

Like My Own Family

Care, Culture and Language for Older Migrants



Multicultural Home
Support Service

Background

- The Multicultural Home Support Service was established in 1998
- The NMRC took a leadership and advocacy role and developed an innovative response to unmet need.
- Two main aims:
 - To improve quality of life and health outcomes for aged migrants and their families
 - To build capacity of the aged care sector to provide culturally sensitive care

Growth

- The MHSS program employs 77 home support workers who speak 45 languages
- 25 different aged and disability care agencies broker from the MHSS – an increase of 32% in the past 3 years
- 280 frail aged migrants receive home support per month through the MHSS – an increase of 86% in the past 3 years
- The MHSS currently provides an average of 4700 hours of home support each month – an increase of 58% in the past 3 years

“Like My Own Family”

- An 18 minute documentary film produced by the NMRC
- The film shares our learnings, generates discussion, promotes language and cultural matching and advocates a family model of care.
- Through the film we step inside the homes of five diverse families from Somali, Greek, Assyrian, Turkish and Vietnamese backgrounds

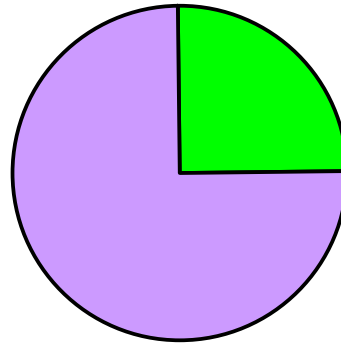
“Like My Own Family”

- The film showcases the MHSS
 - Provides a unique opportunity to step inside the world of ageing migrants and their families and to hear their voices
 - Experience best practice first hand
 - Explore why a whole of family approach, combined with language and cultural matching, best meets the needs of ageing migrants and their families



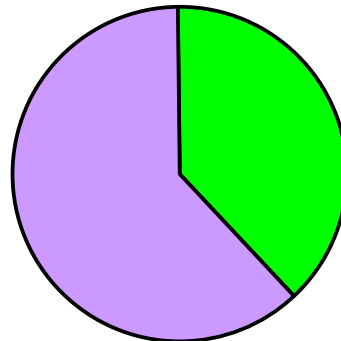
Evidence Based Approach

By 2011, one in four persons aged 65+ across Australia will speak languages other than English



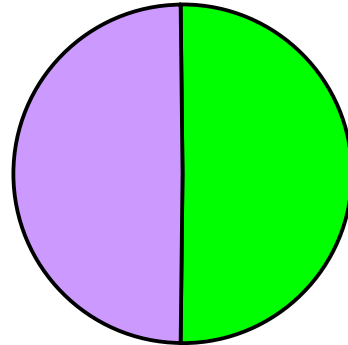
■ Migrants Aged 65+
■ General Aged Population

By 2011, two in five persons aged 65+ in metropolitan Melbourne will speak languages other than English



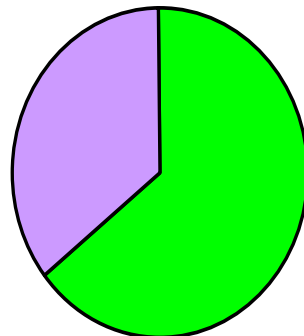
■ Migrants Aged 65+
■ General Aged Population

By 2011, one in two persons aged 65+ living in the City of Hume will speak languages other than English



- Migrants Aged 65+
- General Aged Population

By 2011, two in three persons aged 65+ living in the City of Whittlesea will speak languages other than English



- Migrants Aged 65+
- General Aged Population

Issues of Migrant Aged

- Migrant elderly are not a minority, but a significant and growing proportion of the population
- However, migrant aged remain under-represented within the HACCC and aged care service system



Achievement of Health
Outcomes

Feedback about the Film

- Findings
 - Confirm that the film changed or deepened service providers' understanding the needs of migrant aged and their families
 - The majority of service providers plan to put learnings from the film into practice, including prioritising cultural matching and providing workers able to communicate with clients and understand their culture
 - Most service providers commenced using the film as a training/educational resource



Collaboration and Intersectoral
Approach

Collaboration

- “Like My Own Family” brings together people across many sectors
 - Local government
 - Medical professionals
 - Case managers
 - Consumers
 - CEOs from non-government aged care organisations
 - Film directors
- All matched with the expertise of the NMRC

Future Collaboration

- Film screenings/presentation workshops are being held throughout 2007 targeting 8 migrant communities
- These will be joint facilitation workshops with
 - Bapcare
 - Aged Care Assessment Services
 - Alzheimer's Australia Victoria
 - Carers Victoria
 - Local Government
 - Ethno-specific service providers



Shared Learnings and
Transferability

Lessons Learnt

- Migrant families are not resistant to care or support as such but are resistant to strangers or government providing care –they want someone who is like family
- There are many factors that face migrant aged such as loneliness and isolation associated with ageing in a new country
- Communication as the foundation of a caring relationship – especially language and cultural matching

Recruitment and Retention

- A training partnership was formed between NMRC and NMIT in 2004 for undertake in-house Certificate III in Aged Care/HACC.
- The training meets industry standards but has a flexible teaching method that take into account the learning needs of people for whom English is a second language or who have had limited formal education

Transferability

- Geographically – it has relevance within Victoria and across Australia
- Across sectors
 - Disability
 - Mainstream primary health, including post acute care and palliative care
 - Aboriginal elders and their families

Sharing the Learnings

- Firstly
 - Mainstream service providers to increase knowledge and responsiveness to the needs of ageing migrants
 - Ageing migrants and their families to increase awareness of the service system and that they can request language and cultural matching
 - Peak organisations and policy makers so that the needs of migrants are considered as a mainstream issue
 - Training institutions and programs as an educative tool for current and future workforces

Sharing the Learnings

- Secondly
 - Presentations at national and international conferences during 2007
- Thirdly
 - Working groups and advisory committees to ensure the needs of ageing migrants are considered as part of mainstream policy and service development



Sustainability

Sustaining the Program

- The growing migrant aged population will ensure there is demand for the service
- The shortage of workers across the sector
 - Able to tap into the migrant workforce
- Continue partnerships between NMRC and mainstream agencies
 - Equal partnerships with mutual sharing of expertise
- Financial viability of the social enterprise and experience of the NMRC



Copies of the film
can be purchased
for \$19.80 (inc GST)



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