

Report on the Ageing in Victoria Policy Consultation Forum
for the Chinese-speaking Elderly
為華裔長者而設的維省安老政策諮詢大會報告

The Ministerial Advisory Council of Senior Victorians in conjunction with the Chinese Community Social Services Centre Inc. hosted an Ageing in Victoria Policy Consultation Forum for Chinese-speaking elderly from 1:30 to 3:30pm on Tuesday 3rd June 2008 at Box Hill Town Hall.

Three hundred people turned up and participated in the Forum on that day. They included individual members of the Chinese-speaking community as well as representatives from 29 Chinese, 5 multicultural and 3 mainstream organisations. (Please refer to Appendix A for the List of Organisations Attended).

The following is the report of the Chinese-specific Ageing in Victoria Policy Consultation Forum. The report has incorporated the responses from the Forum and the 72 completed questionnaires received after the Forum.

We would like to use this opportunity to sincerely thank each and every participant, representatives of the Victorian Government (The Hon. Brian Tee, MLC for Eastern Metropolitan Region and Ms. Heather Birch), CCSSCI Board members, staff and volunteers who have made the Forum such a successful and memorable event.

由維省政府高齡服務部部長顧問局與維省華人社區服務中心合辦之「維省安老政策諮詢大會」，是專為華裔長者而設，於 2008 年 6 月 3 日〔星期二〕下午 1 時 30 分至 3 時 30 分假博士山市政廳舉行。

出席當日諮詢大會人士共 300 人，包括個別操華語人士，29 位華裔團體代表，5 位多元文化機構代表及 3 位主流機構代表。〔請參考附件 A 詳列各參與機構名稱。〕

以下為「維省安老政策諮詢大會」的報告，此報告是綜合出席人士的意見及 72 份於當日收集到及於會後交到本中心的問卷內容而製成。

本中心亦借此機會向各出席人士及機構，並維省政府代表〔東區立法會議員 The Hon. Brian Tee 先生及 Heather Birch 女士〕，華人社區服務中心管理委員會、各職員及義工，得到以上各人的參與及協助，令是次大會能順利進行，並達到預期效果，謹此致謝。

1. Health and Wellbeing 醫療及健康

1.1 Are there barriers to older people staying healthy for longer? How could these barriers be overcome?

長者保持健康長壽有何障礙？如何消除此等障礙？

A. Mental Wellbeing 精神健康

A.1 Satisfied with material life but mentally feel lonely and helpless.

物資享受已足夠，但在精神上孤獨無助。

A.2 The government (through its subsidies to community organisations) should provide psychological counselling services.

政府提供心理輔導(或經資團體)。

A.3 Psychological and mental problems as well as physiological problems of the elderly – require counselling and care.

心理及生理障礙 – 輔導及關懷。

B. Health Prevention 保持身體健康

B.1 Regular medical check ups for seniors by health care workers.

派護理人員定期檢查長者身體。

B.2 Seniors' morning exercise to be promoted by doctors and supported by the families.

醫生或兒女鼓勵父母晨運。

C. Positive Ageing 積極的晚年

C.1 Encourage the elderly to be optimistic.

鼓勵長者樂觀感。

C.2 Help the elderly be optimistic in life, participate in social activities, and maintain physical and mental wellbeing.

幫助長者認識樂觀人生，參與群體生活，保持適當身心健康運動。

D. The Need for Information 資訊上的需要

D.1 Lack of knowledge of medicine and healthy living.

缺乏醫學常識，養生之道。

D.2 Provide seminars, exhibitions, visits and information on the common diseases affecting the elderly, e.g. dementia, high blood pressure, cholesterol, diabetes, respiratory problems, emphysema and asthma.

提供講座，展覽，參觀和訪問，針對老人常見病，如老人痴呆、高血壓、膽固醇糖尿病、呼吸系統、肺氣腫、哮喘。

D.3 Limited source of information.

信息來源不夠。

E. Social Networks and Participation 社交網絡及參與

E.1 Provide appropriate activity venues and meeting places.

合適之活動場所。

E.2 Support from social groups.

群體支持。

E.3 Set up associations for the elderly so that they can get involved in the discussions of social issues.

成立社團，讓其參與社會事物的討論。

E.4 Volunteers organise regular meetings to share information with the elderly.

義工定時定地組織聚會和長者交換意見。

1.2 What would make health care services more accessible and equitable for older people?

如何使長者更容易及更公平地使用醫療保健服務？

A. Requests of Chinese-speaking Elderly for Culturally Appropriate and Accessible Services 操華語長者於使用服務時需要有中文翻譯及能享有近文化背景的服務

A.1 24-hours Chinese Nurse-On-Call.

24 小時華值護士值班。

A.2 24-hours Medical Hotline in Chinese.

建議用中文講 (24 小時)電話醫療查詢。

A.3 Direct Enquiry Hotline in Chinese.

直接中文電話專線。

A.4 24-hours house call service by general practitioners who speak Chinese.

24 小時懂中文的醫生上門提供服務。

A.5 Provide house call service by Chinese-speaking doctors and nurses.

提供中文醫生護士上門服務。

A.6 Increase interpreter service – special Hotline in Cantonese or other Chinese dialects.

增加翻譯服務 – 廣東話或其他方言詢問語言熱線電話專線。

B. Language Barriers and Interpretation/Translation Services 語言障礙及即時傳譯/翻譯服務

B.1 Communication problems because of language barrier.

語言不足溝通。

B.2 Help the elderly understand the various types of support services, their rights and obligations. It is the service providers' responsibility to look after those who are non-English speaking.

幫助長者認識服務範圍，權利及義務，言語上困難亦要照顧。

B.3 Provide interpreters in specialist services.

專科需提供翻譯服務。

B.4 Long waiting time for interpreter service at hospital.

要翻譯 / 醫院等候時間長。

B.5 Interpreter services to be extended to medical clinics and residential aged care facilities, e.g. hostels and nursing homes.

翻譯服務擴展到診所，老人宿舍，老人院等。

B.6 Communication problems because of language barrier, and telephone interpreter service is difficult to use.

言語溝通困難，電話翻譯不便。

B.7 Medicine with Chinese name and explanation in Chinese.

藥名需有翻譯，中文解釋。

C. The Need for Information 資料需求

C.1 Provide an information kit with the details of the locations of hospitals, Chinese-speaking clinics, physiotherapists and acupuncturists.

加印小冊子通知何處有醫院，唐人診所，物理治療，針灸翻譯。

C.2 Provide more medical information in Chinese and especially in good quality translation.

多些中文醫療資料送到我們手中，翻譯英文資料要譯好些。

C.3 Provide free newsletters on health care issues.

免費健康報。

C.4 Provide more health care information in Chinese.

中文翻譯有關健康資料應多供應。

C.5 Provide updated and accurate information on health care and medical treatments, not only in written materials in Chinese but also through seminars conducted in Chinese.

多供給正確的健康醫療知識包括講座，文字資料(中文)。

C.6 Provide health care services website in Chinese.

中文醫療服務網頁(站)。

C.7 Provide a guide about the health care system and its services in Chinese.

醫療保健服務的具體內容是什麼？(出一部中文指引)

C.8 Promotion activities about health care services targeted at the elderly, e.g. through free newsletters, radio broadcasts, and feature articles and extensive coverage in mainstream media.

針對長者進行宣傳活動，如免費報紙、廣播、主流媒體的大範圍的討論。

C.9 Publish a service directory or provide information on the internet regarding Chinese-speaking doctors and psychiatrists, and other specialist services such as physiotherapists etc.

小冊子或 internet 提供所有華語醫生，心理醫生，物理治療等專科的資料。

C.10 To inform older people and their families of the wide range of options to help them aged healthily and as well as possible.

通知長者及其家人有關協助長者活得更健康及平安的一系列可行方法。

C.11 Services themselves together presenting information on services (Expo).

提供服務時派發服務內容介紹單張。

C.12 Information kit in their first language.

用服務使用者的第一語言編製資料夾。

C.13 Verbal and visual information.

以語言及文化提供資料。

C.14 Forums.

諮詢大會。

C.15 Media – radio and newspapers.

傳媒 – 電台及報章。

D. Feedback on Existing Services 對現有服務的意見

D.1 Waiting time to try to get through the aged care hotline is too long.

老年人服務專線 (phone) 排隊時間長。

D.2 Simplify the application procedures and processes for lodging claims to private insurance.

能否簡化私人保險報銷費用的手續及程序。

E. Special Considerations for Service Provisions 改進現有服務的意見

E.1 The government to provide home care services for those seniors who do not have pension card or health care card.

沒有 pension card 或 health care card 的長者，如有須要，政府可否給家居全面資助服務。

E.2 Special consideration and quota for seniors so that they can receive timely medical treatments.

長者 line 及時治療特別通道。

1.3 How can health care services better meet the needs of older people?

如何使醫療保健服務更能符合長者的需要？

A. Requests of Chinese-speaking Elderly for Culturally Appropriate and Accessible Services **操華語長者於使用服務時需要有中文翻譯及能享有近文化背景的服務**

A.1 Chinese-speaking doctor on-call.

操華語醫生當值。

A.2 24-hours Nurse On-Call service in Chinese.

24 小時操華語護士值班。

A.3 Provide community transport for the elderly to attend medical appointments on a regular basis.

社區派汽車接送長者定期檢驗身體。

A.4 Set up out-patient clinics of complementary medicine (Chinese and herbal medicines) at large hospitals.

大型醫院設置中醫，中藥門診。

A.5 Community Health Centres to provide complementary medicine and therapy, e.g. acupuncture, Chinese massage and herbal medicine.

在中心內要設有針灸，按摩等的中醫，中藥治療辦法。

A.6 Extend the Medicare scheme to cover treatments of complementary medicine such as treatments by traditional Chinese doctors and herbal medicine. Herbal medicine is cheaper than western medicine and it has less side effects. It has been proven to be effective with certain diseases and can reduce the financial burden of the elderly..

把中醫、中藥列入保健計劃，因中醫確實對某些疾病有明顯的療效，副作用少，價格比西藥便宜，可以減輕醫藥費的負擔。

A.7 Need to set up more Chinese-specific nursing homes and Chinese-specific residential aged care facilities.

應該建更多間華人安老院或華人護理院 (Nursing Home) 。

A.8 Strengthen and increase nursing and home care services.

增強護理服務及家居服務。

A.9 Free transportation and assistance (e.g. providing an escort) for medical appointments.

免費交通及協助〔例如：提供一位人士陪同〕往求診。

B. The Need for Information 資料需求

To introduce and promote the services of Community Health Centres to the Chinese-speaking community through various means.

建議透過不同傳媒給我們宣傳社區健康醫療服務中心。

C. Special Considerations for the Elderly in Health Care Services 改進現有長者健康護理服務的意見

C.1 Priority access to health care services for seniors aged 70 and above.

70 歲以上長者優先輪候。

C.2 Seniors aged 80 or above have priority access to services and regular medical check-ups by GPs.

老年大過 80 歲優先服務，定期健康檢查 (家庭醫生)。

C.3 Seniors should have priority access to health care services.

需要更優先地使用保健服務。

C.4 Shorten waiting period for operations for the elderly.

長者手術排期縮短。

C.5 The government should exempt prescription charges for medications required for chronic illnesses, such as diabetes and high blood pressure.

長期病患的藥物如糖尿，高血壓等政府能否全免藥費。

C.6 Free prescription and free dental services for seniors aged 65 and over.

65 歲以上免藥費及牙科全免。

C.7 Provide exercise equipment and facilities in public areas, such as parks. Older people such as those with arthritis can make use of and benefit from the equipment.

在公眾(如公園)地方設立一些有關醫療器械(如關節康復器，雙位大轉輪)。

D. Feedback on Existing Services 對現有服務的意見

D.1 Rapid increase in medical costs.

醫費漲過快。

D.2 Lengthy waiting time at the casualty ward and it is not easy to access emergency services.

急症室等候時間太長，不容易得到服務。

D.3 Lengthy waiting period to try to access dental and eye specialists.

輪候時間：等候護理時間太長，例如：牙科、眼科。

D.4 Lengthy waiting time at the emergency department and the attitude of staff is unsatisfactory. Lengthy waiting period for specialists' services.

急診等候過長，服務態度不好，等候專科就診時間長。

D.5 Pathology home visit service is insufficient.

上門抽血服務不足。

D.6 The dietician service is not appropriate for the Chinese-speaking elderly because of the differences in Chinese and mainstream diets.

不知如何使用營養師等因我們的背景。

D.7 To further improve community health services, e.g. to cover oral care.

完善社區醫療服務，如口腔護理。

D.8 To provide podiatry service, e.g. cutting of toe nails.

提供足腳保健服務，如剪腳甲。

D.9 Shorten the long waiting time when attending medical appointments. Try to keep to appointment time.

看病最好像中國一樣，掛號就可以看，不要排很長時間。

D.10 The family GPs, due to limited government subsidies, are not willing to see the seniors when they have been admitted into residential aged care facilities. Could the government change its policy guidelines and the level of subsidies to encourage GPs to continue their service for the elderly after the residential care admission?

長者住安老院後，原來的家庭醫生因經費收入少，而不願去安老院為老人診病，是否可增加家庭醫生的出診的經費，同時也制定政策，規定醫生必須出診的次數。

D.11 The gap fees between the Medicare cover and the actual expenses for specialists (such as the eye specialist) are too high. Please consider reducing the gap fees for the elderly.

看私家醫生(如眼科)，看完病後往 medicare 單位報銷藥費時拿回的藥費較少，能否增加一點減輕我們的負擔。

D.12 Centralise patients' medical record from private general practitioners.

有私人保健醫生的跟踪記錄。

D.13 The elderly should be given special considerations in medical treatments, even without private medical insurance cover.

不需要買私人醫療保險仍能獲得特殊優待。

D.14 Even with interpreter services, it is still difficult to comprehend across languages as our Chinese thinking process is very different.

雖然有譯但思維方式等不同，不必理介。

2. Inclusive Communities 融入社會

2.1 What community activities, volunteering opportunities and social networks are older people interested in?

長者對什麼社區活動、義務工作及社交聯誼的機會有興趣？

A. Feedback on the Ageing in Victoria Policy Consultation Forum 對維省安老政策諮詢大會的意見

Organise the Ageing in Victoria Policy Consultation Forum on a regular basis.

應該定期舉行此諮詢大會。

B. Educational Activities 教育活動

B.1 Educate the elderly on topics such as Australian culture, etiquette and manners.

向長者教育本地（澳洲）文化，禮儀，規矩等。

B.2 Information on medicine, healthy diet, insurance and investment.

醫藥，飲食保健，保險和投資。

B.3 To provide subsidies for the elderly so that they can learn computer skills at libraries and elderly centres.

資助學習使用電腦，例如在圖書館或長者中心設立。

C. Volunteering Opportunities 義務工作機會

C.1 Providing appropriate training and support including travel allowance for the elderly who wish to be volunteers.

為長者愿做義工者提供足夠的訓練支持 (如交通補貼)。

C.2 Involve in volunteer work – day care services for school children after school hours and during school holidays. Under the auspice of a community organisation, the elderly can organise and provide day care services for the children whose parents have to work and are not available to look after them.

參與義務工作 – 兒童托管服務，因父母工作忙碌，無法準時接送子女放學或放假時照料他們，因此，可組織長者義務在校內照料學生，放假期間亦有社區組織由長者協助照料家中無人照料的學生。

C.3 Organise the elderly who are bi-lingual to assist those who are non-English speaking.

發揮長者中英語專長為華人長者輔導。

C.4 The “younger” elderly can visit nursing homes and share their expertises and skills with the residents.

可考慮安排年輕長者探訪安老院，教授其專長及技術等。

D. Community Activities 社區活動

D.1 Provide more interest classes in the areas of:-

- Conversational English
- Computer skills

- Musical instruments and appreciation (Piano and other musical instruments, classical music)
- Chinese calligraphy
- Painting
- Dancing and singing
- Tai Chi and exercises
- 設立更多日用簡單英文班
- 長者應該人老心不老，希望能組織大家開展文化活動，如健身操，太極，音樂欣賞(古典名曲)，樂器愛好者的學習培訓，如五線譜，鋼琴以增加溝通友誼
- 定期聚餐，手工班，健康講座，歌唱班，太極運動班，遊戲
- 書法、繪畫交流學習機會

Provide social support groups and learning opportunities via the University of the Third Age.

增加不同學習班，興趣班，長者大學

D.2 Provide more activities, such as:-

- Parenting groups
- Group activities
- Discussion groups and forums
- MahJong games
- Bridge
- Chess
- Table tennis
- Chinese Opera
- Watching movies
- Singing
- Fitness/ exercise
- Celebration of festivals
- Balls (social dance and group dance)
- Social Clubs provide free and nutritious lunches
- Recreational activities
- Outdoor activities (only catered for the elderly who have different interests from the children)
- Picnic
- Visits to places of interest
- Day tours
- 親子團
- 文娛方面，如麻將，橋牌，營養餐，郊遊，節日的慶祝會，深受老人歡迎
- 集體遊戲，座談會，探訪，旅行，看電影，舞蹈
- 社區活動多樣化，如下棋，台球，乒乓球，戲曲，歌曲，舞蹈，運動

- 舞會 (交誼舞, 集體舞)
- 增加資助讓長者參與戶外, 郊遊, 文娛等活動
- 老人健身操
- 中、短距離旅遊
- 短程旅行(一日遊)
- 戶外活動 (老人不和小孩共用)
- 聯誼會; 免費午餐

D.3 Organise social activities for the elderly such as outing, increase activity sessions to more than once a week, and provide transport.

多舉辦一些有益身心之活動如旅行, 每星期多一次聚會, 提供交通等。

D.4 Provide an activity venue so that the elderly can develop a sense of belonging and enjoy the interaction.

提供鍛煉及娛樂場所, 讓長者在社區活動中心這一大家庭中得到溫暖和歡樂。

D.5 The elderly like to cherish and share their past history.

長者較喜歡懷舊。

D.6 The elderly enjoys the feeling that someone does care about them and is willing to listen to them. A phone call from a social worker or a community organisation from time to time can make a huge difference in their life.

希望得到社區及朋友的關懷, 傾談感受, 社工/社區的一個問候電話, 可能會令長者雀躍幾天, 終身難忘。

2.2 Are there barriers to getting involved in the community?

要參與社區的生活可有障礙?

A. Barriers Identified 遇到的障礙

A.1 Lack of understanding of aged care services. Not aware of the Home and Community Care services.

對養老服務不了解, 對 HACC 服務不了解。

A.2 There are few community organisations or activity venues that are suitable for Chinese-speaking elderly.

社區機構不多, 沒地方去, 活動場所。

A.3 Activity venues have limited facilities and are not well-equipped.

活動場所設備少、過於簡陋。

A.4 “Elderly Day Activity Centre” needs more equipment, e.g. television and hi-fi for singing.

“日托活動中心”內設施太簡陋, 需增設電視機、音響, 供唱歌用。

A.5 Traditional Chinese culture affects one’s ability to develop interpersonal relationships.

華人傳統風俗習慣影響人際關係的發展。

A.6 Transportation problems (not capable of driving).

交通問題(不懂駕駛)。

A.7 Language barrier – increase interpreter service, improve the relationship among neighbours for mutual support.

語言 – 增加翻譯服務，加強鄰居關心，改善援助需求。

A.8 Being discriminated – provide civil education e.g. manners.

被歧視 – 加入公民教育 如禮貌。

A.9 Poor weather affects one's participation in activities.

氣候關係。

A.10 Please do not organise activities at night time.

活動不要在晚上進行。

A.11 Not familiar with the activity venue or other participants.

不熟悉活動地點和參加者。

B. Strategies to Overcome the Barriers 克服各項障礙的策略

B.1 It is important to integrate into the society by participating in community activities.

首要融入社會 — 參加社區活動。

B.2 The location of Senior Citizens Clubs needs to be easily accessible by public transport.

老人會地點要交通方便。

B.3 Increase the activity sessions and frequency of “Elderly Day Activity Centres”.

增“日托活動中心”的天數。

B.4 Extend the opening hours of the Elderly Day Activity Centres.

老人活動中心應開放頻密，讓老人有所活動。

B.5 Provide appropriate activity venues for the elderly with reasonable fees and free transport.

Residential aged care facilities and activity centres should be easily accessible by public transport and located near to the park.

需配合老人的健康狀況缺乏免費的活動場所，必須付費太貴，無提供免費小巴服務，養老所和活動中心應安排地方靠近交通點，公園等。

B.6 Organise more visits by social workers/volunteers for the elderly who are not able to go out.

義工或社工要落實到老人，特別是沒能力外出的老人。

B.7 Establish social networks through the assistance of social workers and volunteers. Under the supervision of a social worker, each volunteer will look after a number of elderly by maintaining contact with them.

如有可能希望社工/義工在各社區落實人頭，一個義工負責聯絡若干老人，義工必須 UNDER 社工，此法可減少生活上的障礙。

B.8 More government funding for Culturally and Linguistically Diverse (CALD) communities so that services and activities for the seniors can be further developed. We have seen support services for CALD seniors discontinued due to lack of funding.

政府對各民族(少數民族)的活動撥款增加，以便有足夠的經費支持開展各種活動，以前常發生缺乏經費而終止活動的情況。

2.3 What information about services and community activities do older people want, and how should this information be provided?

長者需要什麼社區服務及活動的信息？應該怎樣去提供這種信息？

A. What Kind of Information Wanted 需要的資料類別

A.1 Documents of government services should be provided in both Chinese and English.

政府服務文件用中英文對照。

A.2 Information about the Senior Week to be translated into Chinese.

老人周的資料，希望增加中文說明。

A.3 Provide seminars and information sessions on a regular basis about the services of Centrelink and community health centres as well as the ageing policy.

定期有關 Centrelink & community health 和有關於長者政策的宣講和介紹。

A.4 Provide information about community issues and government policies to increase awareness.

了解社區的情況，了解政府政策。

A.5 Share successful stories and positive experience about the life of Chinese-speaking seniors in Australia through published articles. The aim is to promote self-confidence and independence.

了解各社區長者之間的生活情況—勵志篇，談談自己在澳洲的幸福生活，鼓勵長者自信自立。

A.6 Publish a special “Service Directory” annually with the details of the agencies and the programs they provided.

編制特別之”電話簿”，列出中心資料及節目，每年一次。

B. How Should the Information Be Provided 最有效提供資料的方法

B.1 Information about services and community activities should be provided through the following means:-

- Mail-out
- Local community newspapers
- Chinese newspapers
- Free newspapers
- Community centres
- General Practitioners
- Radio
- Internet
- Television – SBS
- Information to be provided on a monthly basis in a special publication
- Display on the notice boards at Churches and Buddhist Temples
- Senior Citizens Clubs
- 寄信，主動寄出活動資料
- 從社區服務中心，中文報紙，醫生
- 免費報紙，廣播，網絡
- 電視台，電台，華人報紙
- 每月提供一次刊物
- 周日可上教堂，佛堂，把日期，時間刊登在板上

- 應當將社區已有的服務定期分發給各華人老人會，讓老人可選擇

B.2 Reach out to the Chinese-speaking seniors through dissemination of information in Chinese.

增加聯絡，增加中文訊息。

B.3 Translation service and organised distribution.

翻譯服務，有帶隊人，發信通知要有中文版本。

B.4 Organise seminars on various topics to increase Chinese-speaking seniors' understanding of the Australian society.

要融入社會就先要了解社會，希望多舉辦一些專題講座。

B.5 Organise the Ageing in Victoria Policy Consultation Forums on a regular basis.

定期召開維省安老政策諮詢大會。

B.6 Organise seminars for the elderly so that they can have emotion outlets and help them to release their depressive emotions.

舉辦座談會讓他們可宣洩抑鬱的情緒。

B.7 Individual home visits.

個人上門探訪。

3. Liveable Communities 最適宜長者居住的社區

3.1 What are the key factors in creating a better physical environment for older people?

為長者去創造一個更佳的生活環境，需要考慮到那些關鍵因素？

A. Key Factors in Better Environment 能改善環境的主要項目

A.1 Safe and quiet.

安全，清靜。

A.2 Facilities, costs, location, infrastructure and security.

設施，費用，地點，infrastructure 方便起居出入及有安全感。

A.3 Good public transport facilities.

有公共交通設施。

A.4 Provide a free mini-bus for shopping and medical appointments, ...

供給(定期)免費小巴/巴士出外購物，看醫生 ...。

A.5 Provide a shopping centre with Chinese grocery shops.

有購物中心(提供華人食物....)。

A.6 Provide a community centre, a meeting place, a library, seminars and recreational/leisure activities...

設有社區中心，提供聊天，娛樂，圖書館，講座....。

A.7 Have a police station, surrounding fence, and regular patrol by security guards.

設警局，圍牆，有保安人員定期巡查。

A.8 Provide Chinese television channels.

設置電視中文台。

A.9 Body – Personal hygiene knowledge, safe environment, staff and volunteers with knowledge of aged care.

身 – 衛生常識，環境安全設備，員工(義工)對照顧者的工作常識。

A.10 Mind – provide information to promote mental wellbeing (e.g. ageing process, elderly depression...etc).

心 --- 提供心理輔導資料(eg, 老人/老化過程, 老人抑鬱症...etc)。

B. Key Factors in Senior Housing 長者屋須具備的主要條件

B.1 To set up Chinese-specific nursing homes and retirement villages in each region.

在各個地區適當建設華人護老院，退休村等設施。

B.2 Mainstream nursing homes to provide Chinese meals.

現有的養老院希增設中餐。

B.3 Provide interpreters in different Chinese dialects e.g. Cantonese, Mandarin and Hakka...

要有華語(廣東，普通話，客家....)翻譯員。

B.4 The elderly would like to live in a small estate which provides all essential facilities within walking distance.

長者希望不用乘車，只要步行即可到達生活配套設施的小區。

B.5 To set up a multi-storey retirement village so that it can accommodate more seniors. The village provides a range of services from independent living to high level care to enable ageing in place. Therefore, there is no need to shift to another aged care facility when the care needs increase. It should receive government subsidies to reduce the costs.

退休村制度 – 利用空間 (如多層式) 可供多些人居住 ageing in place 由獨立居住至高料理，最好無須遷移太遠；收費及政府津貼。

B.6 Independent and convenient living in housing design yet can have contact with other residents in the same estate.

設計上有獨立而方便，同時與其他社友聯繫。

B.7 Home Ownership Scheme.

居者有其屋。

B.8 The government should set up an elderly mutual support website, so that the seniors can chat with each other free of charge on a daily basis, to increase their sense of security.

由市政府組織設立長者互助網絡，使長者可免費每日互通消息，增加安全感。

C. Key Factors in Public facilities 對公共設施的主要需求

C.1 Build bigger road signs and more and brighter street lights.

街燈要改善照明，多設燈柱，路標要加大，照明。

C.2 Chinese signage in public areas.

公共場合有中文標誌。

C.3 Beautiful environment with open space.

環境優美，有空地。

C.4 It is easier for the elderly to remember if the street names could also be identified in numbers.

街名附加數字，讓老人家容易分別。

3.2 What would make older people feel safer in their communities?

如何能讓長者在社區內感到更加安全？

A. The Need for Chinese-specific Services 對近中國文化服務的需求

A.1 Personal alarm service in Chinese.

“平安鐘”接駁至華語中心。

A.2 The elderly can seek help from Chinese-specific agencies or organisations which speak the same language, whenever they needed.

有講中文的機會和中文的組織單位隨時可以諮詢。

A.3 Have a sense of belonging: the elderly can get appropriate help when required.

有歸屬感：需要時有人查詢協助。

B. Personal Alarm 平安鐘

B.1 Personal Alarm system and services to be promoted within the Chinese-speaking community.

平安鐘推廣到華人家裡。

B.2 Personal Alarm is a useful emergency device for seniors especially for those who live alone.

安裝平安鐘，雖然目前已有緊急電話，但當危急時，總記不起，阻礙救治時間。
平安鐘能普及到獨居長者，一旦有情況出現能及時與社區聯繫。

C. Home Share 同住

Seniors share their home with young people free of charge provided that the young person has to help out with the daily chores in return.

年青人居于老人家，免費但要幫忙生活起居。

D. Neighbourhood Organisations, Social Networks and Mutual Help 鄰舍守望機構、社交網絡及互助組織

D.1 Relevant government departments increase security patrol in residential areas of seniors and set up good neighbourhood organisations to encourage mutual support.

政府有關部門對長者住區要加強巡視，並設立鄰里間互相關心和照顧的機構。

D.2 Set up mutual help networks and encourage communication among seniors.

建立互助網，多互通信息。

D.3 Increase social networks and frequency of home visits.

加強聯絡，加強頻密家訪。

D.4 Introduce the neighbourhood watch to the elderly.

介紹 neighbourhood watch 給長者。

D.5 Increase the frequency of home visits and activity sessions, and provide subsidies for medication.

多增定期探訪，活動日，藥物補助。

E. Education 教育

E.1 Provide education on home safety, prevention of burglary and violence as well as traffic safety. Set up neighbourhood organisations to promote mutual help.

經常授予家居安全知識，防盜及防暴知識，交通安全，設立守望相助的組織。

E.2 The elderly receives advice and assistance in home safety on an annual basis.

每年指導及幫助設計長者家居安全。

F. Other Suggestions 其他建議

F.1 Provide cordless phone (compact and mobile to be used indoor).

提供 cordless phone(小型易攜帶於室內行走)。

F.2 Need assistance to install fire and smoke alarms as well as to change battery regularly.

專人安裝 fire alarm/smoke alarm 及換電池。

F.3 Require aged care services by social workers.

提供社工照護的服務。

F.4 Feeling of being cared for, security and safety.

長者時常感覺到及得到他人的照應，治安良好和安定。

F.5 Strengthen security.

加強保安。

4. Transport 交通

4.1 What are seniors' most important transport needs and are there innovative ways they can be met now and in the future?

長者最重要的交通需求是什麼？有什麼革新的方法去滿足他們目前及將來的需求？

A. Inadequate Public Transport 公共交通服務不足

A.1 Inadequate public transport, especially on weekends and during off-peak hours.

公共交通工具不足，特別是週末非辦公時間。

A.2 Inadequate public transport, especially in the Southern Region and during weekends.

公共交通不足夠，特別是週末，特別是南區。

A.3 Increase frequency of bus and train services.

巴士路線 / 火車多及班次繁密一些。

A.4 Increase frequency of public transport and extend their service areas/routes.

須要多增班次，分佈範圍。

A.5 Extend the operation hours of public transport, increase frequency and extend transport networks.

交通公共延長服務時間，增加班次及交通網絡。

B. Strategies to Meet the Transport Needs 能滿足對交通方面需求的策略

B.1 Seniors can use their concession card nationwide.

長者咁優惠全國可以使用。

B.2 Free public transport for seniors aged 65 and above.

65+免費。

B.3 Free public transport for seniors aged 70 and above, half price taxi discount for seniors aged 75 and above.

70 歲以上可免付車費，75 歲以上出租車可享受半價。

B.4 Half price taxi discount for all seniors (no need to apply).

所有長者出外搭的士價 (不用特別申請)。

B.5 Relax the requirements of the half price taxi card. All seniors aged 75 and above should be entitled to the taxi card.

降低半價出租車的申請條件，75 歲以上可享受半價出租車。

B.6 Free public transport for the elderly during off-peak hours to encourage them to get involved in the community and participate in social activities.

在非繁忙時間，長者免費乘搭公共汽車 (原因：可融入社會，繼續有社交活動 …)。

B.7 Free public transport for the elderly during off-peak hours and Sundays.

非繁忙時間及周日讓長者均可享受優惠乘車服務。

B.8 Free public transport for the elderly during the weekends.

最好一周有兩天免費乘坐交通工具，如周六、日。

B.9 Signage at the stops/stations of public transport to be enlarged, illuminated and translated into Chinese.

車站指示要加大字體，照明並包括中文等。

B.10 Indicate bus number and destination at the back of bus for the convenience of seniors and non-English speaking people.

巴士的號碼與地方標誌，在巴士後面也有標示，方便更多長者 and 以便不懂英語人士 (巴士)。

B.11 To provide mini-buses to areas where the tram, bus and train do not reach. By doing so, the seniors do not have to walk for a long distance to the main road to catch the public transport.

電車,巴士,火車皆重要，如能安排多些小型巴士走入小路，令長者不需走一段長路到大路上車。

B.12 Provide more access points for the elderly to get on/off the vehicles at shopping centres.

增多老弱人仕上落之停車位於商場等地。

B.13 Seniors aged 70 and above should get free public transport for the whole weekend. Seniors aged 60 and above should have petrol discount. More senior parking at public places.

Sunday Pass Weekend 70 歲免費，60 歲汽油折扣，公共場所停車老年人停車位。

B.14 Transport Enquiry Service should be provided in multiple languages.

交通安排需有多種語言諮詢。

B.15 Transport costs are still too expensive for the elderly.

長者車費仍太高。

B.16 Special vehicle allowance for elderly who get around by driving their own car.

駕車者汽車補貼。

C. The Need for Chinese Signage 增設華語告示

C.1 Provide simple Chinese signage at the stops/stations of public transport.

車站最好有簡單中文指示。

C.2 Temporary road signs such as road blockage and diversion, to include Chinese translation.

馬路上的交通重要地方的告示，如改道，不能行駛的路要有中文啓示。

C.3 Emergency road signs to include Chinese translation as well.

在重要的地方，馬路上，或緊急地方，最好有中文標語。

D. Community Transport Service 社區交通服務

D.1 Introduce and promote “Community Transport Service” to the Chinese-speaking elderly as many of them are not aware of such service.

要多宣傳 ‘社區交通服務’ 給華語長者，因為現有許多人不知道有此優惠服務。

D.2 Provide more community transport service because it is too expensive to attend medical appointments by taxi.

增加社區交通服務 – 看醫生 (因為的士費太貴)。

D.3 Free transport for shopping, medical appointments and activities.

長者活動，購物看病接送。

D.4 Require Chinese-speaking drivers.

中文司機。

E. Others 其他

E.1 To provide public transport to the Chinese Community Social Services Centre Inc – On Luck Chinese Nursing Home.

護理院 (安樂) 最好有公共交通到達。

E.2 Residential aged care facilities are to be situated in locations accessible by public transport.

安老院所選取之位置要有便利之交通。

E.3 Rapid increase in transport costs affects the seniors. Melbourne should take Sydney's public transport system as reference where Sydney does not charge according to a zoning system.

交通費漲幅太快 – 不分區，參考悉尼辦法。

E.4 Improve safety facilities in our public transport.

加強交通工具的安全措施。

4.2 How can older people be supported to drive safely for longer?

如何去協助長者安全地駕駛更長日子？

A. Refresher Courses for Senior Drivers 年長駕駛者的更新課程

Provide refresher courses for the elderly to update their traffic knowledge and to improve their driving skills.

提供更新 (refresher) 課程，讓長者認識新交通設施 / 條例及改善駕駛技術。

B. Driving Tests and Medical Check-ups 要求再考試及進行體格檢查

B.1 Annual driving tests to assess driving ability, vision and health conditions.

每年考一次車，考水準 / 眼力 / 健康。

B.2 Free medical check-ups.

免費健康測試。

C. Others 其他

C.1 Provide senior parking spots (wider and easily accessible) for the convenience and ease of the seniors.

給長者容易泊車的車位，不限於殘疾人士。

C.2 Electric scooters could be an alternative means of transport for the elderly.

Electric scooters 也很有用。

5. Housing 房屋及住宿安排

5.1 What are the most important considerations in developing housing and accommodation for older people?

在發展長者房舍時，有何重要考慮因素？

A. The Need for Chinese-specific Residential Aged Care Facilities 對華人長者住宿護理服務的需要

A.1 To set up more Chinese-specific residential aged care facilities, such as hostels and nursing homes, in areas with high concentration of Chinese-speaking people.

長者宿舍 – 多設老人宿舍于華人聚居地方。

建立華人聚居的老人村，護老院。

A.2 To increase the number of beds in the only Chinese-specific nursing home.

增加華人老人院的宿位。

A.3 To set up more retirement villages.

建議多建老人村。

A.4 To build single-storey units in retirement villages.

平房，老人邨排屋。

A.5 Ageing in Place system (unit -- hostel -- nursing home). The elderly can live in independent units with central facilities and services. When their care needs increase, they can move up to the hostel or nursing home.

三級式 (unit --- hostel --- nursing home) ，既可獨立居住，亦有中心服務，再老時可“升級”至另一服務。

A.6 Relax admission requirements of residential aged care facilities and the seniors who live alone with no immediate assistance should have priority of access.

放寬入住限制，首先為沒有親人照顧而先入住。

A.7 Chinese-specific facilities provide a life style most suitable for Chinese-speaking elderly.

中國式生活以適合華人長者。

A.8 Residential aged care facilities, such as nursing homes, need to offer activities and diets that are culturally appropriate for their residents.

長者服務 (如老人院) 應提供適當文化需要的飲食，活動。

A.9 It is important to have Chinese-speaking staff at residential aged care facilities such as nursing homes, hostels and retirement villages.

長者服務如安老院 (nursing home) ，老人宿舍 (hostel) ，老人村 (retirement village) 有華語工作人員。

A.10 Require affordable and home-like nursing homes.

需要更多的經濟適用的家庭式的養老院。

B. The Need for Public Housing 對公共房屋的需求

B.1 Provide more public housing for those elderly who are in need.

多造老人國家房，解決困難的一些老人可以安定生活。

B.2 Provide more public housing units for singles and couples.

改善政府房舍給單人或雙人房屋。

B.3 Shorten the waiting time for public housing.

避免等待房舍安排日期太長。

B.4 Housing allowance is not sufficient and the 10-year waiting period for public housing is too long.

房屋及住宿安排 – 房補偏低，公屋需等 10 年時間。

B.5 The government department of urban planning has to provide sufficient public housing for the elderly based on their ratio within the general population.

立法由地區政府城市規劃部門負責，依照長者人口比例，提供(租用或建築)足夠之長者廉租屋。

B.6 Monitor the occupancy in public housing regularly and to prevent inappropriate usage.

定期監管公屋的使用守則及防止濫用的情況。

B.7 Build more public housing and allocate segments to different ethnic groups so that members of the same ethnic group can support one another.

增加簡易廉租屋，分族群集中居住，即可節約，又可互相照顧交流。

C. Better Facilities 改善設施

C.1 The needs of the elderly have to be taken into consideration in the design of public housing. Facilities such as a shopping centre, post office, bank, Chinese grocery shop and restaurant are within walking distance.

政府在建房時要考慮與長者生活所需要的設施如購物中心，郵局，銀行，唐人商店，飲食，只需步行可辦到。

C.2 Convenient location situated near to a Community Centre, shopping centre and supermarket.

接近社區中心，商場，超級市場。

C.3 Install more handrails inside the house, and safety crossing on the roads.

房屋設施要多設扶把，和無障礙馬路。

C.4 Central heating and sound-proof rooms.

中央暖氣，房間隔音效果好。

C.5 Maintain a good hygiene standard.

衛生問題。

C.6 It is important that the lifts are well maintained when living in a high rise building.

入住高層房舍時，減少電梯的故障。

C.7 Better maintenance service in public housing.

修理房難，加強維修管理。

C.8 To provide underground tunnel and escalator facilities at train stations.

地下通道或電梯(火車站)。

D. Financial Support 財政上援助

D.1 It is difficult to get rental accommodation.

租房困難。

D.2 Financial support (provided on a regular basis and paid in advance).

經濟(預支及定期)。

D.3 Provide an additional housing allowance of 2 weeks to seniors over the age of 65, and additional \$40 to those below 65.

65 歲以上房租補貼兩周、65 歲以下人宜補貼多\$40。

D.4 Given the limited resources of most elderly, privately-owned housing should be safe, comfortable and affordable.

長者購買房屋的資金不足，希望在房屋安全舒適的前提下，造價不要太高。

D.5 The government should encourage families to live with their elderly members by offering them concessions and financial support.

政府優惠或在財政上支援給長者的家人，使長者可與家人同住。

D.6 Increase housing allowance to those seniors who do not live with their children.

現在長者越來越多與兒女分開居住，然而政府應立法增加房屋津貼。

D.7 Could the government provide financial support for home extension and home renovation, e.g. installing handrails and improving bathroom facilities for the elderly?

政府能否資助 extension 或家中添置老人的設備〔eg, 扶手, 浴室設備...etc〕。

D.8 Provide additional funding to the Chinese Community Social Services Centre Inc. so that the Centre could increase the number of home care service hours and reduce the seniors' financial burden.

適當增加每周上門服務的鐘數，為此希望政府增撥經費給華人社區服務中心機構，以減輕長者的經濟負擔。

E. The Need for Information 對資訊的需求

Provide more information in Chinese for the Chinese-speaking tenants in public housing.

廉租居屋地區，多些中文資料給華人住客。

F. Others 其他

F.1 Security in Springvale is not good and needs to improve.

Springvale 治安不好，加強！

F.2 Have convenient access to public transport and facilities for elderly, e.g. personal alarm.

交通要方便，長者設備(如：平安鐘，設備)。

5.2 Are there new accommodation models to assist people to remain in their homes as they age?

可有新的住宿模式，可以協助人在年老時仍可繼續在家中居住？

A. Accommodation Models 住宿模式

A.1 Live with people who speak the same language, including friends.

同語言者共住一起，朋友都可以。

A.2 The government provides subsidies to families for building granny flats.

家有老人家，若政府補貼建相鄰老人房會受歡迎。

- A.3 It is originally a good solution to build a granny flat in the backyard of the family home. Nowadays, not many families have a backyard big enough for the granny flat. The government should provide land for the development of granny flats and the flats can be rented or sold at a reasonable price to the elderly.

原有在子女後院由政府建活動房的模式是個好辦法，但因許多子女房屋沒後院可供使用，建議由政府劃地集中興建活動房老人村，價廉些，可租或售給長者。價錢太高，長者買不起。

- A.4 Live in close proximity to their family members and relatives so that they can maintain contact.

希望鄰近親友或家人，方便照應。

B. Community Support 社區支援

- B.1 Require community support services.

需要社區協助。

- B.2 Require information from social workers.

由社工供應資料。

- B.3 Live independently but close to the Chinese Community Centre.

獨立門戶，近社區中心。

- B.4 Require regular house call services by Chinese-speaking health care professionals.

提供定期華語上門醫療服務。

- B.5 Require Chinese meals on wheels service.

要有唐人餐送餐服務。

C. Equipment and Facilities 設施方面

- C.1 Require facilities for the disabled and personal alarm.

殘疾設備，有救命鐘。

- C.2 Wireless personal alarm is a safety device which enables the elderly to communicate and seek help at emergency situations. The alarm service should be provided in the senior's first language. It is also important to have good quality home care and health care services.

設計安全適用，長者能隨時隨地及在危急時可與外界溝通或接觸，如無線電平安鐘，當然，言語上要注意及安排提高及增加家居服務質量(和健康護理)。

- C.3 Require a compact and well-designed kitchen which is easy to maintain. Also require meals on wheels service.

簡單廚房設計，小小空間容易打掃，多些 Meals on Wheels 供應。

- C.4 Provide electric bed for hire free of charge.

提供免費租用頭部和腳部可以自行升降的特殊病床。

- C.5 Allocate accommodation below the 6th floor for the elderly in high rise public housing.

高齡長者入住政府高樓時，希望不要安排在太高的樓層，一般不要在 6th 樓以上。

5.3 What information do older people need when choosing accommodation options?

在選擇住宿安排時，長者需要什麼資料？

A. Information Needed 資訊需求

A.1 How to obtain information on various accommodation options, their locations and living conditions.

長者需要住宿的地址、住屋的生活條件的資料和如何獲得這些資料。

A.2 Information about the fees, facilities, services, the background of other residents (Chinese or multicultural) and the waiting period.

費用，住宿設施，服務，背景(華人背景/多元文化)，等候日期。

B. How Should the Information Be Provided 有效提供資訊的方法

B.1 Through promotion activities and flyers.

派發廣告傳單，廣泛宣傳。

B.2 Through visits so that the seniors can check out the accommodation options themselves.

帶長者親自看。

6. Economic Opportunities 經濟效益

6.1 How can older people be encouraged to continue participating in the workforce?

如何鼓勵長者繼續工作，仍然參與工作行列？

A. Employment Assistance 協助就業

A.1 The Government and community organisations should offer employment opportunities for the elderly with lighter duties and the corresponding pay rate.

社區應設立輕巧有薪職位，讓長者有少許入息。

政府應設一些簡單，有少許工資的老人工作。

A.2 Specially appointed organisations to provide employment assistance.

有指定機構/渠道提供就業機會。

A.3 Provide information on job vacancies on a regular basis.

將關資料定期通知長者(讓他們知道合適的工作)。

A.4 Encourage the elderly and provide them with employment opportunities based on their experience, e.g. accounting and cleaning jobs at community centres.

鼓勵並給予適合工作，如社區中心之個別 accounting, cleaning, 多數長者已有多年工作經驗，對雙方有利。

B. Recognition and Acceptance 認同及接受

B.1 To provide opportunities for the elderly so that they can make use of their skills and experience.

讓有技術和經驗的老人能有機會發揮余力。

B.2 Among the seniors, they have a lot of skills and expertise. When well organised, they can provide ideas and feedback for the consideration of the Government.

各社區可組織長者，發揮各人的特長供政府參政選擇。

B.3 Make older people realise that they can still work and contribute to the society, instead of being a “dependent”. Of course, not all jobs are suitable for them.

使長者明白自己仍然“有用”，並非“廢物”。當然，非所有工作皆適合。

B.4 The elderly should continue participating in the workforce as long as they are physically fit to do so.

如果身體健康仍可參加工作。

B.5 The cost of living has gone up as a result of the rising petrol price. Consequently, the living standard of the elderly has dropped. To increase one's income can be a solution to this problem. Therefore, those seniors who are able to work should be helped in finding a job. They can then continue contributing to the society.

老人有工作能力的應該幫助找工作為社會做貢獻，增加個人收入因為石油猛漲價，grocery 價猛漲，老人生活水平驟然下降。

B.6 On one hand, the employers should recognise the contributions of older people in the workforce. On the other hand, older people themselves should be positive and willing to contribute to the workforce and to the society.

鼓勵公司及團體對長者服務肯定及接受，而長者本人亦要有樂觀人生，服務公司或貢獻社會的態度。

C. Income Incentive and Tax Concessions 收入保障及免稅優惠

C.1 No tax or low tax to aged pension.

養老金免稅或低稅支持。

C.2 Exemption of income tax for people aged 65 and above.

65 歲以上免入息稅。

C.3 Increase salary for senior workers.

老年工作者收入。

6.2 What is the most effective way to provide learning opportunities for older workers?

培訓年長工作者最有效的方法是甚麼？

A. Individualised Training 個別獨特的訓練課程

A.1 Provide relevant training based on the person's interests, physical ability and educational level.

根據長者各人的興趣，體力，知識文化水平的不同，而提供不同的培訓。

A.2 Mutually agreed, based on the person's capacity and the requirements of the situation.

互相願意，量力而為，適合環境上的需要。

B. Promotion 宣傳推廣

Promotion and encouragement.

宣傳和鼓勵。

6.3 How can we best use seniors' skills and experience when they are no longer in the workforce?

當長者退休後，我們如何能善用他們的經驗和技能？

A. Mentoring, Volunteering and Community Participation 擔任導師、義工及參與社區

A.1 Let the elderly be mentors or volunteers to pass their experience and expertise to the younger generation.

讓他們作導師 / 義工將經驗 / 技能分享 (教) 給下一代。

A.2 Guide and support younger workers at the workplace.

到工作場所指導年輕人，把經驗技能傳出。

A.3 Identify the special knowledge and skills of the elderly and find out what they can offer.

發掘各區長者之長處傳授別人。

A.4 Encourage the elderly to get involved in volunteer work.

鼓勵長者當義工。

A.5 Set up associations and clubs so that the elderly can discuss and get involved in community issues.

成立社團，讓長者參與及討論社區事務。

B. Forums/Seminars 諮詢大會/研討會

B.1 Organise appropriate forums and seminars for the elderly.

安排長者適當講座。

B.2 Provide a forum for the elderly to share their interesting life experience.

在可能的情況召開一些談心會，讓老人暢談他們人生趣事。

7. Chinese-speaking seniors may have specific needs because of their cultural and linguistic background. What do you think are the three most important issues for Chinese-speaking seniors now and in the future?

操華語長者，因言語、文化背景的不同，有不同的需要，請提出華語長者目前及未來會面對最重要的三個問題，供維省政府在訂定安老政策時考慮。

A. Ageing in Victoria Policy Consultation Forum 維省安老政策諮詢大會

It is good timing to have this Ageing in Victoria Policy Consultation forum. We sincerely hope that the Ministerial Advisory Council of Senior Victorians and the Chinese Community Social Services Centre Inc. can continue hosting this kind of forum in the future. It will provide us the opportunity to express our opinions for further improvements of the age care services.

這大會開得及時，希望維省高齡服務部、華人社區服務中心今後經常舉辦這類服務，以便聽取意見，改善老年人服務。

B. Culturally Appropriate Services for Chinese-speaking Elderly 提供近文化服務予操華語的長者

B.1 Government Departments, such as Cranbourne City Council, should provide bi-lingual workers to work with various Culturally and Linguistically Diverse (CALD) groups. The bi-lingual workers can assist clients of CALD backgrounds directly and do not need interpreters. They can assist in interpretation as well.

各政府部門如 Cranbourne 應有各種語言的工作人員負責不同語言的服務對象，因為他們本身已全面了解政府的政策，不需要翻譯員另外協助翻譯。

B.2 To provide more bi-lingual workers and volunteers because they are the important linkage between the Chinese-speaking elderly and the mainstream society.

多設雙語義工，作為老人與主流社會的橋樑。

B.3 Chinese-speaking professional staff is required to address the needs of Chinese-speaking elderly and to provide care for those in need, such as victims of domestic violence and frail elderly living alone.

老人華人社區需要一些專業知識的人來照顧及解決一些社會問題：如家庭暴力及沒人照顧的病患者。

C. Services to Overcome Language Barriers 克服語言障礙的服務

C.1 24-hours interpretation standby service for “000” emergency number.

‘000’有 24 小時傳譯 standby。

C.2 Translation (spoken and written) services are provided when needed.

翻譯(口語+文字)。

C.3 To set up a Chinese translation centre to provide free translation services. The Centre should be able to respond to enquiries of all different sorts of issues, such as calling a taxi. Now only few agencies provide such service.

設有華語翻譯中心免費提供翻譯(包括查詢所有事情因現在只有某些機構可提供此服務)如乘坐的士。

C.4 Policies and documents of various services should be available in both Chinese and English.

服務政策需要有中英對照。

D. Information Provision 提供資料

D.1 Unlike Box Hill which is relatively well-served, Chinese-speaking elderly residing in other regions/suburbs do not know how to access services. We need a Melbourne-wide Service Directory so we know where and how to access the services we need.

一般華人居住的地方像 Box Hill，對華人照料和關心比較全面。但居住其他地區老人不知道從什麼渠道發映我們的需要和要求。我們需要一份墨爾本市各地區服務機構的資料，這樣我們可以有方向，有地點去找。

D.2 Every community should set up a register of its elderly residents aged 60 and above with the name and contact address for dissemination of information.

各社區設有 60 歲以上長者居民名單和地址的統計，便於聯絡記載，傳遞訊息。

D.3 The government should support the media for increasing the communication between the ethnic groups and the government.

政府支持社區媒區，媒體(華人)應起政府與有少數民族互相了解。

E. Social Support 社交支援

E.1 Assistance is required from the government to help Chinese-speaking elderly integrate into the society and reduce social isolation.

華人高齡人士須要政府協助融入主流的社會，較少的孤獨感。

E.2 Arrange regular home visits to Chinese-speaking elderly by Chinese-speaking social workers.

定期用華語的社工，定期到華語長者家中探訪。

E.3 Recruit and train members of the Chinese-speaking community, including the children and the youth, to set up an "Aged Care Action Group". Group members can visit the elderly regularly.

宣傳，召集及培訓志願人士，社區成立"送暖行動"小組，組織社區人士，如兒童，青少年進行探訪長者活動。

E.4 Organise a mutual help group for the elderly who live alone or who have limited support. They can support each other by home visits or phone contact.

特別關懷獨居或無親戚照顧的長者，希望他們組織起來，互相關懷(或探訪或電話聯絡)服務中心，派老人聯繫探訪。

E.5 Increase Home Care service hours.

增加上門服務鐘點的時數。

F. Increase Funding for Elderly Day Centres and Elderly Associations 增撥政府資源予長者日間活動中心及長者組織

F.1 Increase funding for elderly day activity centres.

為社區長者照顧中心增撥經費。

F.2 Chinese-speaking Elderly Associations/self-help groups receive so little funding that they can hardly afford the rent of an activity venue.

中國老人自助組織經費太少，租不到合適場所。

F.3 Subsidize elderly organisations regardless of their religious belief.

資助長者團體不限宗教。

F.4 Jing Song Men's Club: 1) Membership is available to male and female. 2) Lack of storage space. 3) Can hardly cover the expenses. 4) Lack of funds for hiring an activity venue.

勁松組: 1) 男女均可參加 2) 沒有一個儲存資料的地方 3) 缺乏資金負擔聯絡費用 4) 缺乏租用場地費用。

G. Health Care Services 健康護理服務

G.1 Improve the efficiency of all government hospitals to shorten waiting period.

所有政府醫院服務要提供更密更快的服務。

G.2 Consider promoting the palliative care services for the elderly.

多些考慮老人臨終服務。

H. Aged Care Facilities for Chinese-speaking Elderly 提供長者護理設施予華裔長者

H.1 Is it possible to set up a Chinese nursing home in Dandenong where there is a concentration of Chinese-speaking residents?

Dandenong 地區華人聚居較多，能否增設一所華人護老院？

H.2 The admission criteria of nursing homes are too strict. Please revert back to the olden days when frail and weak elderly could be admitted with the certificate from their GPs.

希望入住老人院的條件 roll back 到以前的標準。如年老衰弱(fragile & weak)，有家庭醫生證明即可入住老人院。另外，把入住條件放鬆一些，不要評估得像是漸近臨終(rehabilitation)的味道。

H.3 As a transitional arrangement before admission into a high-care nursing home, please provide low-care hostels that are subsidised by the Government, managed by professional workers and regularly visited by GPs. Residents can maintain independent living as much as they wish. E.g. they can choose to cook for themselves or purchase meals from the hostel.

是否考慮建一些老人公寓，可以自己煮食，也可以在公寓買飯菜吃，自由出入，有工作人員統一管理，安排醫生定時出診，自己付部分錢，政府也幫助一部分，讓長者慢慢過渡去老人院居住。

I. Feedback/Suggestions on Aged Pension 對養老金的意見及提議

I.1 Increase the amount of aged pension.

增加養老金。

I.2 We would like to ask the State Government to pass on our proposal to the Federal Government that the aged pension should be increased to \$700- per fortnight. The reason being: - Many elderly have to live in rental accommodation. If they want the children to visit them from time to time, they have to pay \$280- per week for a two-bedroom unit. There is approximately \$40 left per week and cannot cover all other living expenses.

請省政府向聯邦政府提議老人金提高至\$700/兩周，(因不少老人未能住公屋，又不想與子女同住，但又想子女間中來照顧，要租一廳兩房租大約\$280/周，交租後只餘下約\$40/周，不夠其他生活支出。)

I.3 Hope the government can implement a policy that all elderly are entitled to the aged pension when they have lived in Australia for 10 years.

希望政府部門盡快落實下屬機構，讓年長者(老年人)早日獲得養老金，所有長者只需在澳洲居住 10 年即可享有養老金福利。

I.4 Raise the asset threshold in the assets assessment of the elderly.

放寬長者資產評估。

J. Others 其他

J.1 The Immigration Department should allow the entrance of overseas labourer to work as carers for the elderly.

移民部要准許長者聘用國外僱人服侍長者。

J.2 The government should actively promote and educate the elderly about the importance of recycling domestic waste.

政府需要大力宣傳及教育垃圾分類的訊息和重要性。

J.3 Drinking water fountain should be re-installed in the toilets at shopping centres.

購物中心的洗手間內應保留可供飲用的自來水設施。

J.4 We would like to see the implementation of euthanasia policy.

老人臨終時的安樂死政策，大家一致歡迎。

J.5 Encourage the elderly to take the initiatives to participate in the community.

鼓勵長者自發自薦。

J.6 Provide more opportunities for the elderly to contribute what they are good at, promote their self-esteem, regularly exercise their mind and that will reduce the possibility of developing dementia.

增加長者發展他們所長的機會，不要以為老了便沒有用，多使用思考，減少老人痴呆機會。

Chinese-specific Ageing in Victoria Policy Consultation Forum - 3rd June 2008**List of Organisations Attended**

No.	Name of Organisation (in English)	Chinese / Multicultural / Mainstream Organisations
1	Catholic Chinese Community of Melbourne	Chinese
2	Chinese Health Centre	Chinese
3	Chinese Social Centre of North Melbourne	Chinese
4	Doveton Chinese Seniors Club	Chinese
5	Elderly Chinese Home Inc.	Chinese
6	Holy Trinity Anglican Church	Chinese
7	Hong Kong Club Inc.	Chinese
8	Jing Song Men's Group	Chinese
9	Kingston Chinese Senior Citizen Club	Chinese
10	Knox Chinese Elderly Citizen's Club Inc.	Chinese
11	Melbourne Glorious Church	Chinese
12	Melbourne South East Region Chinese Friendship Centre	Chinese
13	Melbourne South East Region Chinese Friendship Springvale Centre	Chinese
14	Melbourne Chinese Christian University of The Third Age	Chinese
15	Monash Chinese Friendship Association	Chinese
16	New Life Evangelical Chinese Church	Chinese
17	Ning Yang Society of Victoria Ltd	Chinese
18	Port Philip Chinese Women Association	Chinese
19	Prahran Chinese Women Association	Chinese
20	See Yup Society	Chinese
21	South Camberwell Senior Centre	Chinese
22	Springvale Mandarin Network Group	Chinese
23	St. Theresa's Aged & Retired Services Inc.	Chinese
24	Stonnington Chinese Elderly Citizen Association	Chinese
25	The Chinese Senior Citizen's Club of Manningham Inc.	Chinese
26	Victoria Hua Xin Chinese Women's Association	Chinese
27	Victorian Elderly Chinese Welfare Society Inc.	Chinese
28	Waverley Chinese Senior Citizens Club	Chinese
29	Zee Cheng Khor Moral Society	Chinese
30	Consumer Affairs Victoria	Mainstream
31	Knox Community Health Services	Mainstream

32	Municipal Association of Victoria	Mainstream
33	Ethnic Communities' Council of Victoria	Multicultural
34	Louise Multicultural Community Centre	Multicultural
35	Migrant Information Centre	Multicultural
36	South Eastern Region Migrant Resource Centre	Multicultural
37	Victoria Multicultural Commission	Multicultural