
EMERGING NEEDS SCOPING STUDY

FINAL REPORT

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1 PROJECT OVERVIEW

There was a very large community response to the Emerging Needs Scoping Study with 1097 community members attending meetings and 1750 community members completing an extensive questionnaire which helped to identify current unmet needs and future needs.

Findings have been summarized in five project reports.

378 carers responded and throughout the reports reference has been made where appropriate to carers needs. In the reports for which there were substantial numbers of carers namely the South East Asian Report and the Southeastern European Report additional tables of carers results have been included.

58 community meetings were held in metropolitan Adelaide and regional South Australia.

There was strong stakeholder participation. 185 organisational and community stakeholders were consulted and 38 community and organisational representatives participated in the various Steering committees in addition to OFTA staff members and the HOKJOK team. 19 steering committee meetings were held.

This extensive consultation process and high participation rate has enabled the development of a solid base of quantitative and qualitative evidence on which to base future funding decisions and program development.

TABLE 1: SUMMARY OF COMMUNITY PARTICIPATION IN MEETINGS AND QUESTIONNAIRES

ENSS Report	Meeting attendance	Questionnaire responses	In ENSS scope	Outside of scope	Carers in scope
Middle East & North Africa	158	378	312	66	52
South East Asian	503	582	549	33	144
Southeastern European	205	527	516	11	136
Spanish speaking	87	108	105	3	17
Regional	144	155	88	67	29
Total	1097	1750	1570	180	378

2 MAIN FINDINGS

2.1 HIGHEST PRIORITIES

The communities with the highest needs were the:

- Macedonian community
- Coober Pedy community
- Bosnian community
- Vietnamese community
- Cambodian community.

The four metropolitan communities identified as highest priority faced levels of compounded need with some or all of the following issues:

- low to no levels of functional English
- low socioeconomic profile
- a history of trauma (from wars, genocide)
- humanitarian refugees
- PTSD/depression/stress and/or physical health issues
- transport issues
- ageing carers
- social isolation.

In the regions the highest priority is for assistance for Coober Pedy which has people from many cultural backgrounds with some or all of the following issues:

- low to no levels of functional English
- low socioeconomic profile
- health issues
- transport issues
- ageing carers
- social isolation.

Amongst the Spanish speaking community there was a group who are very aged with language difficulties who need assistance and a younger group with a history of trauma who are also in need of assistance.

2.2 COMMUNITY VARIANCE

There was substantial variance between the different communities in the Emerging Needs Scoping Study. As the examples below illustrate to appropriately fund and deliver culturally and linguistically appropriate services these variances must be taken into account.

- Communities varied in their levels of cohesion and organisation. One example of this is the Macedonian community which is very cohesive and have developed a base from which to deliver aged services versus the Bosnian community which at present is more fragmented.
- The importance of religion varied depending on the community. In the Syrian community religious diversity does not prevent the formation of a united group however in the Vietnamese community religious diversity did impact on how people utilise services.
- Some groups such as the Spanish speaking community want a language-based service whereas there are groups which want the ability to access a faith-based service either for some or all of their HACC services. Examples of this would include practising Muslims and the Coptic Egyptian community.
- Cultural background as well as religion can also determine need for a particular service. For instance the Jews of Egypt are accessing a Jewish service. Some Jews may be practising Jews and others may be attending because of their cultural background.
- People who were formerly stateless (such as the Jews of Egypt who were born in Egypt but never given Egyptian nationality) may choose not to put Egypt as their country of birth instead stating that they are stateless.
- Minority groups who were persecuted in their country of origin appear to be answering the ancestry question incorrectly in the Census data (an example of this would be Cambodian-born of Chinese descent).
- Language is not always a reliable indicator of how people are organising for social support and service provision. For instance, the Greeks of Egypt have their own social support group, the Khmer Krom who speak Khmer utilise some Vietnamese or Cambodian services but are a cohesive group of their own and some Jews or Muslims utilise either Jewish or Muslim services even if they have language difficulties.
- Some groups were economic migrants or came to Australia for their education such as the Malaysian Chinese and have a higher socio-economic profile than for instance the Vietnamese many of whom were boat people or refugees.

- In some groups such as the Serbs, the Bosnians and the Vietnamese political divisions do impact on service delivery.
- For people originating from some countries the majority of people from that country speak one language (e.g. people from Spain and the designated South American countries speak predominantly Spanish), however for Indonesia-born, Egypt-born or Malaysia-born country of birth can be a misleading indicator as there are a variety of languages spoken in South Australia by people from those countries.
- Whilst the written language may be the same for some people the spoken language may be different depending on country of origin e.g. Arabic speakers from Egypt, Lebanon and Syria and Spanish speakers.
- People from some countries also speak different dialects or different languages and may choose to converse in English at times to overcome any misunderstandings i.e. Philippines-born South Australians.
- Some groups with emerging needs such as the Spanish speaking community had members who were significantly older and in immediate need of services whilst other communities such as the Indonesian community which is a much younger community has a low need for services at present.
- In a number of communities e.g. the Filipino and Vietnamese community demand for services will rise substantially over the next decade.
- Some groups are geographically concentrated often around a church, temple or a community centre (e.g. the Coptic Egyptians, Macedonians and Khmer Krom) whereas other communities are very geographically dispersed e.g. the Malaysian Chinese community and the Indonesian-speaking Indonesian community. This affects service provision and transport needs.
- Some Local Government Areas such as City of Salisbury, City of Charles Sturt and City of Port Adelaide Enfield have high concentrations of some ethno-specific groups.
- A large number of the communities in this project had high transport needs.
- Health complaints varied considerably across communities and impact on service demand.
- Levels of functional English varied considerably across the emerging needs communities.
- In all communities there was a high level of demand for social support groups. Demand for community visitors was high but did vary depending on the community and the age profile.
- Some of the groups in this study came from countries which have faced significant upheaval including war, genocide, concentration camps , torture and trauma (groups in which some members have faced on or more of these include the Jews of Egypt, Cambodians, Vietnamese, Bosnians, Serbs, Greece-born Macedonians and Spanish speakers born in South America).

- Some groups have emigrated because they are minorities within their country of origin and may have faced discrimination in their home country e.g. Lebanese Druze, Cambodian Chinese, Malaysian Chinese and Coptic Egyptians.
- For some communities one service is not an option because of political and or religious divisions within their community (e.g. Serbian and Vietnamese communities and Muslim community members of various communities).
- In some communities there were some members with a high level of functional English who said they were happy to access mainstream services (Indonesian, Malaysian Chinese, Bulgarians and Lebanese).
- Language can be a unifying feature which can enable a cost effective service provision to groups speaking the same language with some specific social support programs based around religion, country of birth or cultural background (i.e. Arabic and Spanish speaking communities).
- There are some groups which need the development of new programs: (Catholic Vietnamese, Macedonian, Serbian (Serbian Orthodox Church of St Sava and the Free Serbian Orthodox Church of St Sava), Bosnian, Coober Pedy, Port Lincoln, Muslim Women's Association, Spanish speaking and Arabic speaking communities).
- For some groups current service delivery needs an expansion (Croatians, Serbian, Filipino carers support program, Cambodian and Vietnamese communities and Jewish Community Services).
- Some communities require a future expansion of existing programs (Filipino - general HACC and Vietnamese).
- Some groups require the establishment of social support programs and linking into larger mainstream or ethno specific organisations (Indonesian, Coptic Egyptians, Khmer Krom, Greeks of Egypt and possibly Maronites).
- Some groups require linking into mainstream services (Bulgarian and Indonesian)
- Some groups have said that they are happy to buy in services (e.g. Malaysian Chinese).
- Some community members may return home to their country of origin as they age (Malaysian Chinese and Indonesian-speaking Indonesians)
- Community numbers alone are not an indication of need (for instance the Cambodian community whilst a relatively small community has very high levels of compounded need).
- Some services would benefit from relocating so that they are more accessible to the largest concentrations of community members (Bosnian, Arabic speakers and Filipino).
- Community members based in the Southern Adelaide region are often poorly serviced at present.
- Some communities were predominantly metropolitan based whereas others such as the Croatian and Filipino communities had a significant percentage of their members located in regional South Australia.

2.3 FUNDING ISSUES

In the past a broad range of ethno-specific, multi-ethnic and generalist organisations in South Australia received funding under the Commonwealth Government's settlement schemes including some of the Emerging Scoping Needs communities.

At the time the Department of Immigration and Citizenship anticipated that the majority of migrants receiving services under Settlement Grants Program (SGP) would transit into mainstream services within a five year period. In reality, some migrants are not self-reliant within five, ten or fifteen years and required ongoing assistance. The cessation of SGP funding left a significant gap in providing assistance to older people in established ethnic communities both locally and regionally and placed a greater reliance on State Government funded human services, and on Commonwealth Department of Health and Ageing services (such as, Community Aged Care Packages).

In South Australia when some communities lost their settlement funding not every community was able to obtain funding for aged care services. Community coherence and the community's ability to advocate for themselves impacted on their ability to obtain new sources of funding. This has meant that some communities have lost their community development aspect and people in these communities often have higher levels of unmet need. This was reflected in the study with communities such as the Macedonian, Bosnian, Coober Pedy, Whyalla and Port Lincoln communities who previously had settlement funding which was not replaced with aged care funding having high levels of unmet need.

3 LESSONS LEARNED FOR FUTURE CONSULTATIONS

- At the start of the consultation process OFTA staff were dubious about whether it was possible to get so many varied communities to participate in completing questionnaires. As this project conclusively demonstrated by using the proper methodology it is possible to elicit a high response rate and obtain useful quantitative information which can be utilised for future funding and the development of more targeted services.
- The capacity and willingness of communities to provide information varied. Some communities were able to provide a detailed history of their development and the development of community organisations whereas others either could not or did not want to do so particularly if some internal politics were involved.
- Some community stakeholders were willing to articulate clearly why some groups would not attend a particular service others would not. In some instances this reluctance came down to politics, religious affiliation, personalities, intermarriage, education levels or country of birth.
- Some communities organised around politics, country of birth, language and/or cultural and religious background.
- There were clear socio-economic differences between these communities and this impacted on demand for services. This was only explored in the South East Asian report because of the high Vietnamese and Cambodian need and the contrasting very low Malaysian need.
- Country of birth is not always a reliable indicator for community services.
- Census discrepancies arose a number of times throughout this project. This was only explored in detail in the Middle East and North African community because of the insistence of the Lebanese community that their census data was incorrect and their ability to provide more reliable indicators through their Church organisations and community leaders. The variance in some instances was substantial and impacted on project costing and methodology.
- Political differences impacted on peoples' willingness to use the services of certain organisations. This was noted in the Southeastern European and Middle East and North African reports which also contained a more in-depth discussion of the political history as it impacts on current service delivery possibilities and tensions between groups.
- Interstate organisations can in some, but not all instances, provide possible models for future service delivery. This was the case for the Spanish speaking group and the Middle East and North African group which both contained more detailed information on relevant interstate models.

4 PROJECT BENEFITS

There have already been multiple benefits from the process of undertaking the Emerging Needs Scoping Study. These are discussed below.

Goodwill

This project generated considerable goodwill towards the Government particularly in communities who came from countries which do not provide Government assistance for people as they age. A number of times at consultations people expressed their gratitude that they were being consulted and/ or said that they were thankful to be living in Australia.

Raised Awareness

- The consultation process raised awareness of HACC services amongst both metropolitan community members, workers and key community leaders and many were interested in receiving more information on services that might be able to assist them to stay at home
- Regional community members from a diverse range of cultural backgrounds (including the target group of the Emerging Needs Scoping Study) were made aware of HACC services at community meetings and community organisations which may be able to assist them.
- The briefing of steering committee members on the regional consultation findings has helped to build awareness amongst metropolitan communities of regional needs.
- There was a raised awareness in communities of OFTA and the existence of the multicultural team.
- There was a raised awareness of ageing issues in communities and this had led groups such as the Maronites, Coptic Egyptians, Druze, Indonesians and Bulgarians to consider how they can assist their elderly.
- The consultation process raised awareness of the number of communities in South Australia who speak Arabic and the need to develop a cost-effective service solution which will enable Arabic speakers to access culturally and linguistically appropriate aged care services.
- The project has raised awareness of new and emerging community needs with stakeholders.
- The consultative process has raised awareness among community leaders of possible Census gaps and the value of encouraging people to complete the Census.

Increased understanding

- The project has led to an increased understanding of community diversity within communities themselves.
- The project has assisted the Bosnian community (which lacks a cohesive organised group which can act on their behalf) to highlight their high levels of compounded need.
- Through the consultation process the Serbian churches identified the need for an ageing worker to service unmet need.
- Community groups in Coober Pedy, Whyalla and Port Lincoln all identified the need for a local multicultural community worker.
- A consultation meeting which included OFTA staff and current and past workers from Coober Pedy helped provide OFTA with a clearer overview of the complex issues faced by Coober Pedy residents and the multiple challenges which they face.
- The consultation process for the Emerging Needs Scoping Study made it clear that some members of the Middle East and North Africa group, the South East Asian group and the Southeastern European group would utilise a faith based Muslim service if it was available.

Community development

- As a direct result of the Emerging Needs Scoping Study some members of the Spanish speaking community came together to form the Spanish Speaking Communities Network of SA. The aim of the Network is to improve the quality of life of the whole of the South Australian Spanish speaking communities through fraternity, support and by strengthening the links within the communities. Although the Network is in its infancy it has taken ageing issues on as a priority and should be used as a consultation point for Agencies seeking information on the Spanish speaking community in South Australia.
- The Macedonian community has used the consultation process to assist them to identify their community needs and have become organised so that they can undertake service delivery to their own community.
- Community meetings helped facilitate the involvement of younger volunteers in Arabic-speaking service provision.
- Maronite seniors met for first time as a group for an information session.
- An Arabic Council has been formed to help address aged care needs and the broader needs of South Australia's Arabic community.
- The project provided the Cambodian Association with the incentive to reorganise and rejuvenate their association.
- The project helped to facilitate the first meeting of the Indonesian Seniors Community Group meeting and as a consequence the Indonesian Association changed their constitution to include aged care issues and the formation of the Indonesian Seniors Community Group.

Established linkages

- The consultation process, and in particular the use of Steering Committees, has helped foster working relationships between Office for the Ageing and key community members.
- The consultation process has linked some community members directly with HACC services and ACAT assessments.
- Preliminary links were established with Spanish speaking interstate bodies.
- Steering committee members and staff members of OFTA had a chance to learn directly from the NSW Spanish Latin American Association for Social Services (SLASA). This meeting laid the basis for an ongoing dialogue between Spanish speaking groups in South Australia and SLASA which may accelerate the development of a cohesive and effective Spanish speaking organisation in South Australia.
- The Coober Pedy consultation meeting with current and past workers identified a possible model of linking school children to the Coober Pedy Multicultural forum to teach CALD seniors computer skills.

Ethno-specific regional outreach work strengthened

- The Croatian Care for the Aged Association identified a need for regional outreach work through the consultation process and information provided at the steering committee meetings on demographic data. They have applied for HACC funding to commence an outreach program.

Identified data discrepancies

- The consultative process found discrepancies between Census data and community and stakeholder views of their population which if acted upon may strengthen future planning data.

Gaps identified

- In addition to the service gaps identified in the five reports the project also identified the Khmer Krom community as a group which had fallen through the gaps and needs assistance.

5 PRO BONO CONTRIBUTION

HOKJOK partners Kristin Johansson and Helena Kyriazopoulos have made a one-off pro bono contribution of over \$70,000 of additional work to this project to assist community development in South Australia. This work went to identifying Census discrepancies, holding additional community and stakeholder meetings and providing more extensive reports so that the extremely high community response to this project could be properly analysed and fairly presented to maximise the chance of appropriate service provision for communities which are in high need.

6 FUTURE DIRECTIONS

1. It is recommended that further work is undertaken to address the needs of other emerging communities.
2. It is recommended that work is undertaken to develop a new model which addresses the needs of smaller geographically dispersed communities.
3. It is recommended that the needs of ethno-specific communities in the Southern region are addressed.
4. It is recommended that OFTA work with LGAs in which there are high concentrations of ethno-specific groups such as City of Salisbury, City of Charles Sturt and City of Port Adelaide Enfield.
5. It is recommended that OFTA work with the City of Adelaide to address the needs of communities which are geographically dispersed and use the CBD as a central meeting point.
6. It is recommended that the needs of the Chinese-speaking community in Adelaide are addressed and that this takes into account Chinese speakers born outside of China.
7. It is recommended that OFTA raise the mental and physical health issues raised by community members and questionnaire findings with SA Health and that the Government consider commissioning an additional report which draws together all health issues so that a preventative health program for this sector can be developed and mental health issues addressed.
8. It is recommended that the Government derive additional benefit from this work by commissioning a report which summarises all transport findings so that this can be utilised for the development of community transport options.
9. It is recommended that a whole of Government approach be taken to funding the needs of migrant groups over the continuum of their settlement and ageing process and that a specific State/Federal reference group be established to address this.
10. It is recommended that OFTA draw the attention of the Federal Government to Census discrepancy issues and the need for raising community awareness in the CALD community of the importance of completing Census forms so that evidence based planning can occur.

This report needs to be read in conjunction with the other five Emerging Needs Scoping Study reports.