

Language needs and service provision for older persons from culturally and linguistically diverse backgrounds in south-east Melbourne residential care facilities

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Reference:

Key Words:

aged care services, ethnic aged care services, CALD carers, language specific programs

Research aim:

To provide up-to-date figures on the language needs of older persons from culturally and linguistically diverse (CALD) backgrounds in local residential care facilities and to investigate the extent to which these needs are catered for by the provision of language-relevant services.

Results/Conclusion:

As many as 19% (1191/6409) of residents either preferred or needed to speak one of 40 different non-English languages. While over half of the facilities had at least one staff member who conversed with residents in their preferred language, residents speaking nine non-English languages were never spoken to in their original tongue. Almost onequarter of the facilities did not provide any language-relevant services

Implications:

The findings emphasise the need for widespread use of language-appropriate services and, due to the growing ageing migrant population, have important policy implications.

Cultural Group(s):

CALD

Location of study:

Victoria (Melbourne)

Age group:

Number included in study:

189

Type of participants:

Aged care facilities

Research approach:

Quantitative

Type of data:

Primary

Secondary data sources used:

Specific scales or analytical techniques used:

Implications/ Recommendations:

Notes: