



Chinese Community Social Services Centre Inc.

(ABN 95 428 365 701)

Report of Consultation Forum on 18 May 2009 2009年5月18日維省華裔長者服務諮詢大會報告

Introduction

Chinese Community Social Services Centre has successfully organised a Senior Consultation Forum for Chinese community in June 2008. Upon the requests from the community, we organised another forum, “Chinese Seniors Speak Up” on 18 May 2009 from 12 to 4 pm 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 various Chinese and mainstream organisations. An Expo was organised at the same time with 11 organizations participating in it.

Ms. Anna Burke, MP, Deputy Speaker of the House of Representatives and Mr. Brian Tee, Parliamentary Secretary of Justice and MLC (Eastern) attended the function and delivered a short speech on that day.

Two sets of consultation questions were distributed during the Forum, one is about community aged care services, the other is residential services. A total of 142 responses are received for community aged care services, and 119 responses are received for residential care services.

前言

華人社區服務中心於 2008 年 6 月曾舉辦過「維省安老政策諮詢大會」，得到各界人士出席及支持，反應踴躍。故徇眾要求，再度於 2009 年 5 月 18 日(星期一) 中午 12 時至下午 4 時於博士山市政廳舉行「維省華裔長者服務諮詢大會」。

當日超過 300 名人士出席及參與諮詢大會，除包括個別說華語人士，亦有多個來自華人及主流機構的代表。同場亦設有資訊攤位，共有 11 個政府有關部門及服務機構參與，提供資料予有興趣人士取閱及回答查詢。

澳洲聯邦下議院副議長 Anna Burke 議員及維省議會司法部秘書長 Brian Tee 議員亦有出席及分別於會上致詞。

大會當日分發有 2 套「諮詢問題」，與會人士均踴躍回應。其中有關社區長者服務一份共收到 142 份回應，而長者住宿服務則收到 119 份回應。

Community Age Care Services 社區長者服務

Feedback from Participants 參加者回應

The following is a summary of the feedbacks from the 142 responses received from the consultation: 大會共收回 142 份「諮詢問題」，並將意見綜合如下：

1. Information and Consultation 資訊及查詢

1.1 At the Forum, participants expressed their support in having Forums held regularly for the Chinese community. They said this is an important channel for them to provide feedback about their needs and expectation of community services.

參加者於會上表示專為華人社區而設的諮詢大會有需要定期舉行，以便他們可以藉此表達需要及期望。

1.2 They also support in having Expos for the Chinese community so they can receive information about community services.

與會人士亦支持舉辦資訊攤位，好讓他們收到關於社區服務的資料。

1.3 They mentioned the importance of communication in Chinese in accessing services and how Chinese speaking staff from our Centre can assist them in navigating the service system.

與會人士指出當他們使用服務時，能以華語溝通是很重要的，亦提及本中心說華語員工曾有效地協助他們申請享用服務。

2. Assistance in Accessing Services 協助獲得享用服務

2.1 They expressed their needs in different areas, such as Housing and Social Support Services, however, some of them do not know what is available and how to apply.

與會人士表達他們各方面的需要，例如：住房及社交支援服務，然而，部份人士並不曉得有何種服務及申請方法。

2.2 They requested support from our Centre to access suitable services for them.

與會人士要求本中心提供協助以便他們可申請到適切的服務。

3. Barriers in accessing and utilising community services 於享用及使用社區服務時遇到的障礙

3.1 According to the participants, the major barriers are language and culture. They have, therefore, recommended more interpreting services and Chinese speaking staff in community.

根據參加者表示，主要障礙是語言及文化不同；因此他們建議於社區內增加傳譯服務及能講華語的工作人員。

3.2 However, for aged care services, such as Social Support or Residential Services, they highlighted the importance of cultural background of staff and therefore prefer to have these services provided by Chinese-speaking service providers.

然而，在長者照顧服務方面，例如：社交支援及住宿服務，與會人士均指出工作人員的文化背景是十分重要的，他們會選擇由講華語的機構所提供的服務。

4. Suggestion in Community Services for Chinese elderly 提供予華裔長者的社區服務之建議

4.1 Transportation 交通

- 4.1.1 **Language Barrier** - Since most elderly Chinese cannot read English, they suggest including the **post code** next to the suburb location at bus stop and at the bus. e.g. Box Hill 3128.

語言障礙 - 由於大部份華裔長者不諳英語，他們建議於公交站或公車上所示的地區旁加**郵政編號**，如：Box Hill 3128。

- 4.1.2 **Social Isolation** is also an issue for many elderly Chinese, they suggest providing **free or cheaper public transport for Seniors** at non-peak hours, 7 days a week.

社交孤立 亦為眾多華裔長者遇到的問題，他們提議每星期 7 日於非繁忙時間內，提供**免費或優惠公共交通服務予長者**。

4.2 Medical Services 醫療服務

- 4.2.1 Increase the number of Chinese-speaking medical staff such as GPs and receptionist.

增加講華語的工作人員數量，例如：家庭醫生及款接員。

- 4.2.2 Provide free dental services for Seniors over 65.

提供免費牙科服務予 65 歲以上的長者。

- 4.2.3 Increase optical and hearing services for Seniors.

增強長者眼科及聽力服務。

4.3 Community Education 社區教育

- 4.3.1 **Information Session** – suggestion to hold regular information session and forum, so they can be aware of available services.

資訊大會 – 建議定期舉辦資訊大會及諮詢大會，好讓大眾可得悉現可享用的服務。

- 4.3.2 **Written Information**- information in Chinese can be distributed through seminar, library, senior groups, websites and newspapers.

文字資訊 – 透過講座、圖書館、長者會、網頁及報章，發放中文資訊。

- 4.3.3 **Verbal Information**- verbal information can be distributed through radio and seminar.

口述資訊 – 透過收音機及講座，發放有關訊息。

4.4 Interpreter services 傳譯服務

- 4.4.1 Interpreter services- more interpreter services are needed so they can access different services.

傳譯服務 – 有需要增強傳譯服務，讓眾人可獲得不同的服務。

5. Needs of Chinese elderly in community services 華裔長者於社區服務的需要

5.1 Housing 住房

- 5.1.1 **Family Problem** - Housing is becoming a great concern of Chinese elderly since their adult children are busy with their own families or work and unable to devote more time with them. Conflicts between them are getting more and they prefer to live at a separate household to avoid breakdown of relationship.

家庭問題 – 由於華裔長者的成年子女均忙於各自的家庭或工作，已不能再常伴左右，他們之間的衝突也漸多，為免破壞大家的關係，長者們寧願選擇獨居。所以，住房已逐漸成為華裔長者關注的問題。

- 5.1.2 **Financial Problem** - However, they are not financially able to live independently and the waiting list of public housing is very long. They hope there will be some independent units available at an affordable rate.

財務問題 – 然而，在財政上未能支持他們獨立居住，而公屋輪候名單又十分之長。他們均期望可以提供一些他們能力可負擔的獨立居住單位。

- 5.1.3 **Relocation Problem** - The location of public housing also poses some challenges to them if they have to move to another suburb which means they will lost their established social network. The language barrier adds as a disadvantage for them in settling in new location of living.

遷徙問題 – 公共房屋的所在地區亦為長者帶來一些難題，假如要他們搬往另一區，他們會失去已建立的社交網絡，語言障礙亦會是他們適應新居所所在地區的缺點。

5.2 Social Support Services 社會支援服務

- 5.2.1 They mentioned the need of social support services in Chinese Community.

與會人士表示華人社區對社交支援服務是有其需求。

- 5.2.2 Some participants coming from the Northern, Western and Southern Regions requested Chinese-specific community aged care services in these regions too.

部份參加者是來自北區、西區及南區，他們都要求於上述各區設立專為華裔人士而辦的社區長者照顧服務。

5.3 Financial Assistance 經濟援助

- 5.3.1 Since some Chinese elderly have to wait for 10 years in order to be eligible for pension, they hope some assistance will be available for them when they have financial difficulty in daily living.

由於部份長者需要等候 10 年才有資格領取退休金，所以他們希望於日常生活遇到經濟困難時，可以得到援助。

Residential Aged Care Services 長者住宿服務

The following is a summary of the feedbacks from the 119 responses received from the consultation:

大會共收回 119 份「諮詢問題」，並將意見綜合如下：

1. Need of Residential Aged Care Services 長者住宿服務的需求

66 % (78/119) of the respondents said that there is a need of Chinese speaking elderly for residential aged care services:

收回的「諮詢問題」中有 66 % (78/119)認為講華語長者對長者住宿服務有其需求：

Major Reasons –主要原因 -

- A. Family members have to work and cannot provide the level of care required (94%)(73/78)
家人需要工作而未能提供所需程度的照顧(94%)(73/78)
- B. More older people live alone (78%)(61/78)
獨居長者人數增加(78%)(61/78)
- C. Dementia is more common (47%)(37/78)
失智症〔前譯老人痴呆症〕逐漸普遍(47%)(37/78)

Other Reasons –其他原因

- A. Conflicts in lifestyles and needs with younger members of families.
與年青一代的家庭成員於生活模式及需要上有衝突。
- B. Living with ageing spouse, cannot look after each other if one of them becomes frail.
與老伴同住，若任何一方需要別人照顧，另一方也因體力問題感到有心無力。
- C. Aged Care Facility can help resident to prevent social isolation.
長者照顧設施能讓住客免去社交孤立的問題。
- D. Government-funded/subsidised accommodation can ease someone with financial difficulties.
政府撥款/資助的住房是可幫助到於經濟上遇到困難的人士。
- E. Family members do not have adequate medical knowledge to look after the elderly.
於照顧長者時，家人沒有足夠的醫療知識。

2. Need of Residential Aged Care Services from a Chinese-specific provider 有需要由專門提供華人長者照顧服務的機構設置長者護理住宿服務

66% (78/119) respondents prefer to take up residential aged care services from a Chinese-specific provider and 11 % (13/119) opt for mainstream provider.

收到的回應中佔 66% (78/119)表示寧願選擇由專門提供予華人的長者住宿服務，而佔 11 % (13/119)會選擇主流服務機構提供的服務。

Major Reasons –主要原因 -

- A. Same language
共通語言
- B. Same culture and lifestyle, including food and ways of medication
相同文化及生活模式，包括飲食及醫療方法

3. Other recommendations 其他提議

- A. Build more independent units at an affordable price for Chinese elderly.
興建更多獨立單位予華裔長者，並只收取他們能夠負擔的價錢。
- B. Fund raising activities to support funding for Chinese elderly: Walkathon, garage sale and other fund raising activities.
舉辦籌款活動，以幫助有需要的華裔長者，例如：步行籌款，閒置物品售賣及其他籌款活動。
- C. Location of hostels or nursing homes close to areas where most Chinese resided in order to retain social network.
長者宿舍或護理院的位置宜設於華人聚居的區域，以便可保持他們的社交網絡。
- D. There should be more places for Community Aged Care Packages and nursing homes for Chinese elderly.
應設立更多專為華裔長者而設的長者家居照顧服務名額及護理院宿位。

Conclusion

The Forum on 18 May 2009 successfully collected feedback from more than 300 participants. It provided an opportunity for Chinese elderly to collect information in community services and provide input in service development.

Based on the feedback collected, language and culture pose as barriers for them to access and utilize services. Strategies employed by different service providers may reduce obstacles for them to access services. However, according to their feedback, the most efficient and effective way of service delivery is services delivered by a Chinese specific providers who can understand their needs.

A small number of participants will choose to use mainstream services since they have a higher level of English proficiency, and it is also good to have choice in choosing service providers.

In short, the consultation forum empowered the Chinese community in expressing their views towards current issues facing them. Our Centre successfully links up the Chinese community with different service providers and continues providing them culturally appropriate support.

總結

於 2009 年 5 月 18 日舉行的諮詢大會已成功地收集得超過 300 名參加者的回應。大會亦提供予華裔長者一個好機會去收集社區服務資訊及發表對未來服務發展的意見。

就收集到的回應，語言及文化的不同形成他們去獲得及享用服務的障礙，不同的服務提供機構雖然已採用不同的策略，以期減低他們這些阻礙，惟根據他們的回應，最有效及快捷的方法是由專門為華人提供服務的機構舉辦這些服務，因為這些機構最明白他們的需要。

少數與會者由於他們有較高的英語表達能力，故此會選擇使用主流服務，但若能提供更多選擇會是更好的。

簡而言之，是次諮詢大會讓華人社區人士能表達他們對正面對的問題並發表意見。中心亦已成功地將華人社區內多個服務提供機構連合起來，而我們會繼續提供文化上適合的支援予華人社區。