



Diversity in Health

Developing Documentation to assist CALD communities



Top 20 Languages spoken at home in EMR

No of people aged 55 & over	Language	No of people aged 55 & over	Language
11148	Greek	863	Spanish
11140	Italian	814	Dutch
6337	Cantonese	778	Tamil
3278	German	764	Vietnamese
3111	Mandarin	762	French
1326	Polish	642	Macedonian
1224	Hungarian	614	Sinhalese
1046	Arabic	457	Russian
1023	Croatian	451	Serbian
877	Chinese (other)	400	Hindi

Source: Municipal Association of Victoria

THE PROJECT

In 2008, the Migrant Information Centre (MIC) received funding from the Department of Health and Ageing under the Community Partners Program (CPP) to produce information resources about palliative care for Culturally and Linguistically Diverse communities in the Eastern Metropolitan Region (EMR). The core objective of the CPP is to 'promote and facilitate increased and sustained access by Cultural & Linguistically Diverse (CALD) communities with significant aged care needs to aged care support services' (Department of Health and Ageing 2006).

The MIC approached EPC as the provider of palliative care in the EMR to research and develop palliative care resources for aged care service providers and individuals to improve access to information about palliative care and culturally appropriate service provision.

The methodology employed included:

- Establishing a partnership between the two organisations to work together to develop the resources
- Researching existing resources
- Consulting with other relevant service providers
- Conducting four focus groups with palliative care workers from EPC and Royal District Nursing Service (RDNS)
- Cross checking of information with community members

The outcomes were:

- A resource for palliative care workers 'Palliative Care for Culturally and Linguistically Diverse Communities' that provides detailed information about the Cambodian, Chinese, Indian, Iranian, Sri Lankan and Vietnamese communities for workers to provide a more culturally sensitive service
- More detailed and specific translated information for palliative care recipients in Arabic, Greek, Italian, Khmer, Persian, Sinhalese, Tamil, Vietnamese, Simplified Chinese and Traditional Chinese

FINDINGS FROM FOCUS GROUPS

- Workers wanted basic understanding of cultural and religious norms to build better relationships with clients, including customs and values, beliefs and practices around death and dying, appropriate food and suitable music
- Accessing more culturally specific information and services e.g. funeral services
- Attitudes towards services coming into the home and accepting help, views about the worker's role (including after death)
- Attitudes to palliative care, death and dying, beliefs rituals, taboos, counselling
- Decision making in specific communities
- Communication with the client about their illness and between client / doctor (what is acceptable / unacceptable)
- Clarification about which communities are receptive to counselling

DEVELOPMENT AND USE OF TRANSLATED MATERIAL

Existing translated resources included some basic information in a range of languages, but feedback from the focus groups indicated it was not detailed enough for most purposes. It was decided not to duplicate these resources.

EPC agreed to translate more detailed information for key communities in the target area. Consequently the following material was translated using CPP and EPC funding:

- **About Us** (an information booklet introducing EPC and providing information about client services)
- **Information for New Clients** (a brochure informing of client rights and responsibilities, privacy and consent to care)
- **Client Consent Form** (required before any services can be provided)

Languages chosen:

Arabic • Greek • Italian • Khmer • Persian • Sinhalese
Tamil • Vietnamese • Simplified Chinese • Traditional Chinese

The development of the translated information followed accepted practices in translating information, including simplifying the English source information and testing and checking documents with community representatives to ensure they conveyed the intended information.

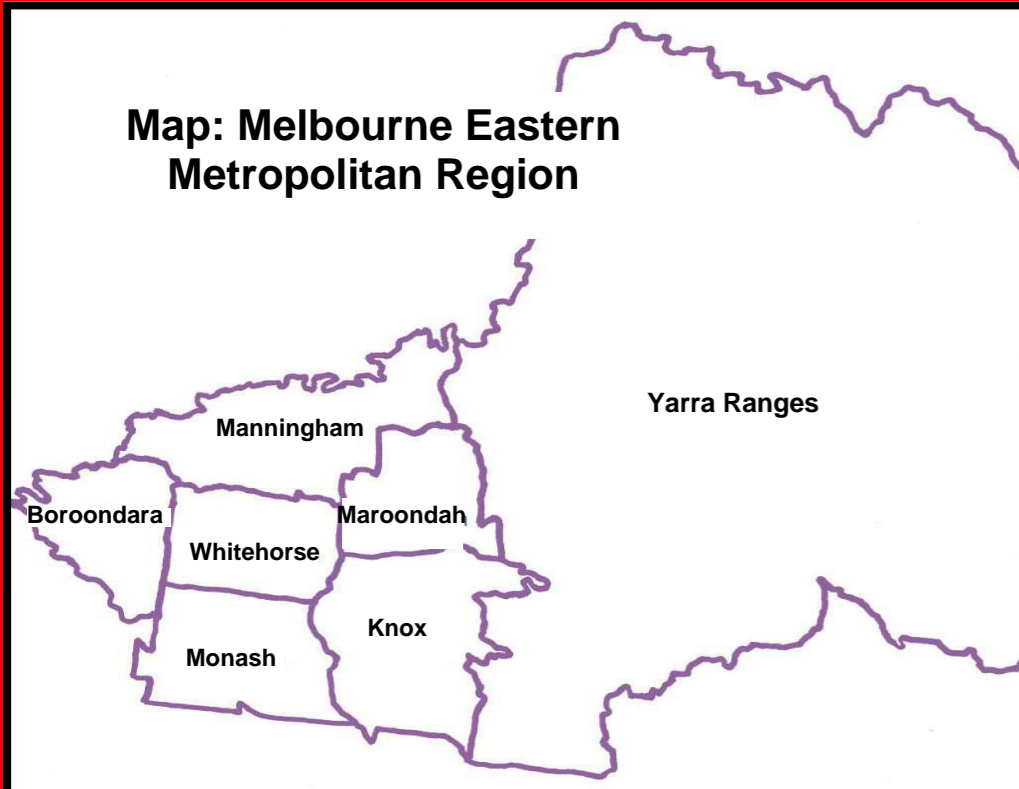
The translated material is available on the EPC computer network for staff of EPC to print prior to visiting a prospective client from one of the identified CALD communities. The translated Consent Form is used for obtaining client permission. Policies are in place for the use of interpreters with clients from CALD communities.

CULTURAL PROFILES TO ASSIST WORKERS

The resource for palliative care workers was developed to enable them to provide culturally appropriate care for individuals from CALD backgrounds. The resource covers Cambodian, Chinese, Indian, Iranian, Sri Lankan and Vietnamese cultures.

The 'Palliative Care for Culturally and Linguistically Diverse Communities' resource was distributed to EPC, Royal District Nursing Service, Centre for Culture, Ethnicity and Health, Mercy Palliative Care and any of the community groups which requested a final copy, as well as being available on the MIC and EPC websites.

Presentations about the resource for workers have been conducted for the Eastern Metropolitan Region HACC CALD Network and Palliative Care Victoria's Psychosocial and Spiritual Special Interest Group.



EASTERN PALLIATIVE CARE

Provides specialist palliative care services to people in the Eastern Metropolitan Region of Melbourne (approximately 1.1 million population). Services include medical, nursing, psychosocial spiritual care, complementary therapies, client biography and volunteer services.

During 2008-09, services were provided to 1394 clients. The average length of involvement is 207 days. Bereavement services are available to families and the client's network for a period of 13 months following the decease of the client.

MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE)

The Migrant Information Centre (Eastern Melbourne) (MIC) takes a lead role in the coordination of current, relevant information and provision of services to strengthen and stimulate opportunities to enhance the lives of new and existing migrant populations of the Eastern Metropolitan Region of Melbourne.

The MIC provides a range of services including settlement, migration advice, youth programs, family support, counselling, housing, employment and aged and disability services. In aged and disability services, the MIC has programs to improve equity and access to aged care services for migrant communities living in the Eastern Metropolitan Region. This includes work with service providers as well as the communities themselves.

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