



# Transport Service and the Community Visitors Scheme of the Multicultural Communities Council of SA Inc.

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**Community Visitors Scheme is  
an Australian Government Initiative**



*home and community care*

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM  
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED



# Profile of older people from CALD backgrounds

- Older CALD people in Australia: 50 countries of birth, 34 languages and 30 religions
- 30% of South Australians between 65-74 years and 43% over 75 years, are not able to speak English well, if at all
- People from culturally and linguistically diverse backgrounds are the fastest growing sub-group of older people and by 2011 this population is projected to increase to 654,000
- **They will increasingly need services over the next twenty years!**



# Profile of older people from CALD backgrounds

- Older people from CALD backgrounds have:
  - Lower average income and
  - Lower home ownership rates than the Australian-born population
- At younger ages, they also have higher unemployment rates.



# Two groups of overseas born aged

- Migrated young and grew old in Australia
- Came here when they were already comparatively older
  - Old age is often a time in life to review and a search for meaning. Elderly immigrant are forced to do this in a cultural context different from the culture of origin that is stressful.
  - Extended families might be spread over two or more countries which can cause significant source of anxiety.
  - Outcomes are often radically different from expectations.

# Isolation

restrictions to communication and information  
limitations of free movement and  
restrictions in accessing others

Isolation may intensify even further when coupled with (1) limited English language skills and (2) small support networks

Krejany, Michael.

[The effect of isolation on elderly migrants: implications for health care](#) Victoria University



# Personal Isolation

- Cultural and communication barriers may result in strong feelings of personal isolation

- Possible Responses to Personal Isolation

- Fear
- Depression
- Reduced communication
- Less co-operative
- More aggressive



# Cultural Isolation

- For many elderly migrants, cultural connections form their communication network with the world
- When cultural connection is severed by institutionalisation, many individuals cannot receive, supply, process, or validate information
- Individuals may be unable to communicate fears and concerns.
- Possible Responses to Cultural Isolation
  - Individuals can feel disempowered
  - Less participatory



# Social Isolation

- Individuals may experience challenges to their normal values and social behaviours as a result of the standard operating procedures and protocols of a nursing home.

- Possible Responses to Social Isolation

- Behaviours that may reciprocate:

- Non-responsive
- Non-communicative
- Deliberately difficult
- Manipulative

- Individuals may feel:

- Alone
- Trapped
- Afraid

# Language and communication

Difficulties in the acquisition of English at an advanced age have been well documented.

Difficulties in (1) making new friends and (2) language problems contribute **SIGNIFICANTLY** to older immigrants' social isolation.

Little to do if migrants arrive at an age too old for employment.

Trang, Thomas.

Older Migrants And Their Families In Australia Australian Institute Of Family Studies Family Matters No.66 Spring/Summer 2003



# Mental health issues

- Older immigrants are in double jeopardy because their high risk for developing a mental disorder is coupled with a low likelihood of their needs being catered for.
- Dependency and isolation have also been identified as the most pressing problem of older migrants, coupled with high rates of depression.
- Studies of older trauma survivors have confirmed that they experience (1) intrusive memories of the trauma and thus are (2) vulnerable to post traumatic stress disorders.
- Burvill et al. found that “the longer the migrants had been in Australia, the higher their suicide rates”.

Trang, Thomas.

Older Migrants And Their Families In Australia Australian Institute Of Family Studies Family Matters No.66 Spring/Summer 2003

Krupinski, Jerzy.

Changing Patterns Of Migration To Australia And Their Influence On The Health Of Migrants

Mental Health Research Institute, 35 Poplar Road. Parkville. Victoria 3052, Australia



# Effects of migration

- The length of residence in Australia influences the health of immigrants in several ways.
  - ageing of the migrant population increases their vulnerability to disorders occurring in older age
  - their acculturation to Australian eating and drinking habits affects their morbidity and mortality patterns
  - the increased length of stay, the uneven pace of assimilation of members of the same family leads to family conflicts and family disruption with all their consequences
- Predicting the forthcoming health problems in different migrant groups, depending on their past experience, social status, patterns of settlement and length of residence could help the design and planning of health services for migrants to be undertaken on a more rational basis.

# Aim of Community Visitors Scheme

Promote links between people living in an aged care home and the wider community

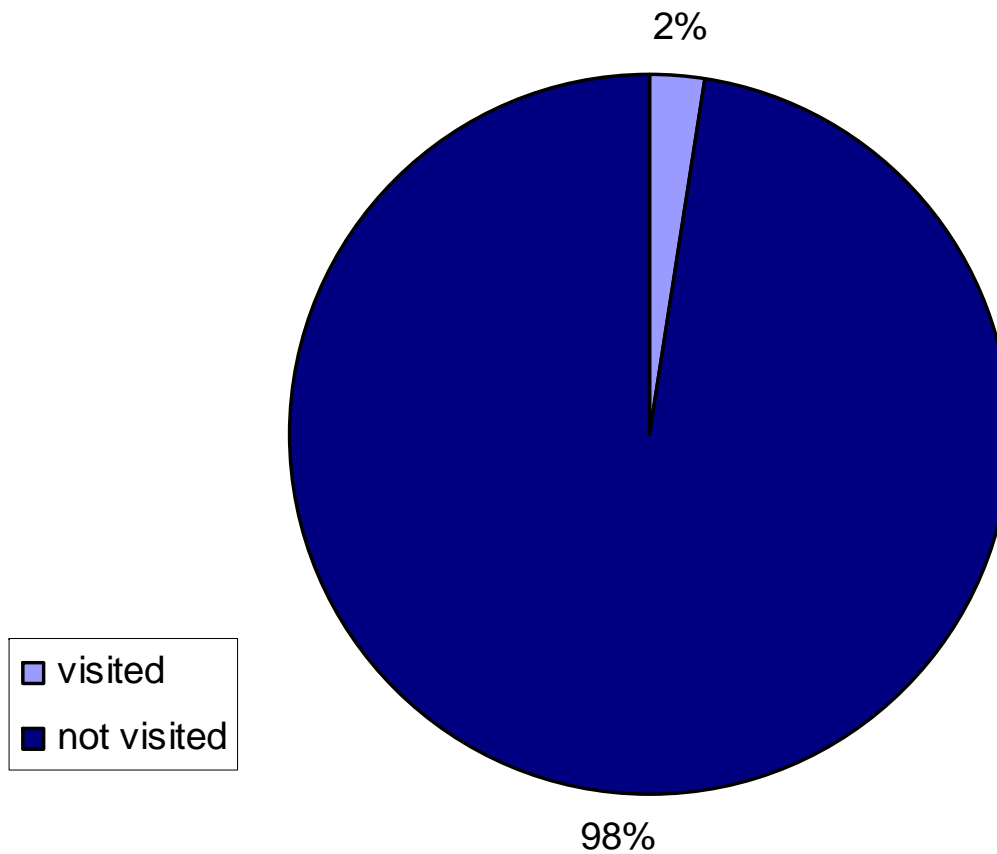
Enrich the quality of life of isolated or lonely residents of aged care homes



# CALD residents in aged care facilities

- 1,953 CALD people in nursing homes in the metropolitan area of Adelaide
- MCCSA is funded to visit 43 residents (2.2%)
- 31 MCCSA volunteer visiting 47 resident, using 23 languages
- CALD aged represent 20% of the aged throughout Australia
- Residents speaking 9 non-English languages were never spoken to in their original tongue
- Almost one-quarter of the facilities did not provide any language-relevant services
- Depression will be the second largest cause of disability in Australia by 2020
- Suicide is the fourth largest cause of mortality in Australia

# Number of CALD resident visited by bi-lingual visitors



# Aim of the transport service

Provide transport for

elderly

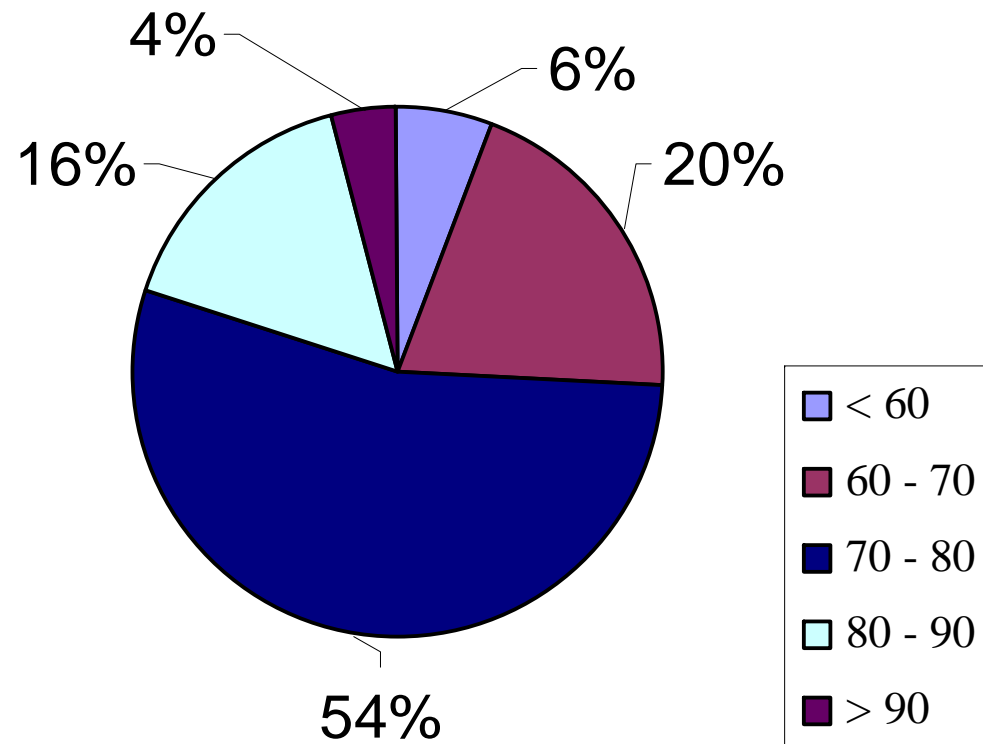
frail

younger disabled people and their carers

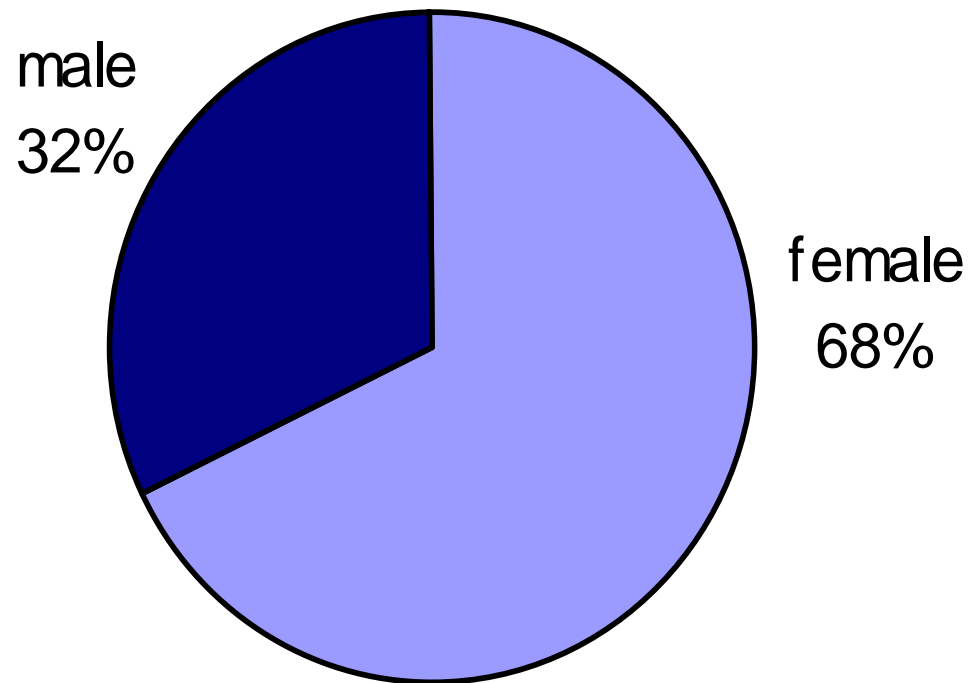
from culturally diverse backgrounds to

help them to participate in social and other activities organised  
by their communities

# Age of clients

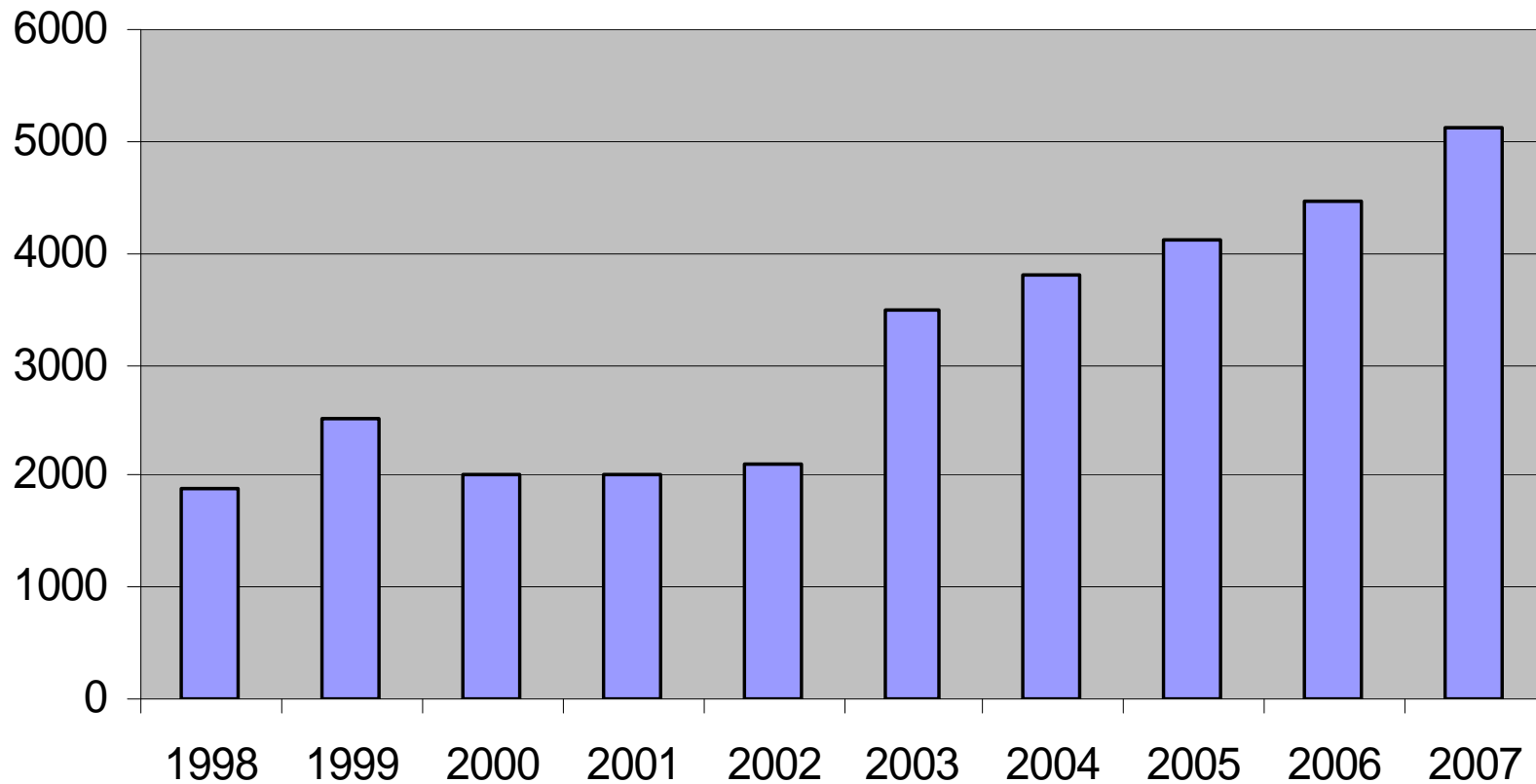


# Gender of clients





# Number of passengers



# Facts and recommendation

Oldest running and unique services

Providing transport service for close to 30 different ethnic communities per year

Able to provide transport for about 7700 passengers per year with three buses

The need of residents in Aged Care Facilities is far greater than the present Scheme can touch

Increase the numbers of bi-lingual volunteers

Extend service to smaller emerging communities