------------------------|-------------------------------|
| Respite                             | Community Transport           |
| Telephone Interpreter Service       | Home Care NSW                 |
| Centrelink                          | Home Maintenance/Modification |
| Italian Consulate                   | Meals on Wheels               |
| Aged Care Assessment Team           | Carelink                      |
| Patronati                           | Day care                      |
| Community Aged Care Packages (CACP) | Nursing Homes                 |

- Most participants were familiar with all of these services
- The services that participants were least familiar with were Day Care and Carelink.

**Question 3:** Do you believe you know enough about these services?

- Half of the participants responded “yes” that they knew enough about these services, and the other half reported “no” that they did not know enough about the services.

**Question 4:** How did you find out about these services?

- The following sources were mentioned:
  1. Co.As.It.
  2. SBS Radio
  3. La Fiamma
  4. Doctors
  5. Family members
  6. Friends
  7. Information days from service providers and specialists

**Question 5:** Have you ever accessed a community/aged care service? If yes, were you satisfied with the service? If you were not satisfied please explain why.

- Not many participants have accessed a community/aged service. In fact only three participants reported that they have accessed a service
- All three participants were not satisfied with the service, two participants were refused a service and one participant reported that she was not satisfied with the service due to personal reasons.

**Question 6:** Have you ever been refused a service? If yes why?

- Two participants reported that they had been refused a service. One participant was refused a service because s/he was told that there were people with greater needs, and the other participant was not even assessed and was told that the organization did not have enough staff to service him/her.

**Question 7:** What do you believe are your current needs/areas that you may require assistance with? What type of services do you need at the moment?

- Most participants listed that they currently need transport, as they do not have their own vehicles and the Northern Sydney Suburbs are very large.
- Participants also listed Social Groups as a current need, as participants reported that they feel lonely and isolated following the loss of a spouse either through death or because s/her has entered a nursing home. Participants reported that they need these social groups so that they can come together and speak with people that know their language and that have shared similar cultural experiences.

**Question 8:** In your opinion, do the aged care services you require or may require in the future need to be conducted in Italian/need to be Italian specific? Why?

- Nearly all of the participants responded “yes” to this question.
- The reasons they listed as to why aged care services should be conducted in Italian are:
  1. Italian is their native language
  2. There are many people that have been in Australia for over 40 years that still do not know how to speak English.
  3. Many Italians are unhappy with the interpreter service
  4. Italians are very private people and they hide the ‘real problem’ behind a presenting problem. So unless the worker is Italian, then they will not be able to coax out the real problem.
  5. It is important when accessing services that we (Italians) make ourselves understood as much as possible, and the only way we (Italians) can do this is if services have Italian-speaking staff.
  6. The Italian community is ageing and they are starting to forget their English, and in a few years time they probably won't be able to understand English anymore
  7. If services are not provided by bi-lingual workers then it will be difficult for the Italo-Australian community to communicate their needs.

**Question 9:** What types of services do you think you will need in the future?

- Nearly all participants responded that in the future they will require Home care services.
- Other services that participants thought that they will need are
  1. Transport
  2. Day Care
  3. Home modification/maintenance
  4. Telephone Interpreter Service
  5. CACP's

**Question 10:** In the future, if you became frail and required assistance with daily life would you consider entering a nursing home? If no why?

- Only one participant said that they would consider entering a nursing home, all other participants responded that they would not.
- The reasons for not wanting to enter a nursing home were;
  1. You die faster in a nursing home
  2. You lose your orientation when you enter a nursing home
  3. Many Italian cannot speak English and would be isolated in nursing homes
  4. The food would not taste nice
  5. Would not like it

**Question 11:** What are the best ways of informing you/the Italian community of the available services?

- According to the participants the best ways of informing the Italian community about aged care services are:
  1. The radio, especially SBS radio
  2. Rete Italia
  3. La Fiamma
  4. Information days held by the Co.As.It.
  5. Infomercials on television
  6. Specialists or aged care service providers visiting social groups
  7. Leaflets with aged care services contact numbers

**Question 12:** Many Italian are not accessing/using aged care services. What do you think are the reasons that may stop you and other Italians from accessing an aged care service?

- Many participants were not sure why Italians were not accessing/using aged care services, whilst other participants provided the following reasons;
  1. Italians do not feel comfortable with, or do not trust strangers coming into their homes
  2. Many Italians are ‘old fashioned’ and still have the mentality that their parents had forty years ago. That is, they still believe that their children have a duty to look after them.
  3. There is a stigma attached to aged care services, and Italians do not access/utilize them because they do not want to look bad “fare brutta figura”.
  4. Many Italians do not have faith in aged care services
  5. Many Italians have heard stories about a friend or family member that has had a bad experience with a community service.

**Question 13:** Can you think of any ways to increase the use of aged care services in your community?

- The following suggestion were made;
  1. There needs to be more information about community/aged care services available
  2. Organizations need to advertise their services on the radio
  3. Local GP’s should provide more information in regards to aged care services. Many participants felt that their local GP’s were not very informative as they only answered direct questions, rather than providing information about relevant agencies
  4. The Italian community should be actively encouraging one another to use these services.

### **Important Issues arising from the Focus Groups:**

- Participants in the focus groups mentioned that in their opinion, hospitals discharge patients too early. Participants claimed that according to them the hospital has a duty of care to its patients and patients should not be discharged unless appropriate home care has been organized
- There was also a suggestion in two focus groups that the Australian Government adopt a system like in Italy, where a carer is paid a certain amount a month and moves into the house of the aged or disabled person.

### **Group Dynamics:**

- The Leichhardt focus group consisted of one female only
- The Dee Why Women's Wellness focus group consisted of 13 women
- The Dee Why focus group consisted of 8 women
- The Willoughby focus group started with 5 women and 1 male, one lady got frustrated with the questions and left, and another two ladies joined the group after her departure. In the end there were 6 women and 1 man.

## 5. Analysis and Recommendations

The following analysis is based on the data collected from the questionnaires that were administered to the members of the social groups, and the focus group discussions. The structure of the analysis replicates the structure of the questionnaire, and has been divided into the six sections that were present on the questionnaire

### Section 1: Knowledge of Aged Care Services

Only 8% of participants had an extensive knowledge about the aged care services in their area. This demonstrates that the aged Italian community does not have a strong overall knowledge of the aged services that are available to them, and consequently, may not know how to access services if needed.

The community/aged care services that the aged Italian community has the most knowledge about are financial services. 76% knew about Patronati, 65% knew about the Italian Consulate and 64% knew about Centrelink, as opposed to 54% that knew about the Aged Care Assessment Team, 53% that knew about Community Aged Care Packages (CACP) and 40% that knew about Home Care NSW. This suggests that perhaps the aged Italian community has a greater need or interest in receiving financial assistance than domestic assistance, or perhaps financial services are promoted more heavily in the Italo-Australian community.

The participants found out about these services predominantly through Co.As.It. (65%), followed by the Radio (63%), then the Newspaper (51%), Friends (46%), GP (43%), and family (37%). This demonstrates that Co.As.It. plays a key role as an information provider for the aged Italian community. A possible explanation as to why Co.As.It. is a key source of information for the Italian community is that Co.As.It. staff are bi-lingual and all information about community services is published in both English and Italian. Therefore, Italians contact Co.As.It. for information because they are able to communicate their needs in their native tongue.

### Recommendations:

- Aged care services need to ensure that information in regards to their services are delivered in languages other than English. They also need to utilize and broaden their use of ethnic media rather than relying on translated printed material.
- There is also a need for community/aged care services to continuously advertise and promote their services. This could be achieved by developing partnerships with ethno-specific organizations and hosting various information sessions and open days.

## **Section 2: Use of Aged Care Services**

According to the results, not many participants have had to use an aged care service. In fact, only 19% compared to 49% reported that they had used a service. Of this 19% approximately 13% reported that they had difficulties accessing services, part of the problem was language. This demonstrates that language remains a barrier when accessing aged care services. It is important to note that of the 19% that have accessed community/aged care services, 47% accessed services that spoke their language compared to 27% that did not access an Italian Speaking service. This demonstrates that there is a great demand for ethnic-specific services and for bi-lingual workers.

Another difficulty experienced by a participant was the refusal of services by an organization because there were people with greater needs. Considering that 47% of participants in this research accessed an Italian speaking service, it is probable that the participant may have been refused a service from an ethnic-specific organization. From the analysis of the data yielded from the questionnaires and the focus groups, it appears that ethnic-specific organization have only a limited amount of aged care resources and as a result, they have no choice but to choose the client with the greatest need. Therefore, leaving many aged Italians without the appropriate community/aged care services

### **Recommendations:**

- It is important for organizations to seek and employ bi-lingual workers. It is also crucial that in the absence of a bi-lingual worker, organizations offer their culturally and linguistically diverse clients the use of an interpreting service.
- There is a need for Research and lobbying for funds for ethnic-specific organizations. Firstly research needs to be conducted to identify exactly how under resourced ethnic-specific organizations are and secondly, lobbying for greater funding is required so that ethnic-specific organizations can increase their resources and ensure that people with aged care needs are not being refused services.
- Ethnic-specific organizations need to be preserved, as these services not only help and increase access to services for the Non-English Speaking community but they also help the community as a whole. Ethnic-specific organizations ease the strain on mainstream services and as a result, a larger portion of Northern Sydney's aged population will receive the aged care service that they require.

## **Section 3: Current Age Care Needs**

Approximately 20% of participants said that their current community/aged care need is transport. Many commented in the focus groups that they do not own their own vehicles and they often find it difficult to travel around the Northern Sydney Suburbs because it is such a large area. The other community/aged care service that was highly requested by

the aged Italian community was social groups (19%). The focus group demonstrated the need for socialization in the Italian community. Many participants reported that they were lonely due to a loss of a spouse, or because they could not speak English very well, and consequently they enjoy frequenting a group where they can speak in Italian and pass some time with people that have similar cultural experiences. On the other hand, 18% of participants reported that they do not need any community/aged care services, whilst 58% of participants did not provide a response to the question.

In response to question 12, ‘In your opinion, do the aged care services you require or may require in the future need to be conducted in Italian/ need to be Italian-specific? more than half (56%) of the participants responded “yes” that aged care services need to be conducted in Italian, only 8% reported “no”. The other 36% did not respond. The participants that responded “yes” to this question commented that “it is necessary” for these services to be delivered in Italian because “Italian is their native tongue” and they “do not understand English very well”, thus in order to “understand and communicate properly it is important that they have Italian speaking workers”. This illustrates that there are many aged Italians that either do not speak English, or do not feel comfortable speaking English, once again highlighting the demand and for ethnic-specific organizations and bi-lingual workers.

### **Recommendations:**

- Once again it is recommended that organizations seek and employ bi-lingual workers and in the absence of a bi-lingual worker, organizations should offer their culturally and linguistically diverse clients the use of an interpreting service.
- It is also recommended that the government continues to fund access and advocacy workers to increase access to community/aged care services by people from a culturally and linguistically diverse background.
- It was mentioned above that Italians want to spend time with people that have similar cultural experiences, therefore it is suggested that organization provide ongoing training to staff on cultural beliefs, attitudes and other cultural issues, so that their staff is sympathetic to the experiences of the aged Italian community.

### **Section 4: Future Age Care Needs**

The aged service that participants anticipated that they would require most in the future was Community Aged Care Packages (CACP). 58% of participants listed this service as a future need. This suggests that the aged Italian community would prefer to remain in their personal homes than enter a nursing home. In fact only 11% of participants stated that they would consider entering a nursing home, compared to 19% that responded that they would never enter a nursing home. However, it is important to note that 76% of participants did not answer this question, and the reason as to why they failed to provide a response is unclear.

Participants provided various responses as to why they did not want to enter nursing homes. The majority of participants believed that they would lose their orientation and die earlier in a nursing home than if they remained in their own homes. Many participants also commented on the quality of food served in nursing homes and stated that they would rather eat their “Italian food”. Participants suggested that instead of having nursing homes, the Australian Government should adopt a system like in Italy where the government pays a certain amount to a carer per month to move into the home of an elderly or disabled person. After researching this suggestion it became apparent that the Italian Government does have a carer's allowance called “accompagnatore”, however, this is considerably different to what the participants in the focus groups were talking about. Unfortunately, no information was found to support the claims made in the focus groups about this service and a possible explanation is that perhaps this service is offered by a private organization rather than the government.

### **Recommendations:**

- In the next twenty years or so there will be a great demand for ethno-specific/multicultural CACP's, as discussed above the aged Italian community prefers to remain at home and receive assistance than enter nursing homes. Therefore, there needs to be more lobbying for funding of more ethno-specific/multicultural CACP's in order to meet the needs of this ageing population.
- Nursing homes need to promote a positive image and break down the negative stigma attached to them. This could be achieved by developing greater partnerships with service providers, especially ethnic-specific providers, so that nursing homes can be made more culturally appropriate.

### **Section 5: Aged Care Services**

Participants provided various reasons as to why the aged Italian community is not accessing aged care services. The most frequent response was that “Italians are old fashioned” and that “the Italian culture maintains the ideology that children will look after their parents”. In keeping with this ideology participants also responded that Italians “do not have faith in the aged care system, and they do not want strangers entering their homes”. This suggests that many Italians prefer assistance from their family members rather than community/ aged care organizations.

Another issue that arose from the questionnaires and the focus groups is that there is a stigma attached to aged care services in the aged Italian community of Northern Sydney. Many participants responded that Italians do not access services because they do not want to “fare brutta figura”. This translates to; they do not want to look bad in front of their friends, or other Italo-Australians. The stigmatization of services could challenge the old fashioned mentality theory discussed above and provide an alternative explanation as to why Italians prefer assistance from family members than from community/aged care services.

According to the data, language barriers, education levels, and ignorance in regards to aged care services featured prominently in the questionnaires and focus groups as a reason why many aged Italians are not accessing or using community/aged care services. This suggests that education level obtained by an individual affects his/her ability to access aged care services. Many participants reported that they only have a very low level of education, with most participants' only completing studies to a level equivalent to Year 2. In fact, 49% reported that their Italian skills, despite the fact that they were born in Italy and resided there for most of their lives, are only of a medium level. This suggest that despite the fact that many information leaflets about aged care services have been translated, the aged Italian community may not be able to read or understand the information provided. Similarly, 45% of participants reported that they only have a medium level of English, suggesting that there still is a great need for ethnic-specific organizations, and bi-lingual staff.

### **Recommendations:**

- The 'old fashioned' mentality and the stigma attached to aged care services need to be broken down. Research needs to be conducted to identify what exactly the stigma is and then resources need to be allocated to de-stigmatize community/aged care services, and to eradicate the 'old fashioned mentality' through education.
- Aged Care service providers need to find a way of overcoming the literacy problem experienced by many Italian migrants. Organizations need to make sure that translated texts are written in simple and common Italian, as many aged Italians may not be familiar with the formal 'Lei' form. It is also recommended that Community/Aged Care services do not only rely on printed material to convey information, as many aged Italians may not be able to read such information, but rather it is suggested that they utilize and access a wide range of Ethnic Media such as the radio, or making their advertisements on television multi-lingual.

### **Section Six: Demographic Profile**

Majority of the questionnaire respondents were female (66%), only 25% were male, the other 9% failed to identify their gender. This pattern was also replicated in the focus groups where three out of four groups consisted of females only. It is important to note that the Dee Why Women's Wellness focus group, and the Leichhardt focus group were exempt from being gender representative as one group is a gender specific group, and the other group only had one participant. The other two social groups, on the other hand, were not exempt from being gender representative as they more or less had an equal number of male and female participants. Co.As.It. staff made every effort to balance the gender dynamics of the group, however despite these efforts, only one male was interested and volunteered to participate in the focus group. This suggests that perhaps males are more reluctant to give out their personal details than females, or perhaps more males than females were disinterested in this study.

The age group with the highest frequency was the 71-75 years age group, with 25% of respondents indicating that they were born between 1930-1934. This was followed by the 66-70 years age group with 19% of participants recording that they were born between 1935-1939. The age group with the third highest frequency was the 76-80 years, with 16% of participants reporting that they were born between 1925-1929. This demonstrates that the Italian community is an ageing community, and as a result there will be a greater demand for community/aged care services.

It is also important to note that 69% of participants are in fact pensioners receiving a social security payment. This suggests that despite the fact that these people live in the Northern Suburbs of Sydney, it does not necessarily mean that they have the wealth that is associated with these areas. Therefore, highlighting that the aged Italian community of Northern Sydney may be asset rich, that is they may own their own homes on the Northern Beaches, but they are income poor and this has the potential to affect an individuals ability to access community/aged care services.

## 6. Bibliography

Australian Bureau of Statistics (2001) Census

Co.As.It. (ed).(2003), *The Changing Needs of Co.As.It. Italian Seniors Social Groups: Research Report*, Sydney: Praxis Public Relations Pty. Ltd.

Fiore.L. & Di Benedetto. M., (2000), *Needs Analysis of Service Provision for the Italian Aged in the South Eastern Sydney Region*, Sydney: Co.As.It.

Orb. A. (2002), *Health Care Needs of Elderly Migrants from Culturally and Linguistically Diverse (CALD) Backgrounds: A Review of Literature*, Western Australia: Curtin University of Technology.

Riccio.C., & Lampis.M. (1996), *A Needs Analysis Of The Italian Frail Aged Community in The North*, Sydney: Co.As.It.

## 7. Appendices

### 7.1 Appendix 1.

2001 Census

| Italians x LGA x Age |             |            |            |            |            |
|----------------------|-------------|------------|------------|------------|------------|
| LGA                  | 55-64       | 65-69      | 70-74      | 75-79      | 80+        |
| Hornsby              | 229         | 112        | 108        | 74         | 42         |
| Hunters Hill         | 62          | 26         | 18         | 20         | 15         |
| Ku-ring-gai          | 97          | 53         | 46         | 31         | 22         |
| Lane Cove            | 44          | 22         | 27         | 22         | 13         |
| Manly                | 36          | 21         | 17         | 11         | 12         |
| Mosman               | 35          | 14         | 12         | 8          | 12         |
| North Sydney         | 47          | 13         | 20         | 18         | 17         |
| Pittwater            | 71          | 23         | 27         | 29         | 17         |
| Ryde                 | 469         | 273        | 264        | 168        | 165        |
| Warringah            | 466         | 239        | 177        | 162        | 124        |
| Willoughby           | 175         | 89         | 87         | 52         | 66         |
| <b>TOTAL</b>         | <b>1731</b> | <b>885</b> | <b>803</b> | <b>595</b> | <b>505</b> |

## 7.2 Appendix 2

### Questionnaire



# Investigating the needs of the older Italian community in Northern Sydney.

Please tick the appropriate box.

### Section 1: Knowledge of Aged Care Services

1. Do you feel that you have POOR, MODERATE, REASONABLE or EXTENSIVE knowledge of the aged care services/options in Northern Sydney?

- POOR
- MODERATE
- REASONABLE
- EXTENSIVE

2. Tick the community services that you know about.

- |                               |                          |                               |                          |
|-------------------------------|--------------------------|-------------------------------|--------------------------|
| Respite                       | <input type="checkbox"/> | Community Transport           | <input type="checkbox"/> |
| Telephone Interpreter Service | <input type="checkbox"/> | Home Care NSW                 | <input type="checkbox"/> |
| Centrelink                    | <input type="checkbox"/> | Home Maintenance/Modification | <input type="checkbox"/> |
| Italian Consulate             | <input type="checkbox"/> | Meals on Wheels               | <input type="checkbox"/> |
| Aged Care Assessment Team     | <input type="checkbox"/> | Carelink                      | <input type="checkbox"/> |
| Patronati                     | <input type="checkbox"/> | Day care                      | <input type="checkbox"/> |
| CACP                          | <input type="checkbox"/> | Nursing Homes                 | <input type="checkbox"/> |

Other Services: \_\_\_\_\_

3. Do you believe you know enough about these services?

- YES
- NO

4. How did you find out about these services?

- Radio
- Newspaper
- Friends
- Family
- GP
- Co.As.It.
- Other: \_\_\_\_\_

## Section 2: Use of Aged Care Services

5. Have you ever accessed a community/aged care service?

Yes, If YES which service(s)? \_\_\_\_\_

No, If NO why not? \_\_\_\_\_

If **NO** please skip to question 10.

6. Did you need assistance when accessing the service(s)?

Yes, If YES who helped you? \_\_\_\_\_

No

7. Were there any difficulties in accessing or receiving the aged care service? If yes, please explain the difficulties you encountered.

Yes, \_\_\_\_\_

No

8. Were you satisfied/dissatisfied with the service? In what way?

Yes

No

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. When you accessed these services, did the staff speak your language? If not, was this an issue for you, that is, were you still able to communicate your needs and understand the staff?

Yes

No, \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

10. Have you ever been refused a service? If yes, why?

Yes \_\_\_\_\_

No

**Section 3: Current Aged Care Needs**

11. What do you believe are your current needs/areas that you may require assistance with? What types of services do you need at the moment?

- |   |  |
|---|--|
| <input type="checkbox"/> transport                          | <input type="checkbox"/> meal assistance |
| <input type="checkbox"/> personal care assistance           | <input type="checkbox"/> social groups   |
| <input type="checkbox"/> assistance at home (cleaning, etc) | <input type="checkbox"/> nursing home    |
| <input type="checkbox"/> none                               | <input type="checkbox"/> day care        |
| <input type="checkbox"/> respite                            | <input type="checkbox"/> CACP            |
| <input type="checkbox"/> other: _____                       |  |

12. In your opinion, do the aged care services you require or may require in the future need to be conducted in Italian/ need to be Italian-specific? Why?

Yes, \_\_\_\_\_

No, \_\_\_\_\_

**Section 4: Future Aged Care Needs**

13. What types of services do you think you will need in the future?

- |   |  |
|---|--|
| <input type="checkbox"/> transport                          | <input type="checkbox"/> meal assistance |
| <input type="checkbox"/> personal care assistance           | <input type="checkbox"/> social groups   |
| <input type="checkbox"/> assistance at home (cleaning, etc) | <input type="checkbox"/> nursing home    |
| <input type="checkbox"/> none                               | <input type="checkbox"/> medical         |
| <input type="checkbox"/> respite                            | <input type="checkbox"/> day care        |
| <input type="checkbox"/> CACP                               |  |
| <input type="checkbox"/> other: _____                       |  |

14. In the future, if you became frail and required assistance with daily life would you consider entering a nursing home? If no, why?

### Section 5: Aged Care Services

15. What are the best ways of informing you/the Italian community of the available services?

SBS radio

La Fiamma

Co.As.It information days

Other: \_\_\_\_\_

16. Many Italians are not accessing/using aged care services. What do you think are the reasons that may stop you and other Italians from accessing an aged care service? Why?

17. Can you think of any ways to increase the use of aged care services in your community?

### Section 6: Demographic Profile

Gender:  Male  Female

D.O.B: \_\_\_\_\_

Year arrived in Australia: \_\_\_\_\_

Religion: \_\_\_\_\_

Suburb: \_\_\_\_\_

Marital Status:  Married  Widowed  Divorced  Unmarried

Occupation:  Employed  Unemployed  Social Security/Pension

English Skills:

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| None                     | Low                      | Medium                   | High                     |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Italian Skills:

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| None                     | Low                      | Medium                   | High                     |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

### 7.3 Appendix 3

Article Published in La Fiamma on the 21<sup>st</sup> April 2005.

#### **Ricerca sui servizi per gli anziani Italiani**

Il Co.As.It. invita la comunità Italiana di Northern e Eastern Sydney a partecipare ad un progetto di ricerca sul tema della cura degli anziani e le varie scelte disponibili agli italo-australiani nella zona di Northern e Eastern Sydney. La ricerca ha lo scopo di investigare come meglio soddisfare i bisogni degli anziani nella comunità italo-australiana a Northern e Eastern Sydney e come in generale i servizi per persone con diverse culture e che parlano lingue diverse dall'inglese possono essere migliorati. Il progetto fa parte del Community Partners Program, che è finanziato dal Department of Health and Ageing.

La partecipazione al sondaggio è volontaria e rimarrà anonima. Nessuna informazione su chi ha partecipato alla ricerca sarà tenuta o utilizzata in alcun modo. Le informazioni derivanti dal sondaggio saranno utilizzate soltanto per lo scopo di questa ricerca.

Inoltre, verrà condotto un focus group per discutere questioni relative alla cura degli anziani, presso l'ufficio del Co.As.It. a Leichhardt. Il focus group verrà condotto Lunedì il 9 maggio dalle 10 alle 12 e sarà servito un spuntino. Per ulteriori informazioni riguardanti il focus group o per una copia del questionario siete pregati di contattare Anita Sonogo al 9564-0744. Se volete partecipare al Focus Group dovete riservare un posto entro Venerdì 6 Maggio.

## 7.4 Appendix 4

### Focus Group Questions

**Question 1:** Do you think you have an adequate knowledge of the community services available to the elderly in your area?

**Question 2:** Are you familiar with the following services?

**Question 3:** Do you believe you know enough about these services?

**Question 4:** How did you find out about these services?

**Question 5:** Have you ever accessed a community/aged care service? If yes, were you satisfied with the service? If you were not satisfied please explain why?

**Question 6:** Have you ever been refused a service? If yes why?

**Question 7:** What do you believe are your current needs/areas that you may require assistance with? What types of services do you need at the moment?

**Question 8:** In your opinion, do the aged care services you require or may require in the future need to be conducted in Italian/ need to be Italian-specific? Why?

**Question 9:** What types of services do you think you will need in the future?

**Question 10:** In the future, if you became frail and required assistance with daily life would you consider entering a nursing home? If no, why?

**Question 11:** What are the best ways of informing you/the Italian community of the available services?

**Question 12:** Many Italians are not accessing/using aged care services. What do you think are the reasons that may stop you and other Italians from accessing an aged care service?

**Question 13:** Can you think of any ways to increase the use of aged care services in your community?

## 7.5 Appendix 5

### Results From Focus Group Dee Why

**Question 1:** Do you think you have an adequate knowledge of the community services available to the elderly in your area?

- Two women said that no, that they did not know much about the services in their area because they have never needed to use these services.
- Five women said yes that they had a good knowledge because they have used them for their parents.
- All eight women said that they do not use these services.
- All eight women said that they have heard about these services because they have had representatives from various services come talk to them.

**Question 2:** Are you familiar with the following services?

|                               |                               |
|-------------------------------|-------------------------------|
| Respite                       | Community Transport           |
| Telephone Interpreter Service | Home Care NSW                 |
| Centrelink                    | Home Maintenance/Modification |
| Italian Consulate             | Meals on Wheels               |
| Aged Care Assessment Team     | Carelink                      |
| Patronati                     | Day care                      |
| CACP                          | Nursing Homes                 |

- All participants, except for one, responded that they were familiar with all services. The service that was unfamiliar to the participant was Patronati.

**Question 3:** Do you believe you know enough about these services?

- Most participants answered yes, however a few, answered no.

**Question 4:** How did you find out about these services?

- People found out about these services via:
  1. Local Doctor
  2. Italian Radio
  3. Italian Newspaper La Fiamma
  4. Friends
  5. Family
  6. Co.As.It.

**Question 5:** Have you ever accessed a community/aged care service? If yes, were you satisfied with the service? If you were not satisfied please explain why?

- All participants responded that they have never had to use a Community Service.

**Question 6:** Have you ever been refused a service? If yes why?

- No participants have been refused a service

**Question 7:** What do you believe are your current needs/areas that you may require assistance with? What types of services do you need at the moment?

- Majority of participants responded that they require assistance with transport. Most participants reported that they experience some difficulties traveling outside of their zone as the area is too great and all other transport is too far.

**Question 8:** In your opinion, do the aged care services you require or may require in the future need to be conducted in Italian/ need to be Italian-specific? Why?

- All participants agreed that if these services were not provided by a bi-lingual worker then it would be difficult to communicate their needs.
- They also reported that as they are getting older, they are starting to forget their English and in a few years time they probably wont be able to understand anymore.

**Question 9:** What types of services do you think you will need in the future?

- Nearly all of the participants could not answer the question, they said yes that they think they will need help, but they hope that they will not require assistance.

**Question 10:** In the future, if you became frail and required assistance with daily life would you consider entering a nursing home? If no why?

- All participants responded that they would only enter a nursing home if they had no other choice, and that it would be better to get assistance and to live at home
- The reasons for not wanting to enter a nursing home were:
  1. You die faster in a nursing home
  2. Lose your orientation when you enter a nursing home.
- Participants responded that rather than entering a nursing home, they would prefer a system like Italy, the government pays for a full-time carer/companion to move into the elderly persons home.
- Participants also said that they would consider staying home and seeking the carer's pension for a family member. However, they later stated that this is not possible as the carer's pension does not pay much and there are too many hassle's involved in order to get such a minimal wage. That is, that Centrelink require too many certificates and documents, a process which is too time consuming, in return for ninety dollars a fortnight.

**Question 11:** What are the best ways of informing you/ the Italian Community of the available services?

- All participants responded that the best methods were
  1. Rete Italia
  2. SBS Radio
  3. La Fiamma
  4. Information Days held by the Co.As.It.

**Question 12:** Many Italians are not accessing/using aged care services. What do you think are the reasons that may stop you and other Italians from accessing an aged care service? Why?

- All participants stated that there are ample services in their area, which are easily accessible, and the reason that Italians are not accessing them is because they are old fashioned and still have the same mentality that their parents had in Italy forty years ago. That is, they still believe that primary care for the elderly should be provided by their children and family, not outside services.
- Participants also mutually stated that another reason that Italians do not access aged care services is because they don't want to look bad "fare brutta figura". All participants agreed that there is a stigma attached to home care services in the Italo-Australian community.

**Question 13:** Can you think of any ways to increase the use of aged care services in your community?

- All participants stated that nothing can be done to change their mentality and therefore, Italians will never fully access services. However, they all agreed that their children, due to the difference in mentality, will access services when they age.

**Important Issues arising from Focus Group:**

- No other issues arose from this group.

**Group Dynamics:**

- The focus group consisted of 8 women.

## 7.6 Appendix 6

### Focus Group Dee Why Women's Wellness

This focus group was held at the same time that participants were filling out their surveys. This was due to a lack of time. So there were no discussions in regards to questions 1-3 as participants were too busy ticking their boxes to provide a response

**Question 4:** How did you find out about these services?

- The following sources were mentioned:
  1. Co.As.It.
  2. Once a month people come to their group to explain community/aged care services.
- Participants stated that their local GP's are also very helpful, and that they have found out about a lot of services from their GP

**Question 5:** Have you ever accessed a community/aged care service? If yes, were you satisfied with the service? If you were not satisfied please explain why?

- Participants said that they had not accessed community/aged care services because they were "still young".

**Question 6:** Have you ever been refused a service? If yes why?

- This question was not asked because no-body has said that they had accessed a service

**Question 7:** What do you believe are your current needs/areas that you may require assistance with? What types of services do you need at the moment?

- Participants said that they required transport, as many do not own their own vehicles.

**Question 8:** In your opinion, do the aged care services you require or may require in the future need to be conducted in Italian/ need to be Italian-specific? Why?

- All participants responded "yes" that services should be delivered in Italian because they only understand a little bit of English.
- They also reported that it is important, when accessing services, that they make themselves understood as much as possible and the only way they can do this is if they speak Italian.

**Question 9:** What types of services do you think you will need in the future?

- All participants stated that they would require home care services, especially home modification/maintenance, as they did not know that this service existed in this area prior to the focus group.

**Question 10:** In the future, if you became frail and required assistance with daily life would you consider entering a nursing home? If no, why?

- All participants responded no. They all stated that they would prefer to live at home than in a nursing home.
- No participants provided a response as to why they would not consider entering a nursing home.

**Question 11:** What are the best ways of informing you/the Italian community of the available services?

- According to the participants, the best ways of informing the Italian community about aged care services are:
  1. The radio, especially SBS radio
  2. The television
  3. A leaflet with essential phone numbers.

**Question 12:** Many Italians are not accessing/using aged care services. What do you think are the reasons that may stop you and other Italians from accessing an aged care service?

- Participants were not sure why Italians are not accessing/using aged care services, however they suggested that perhaps many Italians hope that their children will be able to help/assist them.

**Question 13:** Can you think of any ways to increase the use of aged care services in your community?

- Participants said that there need to be more information available
- Information about community, aged services needs to be advertised on the radio

#### **Important Issues Arising From the Focus Group:**

- Participants reported that one day they will all need services.

#### **Group Dynamics:**

- The group consisted of 13 women

## 7.7 Appendix 7

### Results From Focus Leichhardt

**Question 1:** Do you think you have an adequate knowledge of the community services available to the elderly in your area?

- Participant responded that she did not have a sound knowledge of the services in her area.

**Question 2:** Are you familiar with the following services?

|                               |                               |
|-------------------------------|-------------------------------|
| Respite                       | Community Transport           |
| Telephone Interpreter Service | Home Care NSW                 |
| Centrelink                    | Home Maintenance/Modification |
| Italian Consulate             | Meals on Wheels               |
| Aged Care Assessment Team     | Carelink                      |
| Patronati                     | Day care                      |
| CACP                          | Nursing Homes                 |

- The participant was familiar with all of these services

**Question 3:** Do you believe you know enough about these services?

- The participant responded yes.

**Question 4:** How did you find out about these services?

- Participant found out about these services via:
  1. Radio
  2. Newspapers
  3. Family members
  4. Doctor
  5. Co.As.It.

**Question 5:** Have you ever accessed a community/aged care service? If yes were you satisfied with the service? If you were not satisfied please explain why?

- The participant responded yes, and said that she needed a CACP package to shower her husband.
- The participant has also used Daycare and Respite. “Connect Care?”
- When the participant was asked if she was satisfied with the service she received, she answered “yes and no”. She was not satisfied with a particular service due to personal reasons.

**Question 6:** Have you ever been refused a service? If yes why?

- Participant responded that she has never been refused a service

**Question 7:** What do you believe are your current needs/areas that you may require assistance with? What types of services do you need at the moment?

- The participant believed that she needed the following services:
  1. Transport
  2. Social Groups
- The participant stated that it is important for her and perhaps for the other Italians like her, that have lost a spouse either through death or because s/he has entered a nursing home, to attend social groups. The participant said that she is isolated now that her husband is in a nursing home. She also said that these groups are important because she cannot speak English and this way she can go and socialize with people that speak the same language and have similar cultural experiences.

**Question 8:** In your opinion, do the aged care services you require or may require in the future need to be conducted in Italian/need to be Italian-specific? Why?

- The participant responded yes, because she does not know any English.

**Question 9:** What services do you think you will need in the future?

- The participant believed that she would have the following needs in the future:
  1. Respite/ Daycare
  2. Telephone Interpreter Service
  3. CACP package
  4. Transport

**Question 10:** In the future, if you became frail and required assistance with daily life would you consider entering a nursing home? If no, why?

- The participant would not consider entering a nursing home. She stated that she would take her own life if she discovered that she was suffering an illness that prevented her from living independently.

**Question 11:** What are the best ways of informing you/the Italian Community of the available services?

- According to the participant the best methods for informing the Italian Community about services are:
  1. SBS radio
  2. Rete Italia
  3. La Fiamma
  4. Information Day held by the Co.As.It.
  5. Infomercials on television.

**Question 12:** Many Italians are not accessing/using aged care services. What do you think are the reasons that may stop you and other Italians from accessing aged care services?

- The participant did not know the reason why many Italians were not accessing services. She suggested that perhaps it may be because they do not have faith in the systems, or because they know somebody, or have heard a story about somebody who had a bad experience with the service they were receiving.

**Question 13:** Can you think of any ways to increase the use of aged care services in your community?

- The participant did not have any suggestions on how service usage in North Sydney can be increased. She just mentioned that community services would be more accepted if workers do their jobs well.

**Important issues arising from Focus Groups:**

- The participant did not provide any other relevant information.

**Group Dynamics:**

- The focus group consisted of 1 female.

## 7.8 Appendix 8

### Focus Group Willoughby

**Question 1:** Do you think you have an adequate knowledge of the community services available to the elderly in your area?

- All participants stated that they had an adequate knowledge of the services available to the elderly in their area.
- They also all stated that they currently have no need for these services.

**Question 2:** Are you familiar with the following services?

|                               |                               |
|-------------------------------|-------------------------------|
| Respite                       | Community Transport           |
| Telephone Interpreter Service | Home Care NSW                 |
| Centrelink                    | Home Maintenance/Modification |
| Italian Consulate             | Meals on Wheels               |
| Aged Care Assessment Team     | Carelink                      |
| Patronati                     | Day care                      |
| CACP                          | Nursing Homes                 |

- All participants stated that they were familiar with the following services:  
Telephone Interpreter Service
  1. Centrelink
  2. Italian consulate
  3. Patronati
  4. Respite
  5. Transport
  6. Meals on Wheels
  7. Nursing homes
- Most participants had heard of Home modification
- Only one participant had heard of Carelink
- No participants had heard of Day Care

**Question 3:** Do you believe you know enough about these services?

- All participants responded no, and stated that if they want to find out information in regards to the above services they would contact the Co.As.It.

**Question 4:** How did you find out about these services?

- The following sources were mentioned:
  1. Co.As.It.
  2. Newspaper- 'La Fiamma'
  3. SBS radio

- Participants stated that their local GP's do not give them enough information in regards to aged care services.

**Question 5:** Have you ever accessed a community/aged care service? If yes, were you satisfied with the service? If you were not satisfied please explain why?

- Two participants attempted to access services. They were not happy as they were refused a service because there were people who had greater needs.

**Question 6:** Have you ever been refused a service? If yes why?

- Both participants that attempted to access a community/aged care service were refused a service.
- Participant number one, needed assistance with showering and general house duties preceding a shoulder/back operation. Participant was assessed, but was later refused a service and was told that there were people with greater needs.
- Participant number two, needed assistance at home also preceding an operation. Participant was not assessed, and was told that the organization did not have enough staff to service participant number two.

**Question 7:** What do you believe are your current needs/areas that you may require assistance with? What types of services do you need at the moment?

- Participants said that they have no current needs.

**Question 8:** In your opinion, do the aged care services you require or may require in the future need to be conducted in Italian/ need to be Italian-specific? Why?

- Only one participant stated that there is no need for aged care services to be Italian-specific.
- The six other participants stated that it was extremely important and there is a great need for aged care services to be conducted in Italian.
- The reasons they listed as to why aged care services should be conducted in Italian are:
  1. Italian is their native language
  2. There are many people that have been in Australia for over forty years that still do not know how to speak English.
  3. Many Italian's are unhappy with the interpreter service.
  4. Italian's are very private people and they hide the real problem behind a presenting problem. So unless the worker is Italian, then they will not be able to coax out the real problem.

**Question 9:** What types of services do you think you will need in the future?

- All participants stated that they would require home care services

**Question 10:** In the future, if you became frail and required assistance with daily life would you consider entering a nursing home? If no, why?

- Six participants responded no. They all stated that they would prefer to live at home than in a nursing home.
- Only one participant responded that they would consider entering a nursing, but only a Scalabrini Village Home.
- One participant suggested that perhaps the Australian government should consider adopting the same system as Italy, where the government pays a \$1000 a month for a companion to move into the elderly persons home and provide care.
- The reasons for not wanted to enter a nursing home were:
  1. Would not like it
  2. They do not speak any English
  3. The food would not taste nice.

**Question 11:** What are the best ways of informing you/the Italian community of the available services?

- According to the participants, the best ways of informing the Italian community about aged care services are:
  1. The radio, especially SBS radio
  2. Specialists, Co.As.It. workers, or other agency member visiting the social groups
  3. Newspapers.

**Question 12:** Many Italians are not accessing/using aged care services. What do you think are the reasons that may stop you and other Italians from accessing an aged care service?

- Participants were not sure why Italians are not accessing/using aged care services, however they suggested that perhaps many Italians do not feel comfortable with, or do not trust strangers coming into their homes.

**Question 13:** Can you think of any ways to increase the use of aged care services in your community?

- All participants responded that local GP's should provide more information in regards to aged care services. Participants felt that their local GP's were not very informative and they only answered direct questions, rather than providing information about relevant services.
- Participants also stated that the Italian community should be actively encouraging one another to use these services. Friends and family members should be passing on information about relevant services.

**Important issues arising from Focus Group:**

- According to the participants, hospital's discharge people too early. Participants believe that the hospital has a duty of care to its patients and patients should not be discharged unless appropriate home care has been organized.

**Group Dynamics:**

- Group Started with 5 women and 1 man, one lady got frustrated and left, and two other ladies joined the group. In the end there were 6 women and 1 man.