



HOME AND PERSONAL CARE SERVICES

A Guide for Service Providers

Working with Culturally and Linguistically Diverse Home and Community Care Clients



A.B.N. 27 084 251 669

Findings from the Multicultural Education Project—Funded by the Department of Human Services (DHS) (Eastern Metropolitan Region) and managed by the Migrant Information Centre (MIC) (Eastern Melbourne)

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This report is also available on the MIC website at www.miceastmelb.com.au.

For further information please contact:

Migrant Information Centre (Eastern Melbourne)
333 Mitcham Road
Mitcham
VIC 3132
ABN 27 084 251 669
Phone: 9873 1666
Fax: 9873 2911
Email: sherbst@miceastmelb.com.au
Website: www.miceastmelb.com.au

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Donvale Living and Learning Centre
Centrelink

Department of Human Services (DHS) (Eastern Region)
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Manningham City Council
Monash City Council
Whitehorse City Council

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1 INTRODUCTION

This Guide aims to assist Home and Community Care (HACC) organisations that provide home and personal care services to improve the access to these services by people from culturally and linguistically diverse (CALD) backgrounds. It is primarily designed to assist local Councils in the Eastern region who have the responsibility of the delivery of home and personal care services.

The Eastern Metropolitan Regional Plan 2003 – 2006 Section 2, found that there is a lower usage of home and personal care services by people from CALD backgrounds. In order to increase the usage of these services an encompassing approach that includes service delivery, service promotion and the active recruitment of people from CALD backgrounds to work in the field needs to be taken.

The strategies outlined in this Guide are designed to be practical and easily incorporated into existing methods of service provision. While the decisions regarding the implementation of such strategies ultimately lies at a management level, the Guide is designed to be useful to all staff involved in the provision of home and personal care. This includes administration and assessment staff as well as home and personal care workers. The importance of staff input is recognised. It is acknowledged that differing levels of expertise and responsibility exist and the Guide aims to cater for this.

The sections detailed in this Guide include:

- Enhancing Service Delivery for CALD Clients
- Gaining Feedback from CALD Clients
- Recruitment of People from CALD Backgrounds
- Accessing CALD Communities and Building Relationships with CALD Groups

The sections on enhancing service delivery for CALD clients and gaining feedback from CALD clients focus directly on strengthening existing service provision and making it more culturally relevant. The strategies are specific to CALD clients and highlight the importance of the recognition of cultural factors and effective communication with CALD clients. The inclusion of cultural assessment, the use of interpreters, translated materials and the provision of cross-cultural training of staff are detailed. The feedback mechanisms included have been trialled and found to be particularly useful when seeking feedback on services from CALD clients.

The third section on the recruitment of people from CALD backgrounds provides information on how to recruit home and personal care staff. It has been found that CALD clients often prefer home or personal care workers to be of a similar background, so that communication is strengthened and there is a greater knowledge of their culture.

These three sections are aimed at increasing the cultural relevance and appropriateness of existing service provision. Ideally, steps in these areas should be employed before the implementation of strategies in the fourth section, which focuses on the promotion of these services. The section on accessing CALD communities and building relationships with CALD groups outlines strategies to promote services using ethnic media as well as providing information face-to-face with organised CALD groups.

In order to ensure that all aspects of service delivery to people from a CALD background are considered, the Guide should be used in conjunction with the Home and Personal

Care Kit. This Kit is a resource for home and personal care workers and includes cultural and religious profiles to assist care workers understanding of cultural factors that are important in their client's lives and that should to be recognised in order to provide culturally appropriate care. The Kit also includes pictorial sheets to assist home care workers when communication barriers exist between care worker and client.

2 ENHANCING SERVICE DELIVERY FOR CALD CLIENTS

The service delivery model used to deliver services to people from CALD backgrounds is critical in promoting equitable access to services. This section takes a multifaceted approach to the provision of home and personal care services and aims to assist staff who have direct client contact, including administration and assessment officers, as well as those responsible for staff training.

This section provides information that will assist you to deliver services that take account of the needs of clients from a CALD background. The information can be used to assist you to develop culturally appropriate care plans for your clients, ensure that staff are appropriately trained in cultural sensitivity and effective methods of communication, as well as to enhance promotional strategies when targeting CALD populations. In particular this section provides information on:

- **Demographic Information:** Identifying CALD communities' living in your catchment area - this information is aimed at people responsible for planning services. It is important for service providers to understand the demographics of their catchment area to know who potential clients are and whether your service profile matches your community profile.
- **Cultural Assessment Guide:** How to identify the key cultural factors for individual clients that will impact on their satisfaction with your service. This section is designed for people responsible for making the initial assessment of clients needs. By understanding important cultural information about the client you will be better able to meet their needs by developing an appropriate care plan and ensuring that care workers have relevant information about the client.
- **Communication with CALD clients:** What are the key factors in ensuring that you and your clients understand each other. This information is designed for people who speak directly with clients including those responsible for answering enquiries, assessment of client needs and home and personal care workers. Understanding your client's needs and the client understanding the services that you are able to deliver is critical to client satisfaction with the service.
- **Staff In Service Training:** The section details the key skills and knowledge you need to provide culturally sensitive services. It is designed for those responsible for identifying and delivering staff training.

By incorporating these four factors in your service delivery you will enhance service responsiveness to the needs of CALD clients.

Demographic Information

Demographic information for your local area can be found on Council websites under 'community profiles'. The Migrant Information Centre (MIC) (Eastern Melbourne) can also provide demographic profiles by area and age at www.miceastmelb.com.au or hard copies can be obtained by telephoning the MIC 9873 1666. Demographic profiles provide information on country of birth as well as language spoken at home and English language proficiency.

Cultural Assessment Guide

It is important that when clients from CALD backgrounds undergo the initial assessment before commencing home or personal care services that their cultural identity and background are considered. An assessment guide can be used to document key cultural issues relevant to ensuring culturally appropriate service delivery. This information can assist in the development of a care plan to aid home and personal care workers to best provide these services. Identifying these factors also assists to ensure that cultural factors that may impact on a client's satisfaction with the service are identified and addressed prior to service commencement.

The information gathered through the cultural assessment is used to identify the cultural factors that may impact on:

- the client's understanding of the service,
- the client's understanding of the process, and
- the client's overall satisfaction with the service.

Cultural assessment can easily be incorporated into existing assessment procedures, including the Statewide Service Coordination Tool Templates (SCoTT).

Cultural assessment is used to gather information about the client's migration history, cultural or religious traditions, dietary practices and whether it is preferable to have family members or friends participate in discussion relating to client care. This information can aid in determining appropriate times for home or personal care. For example, not during a time of day that is set aside as prayer time. It is useful in a practical sense, but it can also assist service providers and care workers to develop greater cultural awareness and consequently provide more culturally relevant and sensitive services.

An example Cultural Assessment Guide¹ for your use can be found in the attachments section, page 43. This Guide can be used to collect information under the following headings: communication, ethnicity, customs, client history and religious practice and health and culture.

¹ Source: NSW Transcultural Aged Care Service

Communication with CALD Clients

Successful communication with clients is one of the most important aspects of service delivery and should be given particular emphasis in relation to CALD clients.

Many of the staff within Councils have direct client contact, including; staff responsible for answering enquiries, assessing client needs and service delivery. For the service to be delivered well staff and clients need to have a shared understanding of the services offered. Staff need to understand the client's needs and expectations whilst clients need to understand what services they are entitled to, when the service will be delivered, how the service will be delivered and who to contact to ask questions or to discuss any issues that may arise.

To ensure that this shared understanding develops there are a number of strategies that can be used. The cultural assessment discussed in the previous section will assist staff to understand the needs of clients and the communication styles preferred by people from different cultural backgrounds. Staff in service training, which is discussed on page 12, provides information that will inform staff of the general principles to be used when providing services to people from CALD backgrounds. One of the most important aspects is to make sure that staff understand the meaning of what the client is saying and vice versa. For this to best occur, the use of interpreters and translated information is a useful strategy. This section provides information on how to successfully use interpreters and the steps involved in having information translated in a way that is cost-effective and most beneficial in the long term.

The effective use of interpreters involves staff being able to identify situations where an interpreter is required such as in the initial assessment due to the amount of information given and collected. Situations that may be considered stressful or difficult for the client can also impact on someone from a CALD background being able to communicate effectively in English.² If an interpreter is not used in a situation where they were required, staff may incorrectly assume that information conveyed to the client has been understood.

Having translated information available is another important means of facilitating a positive working relationship between clients and staff, as it can encourage an increased sense of involvement for clients with both the organisation and their service. Having translated information on the services available is also extremely useful for promoting your service to potential clients.

The following guidelines outline the appropriate use of interpreters and what to consider when having information translated. Understanding how to use interpreters may be particularly beneficial in the assessment stage when client details are gathered and service delivery is explained. Clients may also feel more comfortable if a care worker uses an interpreter during the first home visit.

The following points should be included in staff training as required.

² Source: Victorian Interpreting and Translating Service (VITS)

Use of Interpreters

- Qualified interpreters should be used to ensure confidentiality and impartiality is maintained, and important messages are conveyed accurately.
- Each client should be informed that they are not responsible for the cost of using an interpreter.
- When the interpreter is present, face the client and speak directly to them.³
- Speak in short sentences and segments that allow the interpreter to effectively relay information.
- Avoid using complex terminology that will be difficult for the interpreter to explain.
- Make sure the client is given the opportunity to ask questions, relating to the service or what you have just discussed.
- Conclude by summarising the points you've talked about and making sure that you both have the same understanding.

The Victorian Interpreting and Translating Service (VITS) Guide to Cross-Cultural Communication is available at <http://www.vits.com.au/publications/guide.pdf>.

Protocol for the Use of Interpreters

When training staff on the use of interpreters, a protocol on how to book interpreters both on-site and over the phone should be included. This provides staff with an easy reference guide to use on the job.

A protocol for the use of interpreters outlines the practical steps on how to efficiently book interpreters to be used over the phone and on-site. A protocol that explains how your organisation accesses these services would be particularly valuable for administration staff and all staff who answer external calls. It is a good idea to have the protocol laminated and placed in appropriate meeting rooms where conferencing phones are available.

The protocol should detail procedures for contacting an interpreter, including the phone number and your organisations pin code, how to use conference calls and how to book on-site interpreters. An example protocol is included for your use in the attachments section, page 43.

Translated Materials

Alternative communication options should be available to clients from CALD backgrounds. Written information about the service should be provided in an equitable manner that allows clients from CALD backgrounds to feel informed and knowledgeable about the service they are receiving or about to receive.

Just as it is important to ensure that the correct language is determined when using an interpreter with a client, it is also important to ensure that clients are provided with written information in the correct language. However, it needs to be remembered that not all clients will be literate in their community language. In this case, clients may need more information to be provided verbally or using alternative communication options such as video or audiocassettes or CD-ROMs. It is important to remind the client of their right to use an advocate (family or friend) should they wish to.

³ Source: Victorian Interpreting and Translating Service (VITS)

As the translation of materials can be expensive, the following gives some useful tips to assist in deciding what information should be translated and strategies for making this more cost-effective. Deciding which materials to have translated and into which community languages is ultimately the responsibility of someone in a managerial role. However, the following may assist in this process.

Relevant Materials to Have Translated

All clients should have access to information about their care plan as well as basic information produced by the organisation regarding the services offered. Importantly, clients should have access to materials relating to the services available as well as their rights as a consumer. It would be useful to have the Consumer Handbook translated or a similar collection of materials that includes information such as:

- Client's care plan. A list of standard services can be translated once and then the services a particular client will receive can be indicated on their specific care plan (by ticking or circling the appropriate services). The translated generic care plan should also include a list of days and times so that it can be indicated when the services will be received.
- Information that requires the client signature.
- Statement of Consumer Rights and Responsibilities.
- Service Standards.
- Information on Using an Advocate.
- Services available.
- Privacy Information.
- Organisation Contacts.

Strategies for Translating Relevant Materials

When preparing to have information translated it is important to be realistic and to plan for it well in advance. Not all materials are going to be translated into relevant languages simultaneously. Consider the following:

- Prioritise which languages to translate based on consumer information and demographic data for your catchment area. Consider the CALD group who most widely accesses your services along with their level of English. The English proficiency of some CALD groups is very high and having information translated for them would therefore not be cost-effective. For example, German and Dutch migrants tend to have very high English levels. Consider who the CALD users of the service are, and where there is a need for translated information.
- Decide whether you need to prioritise information to have translated. Prioritised information should include the client's care plan, any documents that require the client's signature, Service Standards, Rights and Responsibilities and Advocacy information.
- Condense existing information if needed. For example, it may be possible to condense the Service Standards to one page.
- Use existing translated materials from reputable sources, such as the DHS website or other health websites.
- Identify whether other organisations are seeking to translate service information, as you may be able to share the costs.

- Incorporate a realistic plan into the budget. For example, translate information into one language per year.
- Consider how regularly information will need to be updated. Try and have information translated so that it will be relevant in the long term, for example leave space for variables that will change over time such as fees and charges, times and dates as well as staff names.
- Remember to make sure the information is worded in a way that is easy to translate (refer to the following page for tips.)

Generic translated information can be downloaded from the following websites:

Consumer Consent Form in Community Languages

This is a generic brochure than can be used by your organisation. It is available in 12 community languages.

<http://www.health.vic.gov.au/pcps/publications/index.htm>

Scroll down to reach 'Consumer Consent Forms in Community Languages'.

Consumer Privacy Information Brochure

This is a generic brochure than can be used by your organisation. It is available in 43 community languages.

<http://www.health.vic.gov.au/pcps/publications/index.htm>

Scroll down to reach 'Consumer Privacy Information Brochure in Community Languages'.

Health Translations Directory

This website includes a range of translated information separated by category. This information is not specifically for use by service providers.

<http://www.healthtranslations.vic.gov.au/>

Doing a search for 'aged' produces several useful Victorian sites, including 'A Guide to Services for Senior Victorians' which is translated into 12 languages. It also includes, 'HACC Program News', which provides information on services available and contact details for HACC service providers in the Eastern region of Melbourne. This may act as a useful promotional tool.

How to Prepare Materials for Translation⁴

When preparing information to be translated, use simple, plain English. A good way of measuring this is to write to a Grade 4-6 level.

The following points may assist when preparing materials for translation.

1. Don't include too much information.
2. Use short, easily understood sentences.
3. Put the main idea first.
4. Avoid 'inflated' words.
For example, the word "advantageous" could be replaced with "useful" and the word "magnitude" with "size".
5. Use the active rather than the passive voice.
For example, "our staff can help you wash the floor" rather than "help with washing the floor is provided by our staff".
6. Avoid metaphors, colloquialisms, and culturally specific humour. These are usually untranslatable.
7. Avoid lengthy titles - try to break them up.
For example: "Personal Care and Respite Care Guidelines that you should be aware of" is difficult to translate.
9. Explain concepts introduced which may be unfamiliar to those from other cultural backgrounds, such as Meals on Wheels, assessment, and respite care.
10. Provide translators with background material, including a glossary of any program-specific or specialist terms used, to assist them in understanding the document.
11. Ensure that the translator has been given a contact within your organisation to discuss any issues that arise during the translating process.

⁴ Source: Department of Premier and Cabinet Vic April 1997

Staff In Service Training

Communication is one of the most central aspects of working with people from CALD backgrounds and this should be reflected when training staff. As the home and personal care field is such an interactive one, training staff in the most effective methods of communication should be viewed as one of the most important strategies in working towards providing culturally relevant services.

As previously outlined, interpreters may be required when communicating with clients or providing them with information. It is important that all staff are aware of how to best utilise interpreting services and are trained in culturally sensitive methods of communication.

Cross-Cultural Training

Cross-cultural training emphasises the importance of effective communication between service providers, home and personal care workers and clients. It helps staff to look at their own ideas around what culture is and to understand how important culture can be in the daily lives of clients.

Existing clients have reported that knowledge and respect for their culture is synonymous with how valued they feel and subsequently with their satisfaction with the services received.

By encouraging awareness of cultural differences, staff can better shape their interaction with clients from CALD backgrounds. For example, such training encourages respect for cultural differences and a greater awareness that such differences may exist. In practice, staff may therefore be more aware of a client's personal boundaries, methods of communication, and religious and cultural values. This training can help to ensure that the interpersonal communication and space that is often shared between client and care worker is comfortable for the client and worker.

Some of the topics you may wish to be covered in an introductory cross-cultural training program include:

- Demographic information relating to the catchment area
- How 'culture' is viewed and how we identify ourselves
- The importance of being culturally sensitive
- Effective communication styles
- Barriers to communication
- Verbal and non-verbal communication
- Working with interpreters

Identifying who requires training and how to provide it

Ideally all staff who have direct contact with clients should undertake cross-cultural training. This training should be embedded within the training framework as a compulsory training component. This will ensure that all staff are trained to effectively cater for the increasing number of clients from CALD backgrounds.

In order to ensure that staff are trained effectively in cross-cultural communication the following strategies may be employed:

- Determine how many training sessions workers need to undertake and how often. For example, care workers may be required to undertake one training session in cross-cultural communication per year, or one introductory session and one further session.
- The training session offered is relevant and updated when needed. For example, general information regarding cross-cultural communication may be included in an introductory session. Subsequent sessions could then include more specific information on different cultures.
- Find a time that is convenient for the staff. The cross-cultural training should be incorporated into the training roster at a time where most staff can attend.
- Hold the same session several times during the year. For example, run the training session four times throughout the yearly training schedule. This should mean that class sizes are appropriate and staff can attend a day that suits them.

Training Organisations

There are a number of training organisations that are available to suit the specific needs of your organisation and staff. It may also be useful to speak to other service providers that have already undertaken cross-cultural training.

Some organisations have a published training calendar that offers set modules, including cross-cultural training. For example:

Centre for Culture Ethnicity and Health

<http://www.ceh.org.au/training.html>

Ph: (03) 9427 8766

Many organisations can also provide individual training programs to suit your organisation. These include:

Action on Disability within Ethnic Communities (ADEC)

<http://www.adec.org.au/>

Ph: (03) 9480 1666

Australian Multicultural Foundation – Aged Care Training Unit

http://www.amf.net.au/aged_institute_multiculturalTraining.shtml

Ph: (03) 9457 7130

Migrant Information Centre (MIC)

<http://www.miceastmelb.com.au/>

Ph: (03) 9873 1666

VITS Language Link

<http://www.vits.com.au/services/crosscultural.htm>

Ph: (03) 9280 1941

One off training sessions, workshops or seminars may also be beneficial in keeping staff up-to-date, or in providing specific information that is relevant to your organisation. This information can be found on the following websites:

Infoxchange Australia

Community News

<http://www.communitynews.infoxchange.net.au/group/noticeboard/>

MIC

Eastern Multicultural News

<http://www.miceastmelb.com.au/multiculturalnews.htm>

3 GAINING FEEDBACK FROM CALD CONSUMERS OF HOME AND PERSONAL CARE SERVICES

Seeking feedback from clients on their experience of the services delivered is an important tool used by organisations to monitor and evaluate client satisfaction. The feedback gives service providers an indication of how services are being received by clients and if there are areas where they can be improved. This section aims to assist staff in determining the best methods of gaining feedback from CALD clients.

Councils currently use a number of different mechanisms to gain feedback from their clients. The feedback received is used to inform the further development of services to ensure that there is a close match between the services delivered and the needs of the clients. Currently HACC service providers are required to seek feedback as part of the HACC National Service Standards and Consumer Engagement Processes.

Whilst these mechanisms would certainly include feedback from some CALD clients, often, due to language or cultural barriers, responses from CALD clients may be underrepresented in general feedback mechanisms. This can result in the needs and opinions of CALD clients not being considered by service providers in service development when they are reviewing client feedback information.

This section provides information on a number of mechanisms that can be used to gain feedback from CALD clients. Information is provided on:

- The pros and cons of various feedback mechanisms. These include, one-on-one interviews in the client's home, telephone interviews, focus groups with Planned Activity Groups (PAGs), individual interviews with clients in a PAG, inviting existing client's to attend a focus group, surveys mailed to client's homes and surveys distributed to clients by a care worker. This information is designed to inform staff responsible for developing and implementing client feedback strategies of the advantages and disadvantages of using the different mechanisms with CALD clients.
- Conducting surveys and focus groups with CALD clients. This information provides a step-by-step guide for developing and implementing these two feedback mechanisms. More detailed information is provided on these two mechanisms, which have been trialled by a number of local councils with CALD clients. Councils reported that the feedback received was very useful whilst CALD clients reported that the mechanisms met their needs and they welcomed the opportunity to be involved.

Feedback Options

The strengths and weaknesses of various options for obtaining feedback from CALD clients receiving home and personal care services are detailed below. It is especially important to consider how user friendly these options are from the perspective of CALD clients. In some situations clients may feel unable to report difficulties or concerns to the service provider due to language barriers or fears that it will impact on their service. This is why it is important to carefully consider the most appropriate methods of gaining feedback.

One-on-One Interviews in the Client's Home

Involves a structured set of questions in the individual's home, asked by a worker from Council or independent consultant.

Pros	Cons
In depth consultation with the client	Costs of interpreters and conducting individual client interviews on-site
Clients feel that their opinions are valued	Human resources required
Points to Consider	
<ul style="list-style-type: none"> ✱ Clients may not feel comfortable talking to someone from Council due to concerns that their response may impact upon their current service. Their responses may therefore be limited. ✱ An independent worker or consultant may receive more candid feedback from the client, however they may not have enough knowledge about the service to accurately answer questions from the client. ✱ Letters informing the client of the process and requesting their consent to participate should be sent from the service provider. ✱ Appointments can be made with those who respond and an interpreter booked if required. 	

Telephone Interviews

Involves a structured set of questions over the phone, asked by a worker from Council or independent consultant.

Pros	Cons
In depth consultation with the client	Cost of telephone interpreters for each interview
Clients feel that their opinions are valued	Telephone interviews can cause concern to clients (when will it happen, who am I speaking to etc)
More cost effective and flexible than interviews conducted in the client's home	Difficult to read body language and sense how the client is feeling
Points to Consider	
<ul style="list-style-type: none"> ✱ Clients may not feel comfortable talking to someone from Council due to concerns that their response may impact upon their current service. Their responses may therefore be limited. ✱ An independent worker or consultant may receive more candid feedback from the client, however they may not have enough knowledge about the service to accurately answer questions from the client. ✱ The service provider should send a letter informing the client of the process and requesting their consent to participate. Calls can then be made to clients who wanted to participate, with the telephone interpreter. 	

Focus Group with Planned Activity Group (PAG)

Involves open discussion around the services received with a small group, conducted by a worker from Council or independent consultant.

Pros	Cons
Low cost and valuable qualitative information	Can be difficult to control the number of people who attend
	If too many people attend it is unlikely that the feedback will be as useful
Points to Consider	
<ul style="list-style-type: none">★ Contact groups to confirm an appropriate time and book an interpreter if required.★ Clients may not feel comfortable talking to someone from Council due to concerns that their response may impact upon their current service. Their responses may therefore be limited.★ An independent worker or consultant may receive more candid feedback from the client, however they may not have enough knowledge about the service to accurately answer questions from the client.★ Responses can be compiled by the independent organisation and they can provide feedback to the service provider to use for future planning.	

Individual Interview with Clients in a Planned Activity Group (PAG)

Involves a structured set of questions with individual members of the group, asked by a worker from Council or independent consultant.

Pros	Cons
Individual interviews may allow clients to respond more candidly	Cost of interpreter for individual interviews
Points to Consider	
<ul style="list-style-type: none">★ Can be conducted either by the service provider or an independent organisation.★ Organise with the PAG Coordinator to visit the group.★ Responses can be compiled by the independent organisation and they can provide feedback to the service provider to use for future planning.	

Invite Existing Clients to a Focus Group, 'Morning' or 'Afternoon Tea'

Involves open discussion around the services received with a small group, conducted by a worker from Council or independent consultant.

Pros	Cons
People who are unfamiliar with each other may be more willing to be open about their experiences	Multiple interpreters may be required if clients who speak different languages are invited to the same session
More candid feedback may be received with an independent worker	If larger numbers attend it can make obtaining information more difficult
Points to Consider	
<ul style="list-style-type: none"> ★ Can be conducted either by the service provider or an independent organisation. ★ Confirm with clients regarding the need for an interpreter. ★ Responses can be compiled by the independent organisation and they can provide feedback to the service provider to use for future planning. 	

Survey Mailed to Clients Homes

Questionnaire regarding the services received, can be collated by a worker from Council or by an independent organisation.

Pros	Cons
A survey developed with input from relevant service providers will only need to be translated once and can be re-used in the future	Return rate can be low
Confidentiality can be maintained if an independent organisation is used	Assumes literacy in own language
	Limited to set responses in the survey and additional comments may need to be translated
Points to Consider	
<ul style="list-style-type: none"> ★ Pre-paid return address envelopes should be included to encourage participation. ★ An independent organisation could be used as the return address and they could compile the results. ★ Translation costs. If the survey is developed well, it may only need to be translated once. 	

Survey Distributed to Clients by Care Workers

Questionnaire regarding the services received distributed by care workers, can be collated by Council or by an independent organisation.

Pros	Cons
A survey developed with input from relevant service providers will only need to be translated once and can be re-used in the future	Return rate can be low
Confidentiality can be maintained if an independent organisation is used	Assumes literacy in own language
	Limited to set responses in the survey and additional comments may need to be translated
Points to Consider	
<ul style="list-style-type: none">* Pre-paid return address envelopes should be included to encourage participation.* An independent organisation could be used as the return address and they could compile the results.	

Surveys

It has been found that CALD clients have responded well to surveys and they are therefore a useful method of obtaining feedback. They are also a cost-effective method of obtaining a broad quantifiable overview of the client's satisfaction with the service. The following outlines how organisations can tailor their approach to conducting surveys to suit CALD clients. Questions should relate to the client's overall satisfaction as well as more detailed information concerning the client's knowledge of their rights. The responses to these questions can be analysed in relation to the effectiveness of the communication techniques used by the organisation and staff.

When conducting surveys:

- Identify your target group and relevant languages.
- Consider the option of using an external agency or consultant to conduct and compile the surveys. This will ensure greater privacy for clients and possibly increase their willingness to participate.
- Consider the possibility of offering incentives to increase the response rate. For example, a monetary voucher or a free service. However, this would make responses non-confidential.
- Include an introductory letter explaining what the survey is for in both English and in the translated language if necessary. A sample letter is included in the Translated Information section (page 51).
- Specify a cut off date for the return of the survey.
- Make sure the survey is sent in both English and the translated language if it is required or preferred by your clients. It is important to ensure that you can determine which language group the returned surveys are from. Use an identifier on the English version of the survey, such as 'C' for Chinese and 'I' for Italian so that you can compile the results according to the client's background as well as which language they have chosen to respond in.
- Include return address envelopes.
- Inform staff within the organisation when surveys have been sent out so that they are able to respond effectively to any enquiries.

See the Translated Information section (page 51) for sample surveys in English, Chinese, Greek, Italian and Vietnamese. They have been developed so that they are generic and can be used by different Councils.

Focus Groups

Conducting focus groups with clients from CALD backgrounds has been found to be a particularly valuable way to gain feedback. It is also one that client's enjoy, often appreciating the opportunity to express their opinions about the services they receive.

Outlined below are strategies that can be used to organise effective focus groups with CALD clients.

Planning a Focus Group with a Non-Established Group

1. *Determine which CALD clients to invite.*

It should also be expected that there will be a low attendance rate, which is very useful for a focus group which have 6 – 8⁵ participants. It may be valuable to invite people from CALD communities who have the largest representation of your current clients so that there's a better change that optimum numbers attend. Assessment officers may also advise which clients will be most able to attend.

2. *Consider the timing of the event.*

It is important to think about the cultural or religious occasions of the CALD groups invited, such as Chinese New Year or Greek Easter. Also try to hold the session outside of school holidays, as clients may be involved in family activities.

3. *Invitations to clients.*

Invitations should include details of the event and the reason why it is being held. It is useful for clients if a map of how to get to the venue and parking suggestions are included.

The invitation should be sent with a return sheet that allows clients to indicate if they are attending, and if they require an interpreter and transport to the event. An example of this can be found in the Translated Information section from page 51. It is also important to find out if there are any mobility issues that impact the location of the venue and transport requirements.

RSVPs from clients should be confirmed by phone.

4. *Checklist when organising the session:*

- Organise transportation in advance if it is required.
- Arrange a venue that can be accessed by all participants.
- Consider offering culturally appropriate foods that also take specific dietary requirements of the group into account, such as if a client is diabetic or needs softer foods. For example if you are holding a morning or afternoon tea with elderly Greek people, a Greek salad and fruit platter may be appropriate. Depending on the differing needs of the clients, offering a range of foods may be a good idea. Those without specific dietary requirements might appreciate Greek cakes.
- When working with another organisation, clarify who is responsible for each task and making which specific arrangements.
- Ring the clients you are expecting the day before to confirm their attendance.
- If necessary set up signs outside the venue so it can be found easily.

Conducting a Focus Group

The following points outline how to most effectively conduct a focus group. Most of them can be applied to focus groups in general, as well as to those that are CALD-specific. However it needs to be remembered that each time a focus group is held it is different. It is important to be flexible in your approach and to judge the situation accordingly.

- Clients need to be aware that their feedback will not affect their service delivery. If the focus group is being conducted by an independent consultant let the clients

⁵ Victorian Council of Social Service and Yolande Wadsworth, 1997

know that their feedback will be anonymous to the Council. It is likely that this will encourage more honest and elaborate feedback regarding the services they are receiving. One option is to use a consultant or someone independent of the organisation to hold the focus group.

- The ideal number of participants for a focus group is 6 – 8.
- It is important to have pre-planned questions in mind before the focus group session. However, the aim should be that conversation is informal and free flowing rather than set question and answer. This will allow participants to feel comfortable and provide the most constructive feedback.
- Try and ask a general and non-threatening opening question to encourage clients to participate in the discussion. Avoid asking questions that can be answered with yes or no.
- Allow extra time if working with an interpreter. This is particularly important if there is one interpreter for a larger focus group, as each person's feedback will need to be interpreted. Extra time is also needed if participants speak different languages and there is more than one interpreter present.
- A focus group should be limited to one issue or one topic to gain the most relevant and useful information. For example, don't switch from the topic of home and personal care services to something unrelated because this may confuse participants.
- It needs to be recognised that there may be more dominant or passive participants in the focus group and it is up to the facilitator to enable everyone to have a voice.
- Ideally conclude the focus group session by summarising the feedback given and confirm that it corresponds with the participant's views.
- The conclusion of the focus group may be a good time for a staff member from the Council to meet with the clients and possibly discuss other service options. While eligibility criteria will determine service provision to specific clients, clients may be eligible for services they are not aware of. Discussion around client needs and services available may lead to the referral of clients to other related services, such as Meals on Wheels, home maintenance programs or social groups within the area.
- Time with a staff member from the organisation should also be allowed for answering any questions the clients may have.
- It is a good idea for the agency that conducted the focus group to send a thank-you letter to the clients who attended. Clients are then acknowledged for providing feedback and can be confident that their details remain anonymous to the service provider.

4 RECRUITMENT OF PEOPLE FROM CALD BACKGROUNDS

This section is not about training, which is the responsibility of Registered Training Organisations (RTOs), but about the recruitment of qualified people from CALD backgrounds.

The previous two sections on service delivery and feedback mechanisms focused on enhancing aspects of existing service provision. In order for organisations to further meet the needs of their CALD clients and encourage the uptake of services by people from CALD backgrounds, it is important to have care workers from a similar cultural background. This section aims to assist staff to incorporate the recruitment of people from CALD backgrounds into existing recruitment processes.

It has been found that clients from CALD backgrounds often prefer to be matched with a home or personal care worker from a similar background. When the care worker speaks the same community language as the client, communication difficulties can be alleviated. It is also more likely that the worker will have a greater understanding of the client's cultural norms and values which will assist in providing services that are culturally relevant.

This section provides practical guidelines for service providers to recruit more home and personal care staff from CALD backgrounds. It has been designed to assist people responsible for the recruitment of staff.

The following recruitment processes are detailed in this section:

- Identifying your target audience, or cultural group that you want to recruit from. This will help to determine the best method to use.
- Using ethnic media to inform people from CALD backgrounds that you are looking to recruit CALD workers. This is particularly beneficial if you want to recruit workers from a specific cultural background.
- Presenting information at RTOs where people from CALD backgrounds are studying for their Certificate III in Home and Community Care.

While matching clients with a care worker of the same cultural background is often preferred, be aware that clients and care workers still need to be asked individually if this is something that is important to them.

Identify Target Audience

It is important to be clear about who your target audience is and who you are looking to recruit. Whether you are aiming to recruit people from a specific cultural background or CALD groups in general affects your selection of a strategy.

To appeal to potential workers from a particular background, it is important to find ways of accessing that cultural group. One of the most effective ways of doing this is by utilising ethnic media specific to that cultural group. It is also useful to combine this with using local media outlets for greater information dispersion throughout the community.

To increase the number of CALD home and personal care staff in general, it may be more useful to target Certificate III in Home and Community Care classes where there are likely to be CALD students.

Utilising Ethnic Media

Using ethnic media to advertise for more home and personal care workers from CALD backgrounds is particularly useful if you want to recruit staff from a specific cultural group.

If you do choose to target one cultural group, it is important to consider their general understanding of the home and personal care field. Different aspects of working in this area will appeal to different cultural groups and it is important to be aware of this in your marketing. For some the caring role and contributing to the health of the community will be appealing, whereas for other groups it may be better to emphasise the professionalism of the job and increased employment opportunities.

For detailed information on various ethnic media sources including contact details see pages 28 to 34.

Presentations and Advertising

In order to effectively inform people from CALD backgrounds about working as a home or personal care worker, it is important to consider the process of direct recruitment and actively target those who are currently studying or seeking employment.

If you are able to organise a presentation to a student group, the following information on presenting information may be beneficial. The MIC developed a recruitment booklet in April 2004 for people from CALD backgrounds interested in the home care and personal care field. This can be distributed to participants at the presentations. It is available at:

http://www.miceastmelb.com.au/documents/pdaproject/Recruitment_Info_Booklet.pdf

Clarify the following with the institution before the presentation:

- Class size.
- Time of the class you are going to present to.
- If there is flexibility with the time you present, consider the location of the institution and travel time for students.
- Length of time to present to the class.
- Level of English of the students or participants, as more advanced English is required for the job.
- If possible, talk to the specific teacher of the class you are going to present to so that they are aware of the topics to be presented in advance and can better incorporate it in their lesson plans.

The presentation:

- Provide clear and realistic information about employment in the home care and personal care sector.
- The role of home care, personal care and respite care workers and what their duties include should be clearly explained.
- Make participants aware of their options when working in the field, including traineeships and undertaking independent study.
- Present realistic information regarding a working level of English. Home care and personal care workers need to be able to read policy and procedure manuals and fill in time sheets accurately.
- Highlight the importance of being bi-lingual and from a CALD background in this field.
- Provide participants with realistic expectations about working in the field as well as including information on the personal and professional benefits. For example, include positives about the job such as flexible working hours and personal satisfaction as well as necessary information relating to the need for a car and licence and difficulties that may be encountered when working.
- Overheads or visual information is also useful.
- Have written information available on the day. This can include information on the service, contact details, business cards, job descriptions and applications.

Frequently Asked Questions by participants at presentations

- Am I covered by insurance?
- What if a client's needs are beyond my training and capabilities?
- Am I only going to be working with people who speak my language?
- Do you always see the same client?
- How much does it pay?
- Are there guaranteed hours?
- How many days a week do I have to be available?
- Do we get sick leave and holidays?
- Is there night work?
- Do you need a drivers licence and would you use your own car?

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5 ACCESSING CALD COMMUNITIES AND BUILDING RELATIONSHIPS WITH CALD GROUPS

It is important that the services being offered and promoted are culturally relevant and appropriate for people from CALD backgrounds. The sections on Service Delivery, Feedback Mechanisms and Recruiting People from CALD Backgrounds provide guidelines for strengthening current methods of service provision. Similarly when your service is seeking to consult with, or to promote your services to CALD communities there are specific processes you can undertake that address cultural factors as well as encouraging greater communication between organisations and people from CALD backgrounds. This section is designed to assist people responsible for consulting with and promoting services to CALD communities. By acknowledging and responding to the specific cultural factors your work in this area will be more effective.

The need for targeted approaches in consulting and promoting services to CALD communities is recognised in a number of initiatives. For example, the Culturally Equitable Gateways Strategy (CEGS) aims to build partnerships between ethnospecific organisations and Councils to enhance CALD clients access to HACC services (assessment care management, home care, personal care, respite home and community, delivered meals and property maintenance). This initiative reflects the need to create sustainable partnerships between service providers and CALD communities in the planning, accessing and provision of services for and to CALD clients.

This section aims to assist service providers to establish links with CALD communities by providing step-by-step strategies that will assist you to promote services to and build relationships with CALD communities. Specifically, this section provides information on:

- How to effectively promote your services to CALD communities by utilising ethnic media and ethnospecific organisations. This includes information on how to best approach ethnic radio and newspapers, as well as the process of filtering information through other health care workers such as GPs and ethnospecific workers.
- How to contact community groups and successfully tailor an information sharing approach to suit the group.
- How to conduct presentations with CALD groups and sustain on-going networks. This includes information on how to plan for and use interpreters for presentations.

Promoting Services to CALD Communities

In order to effectively promote your service to CALD communities it is important to target possible consumers as well as their families. This is very valuable as it is often the families or children of clients who initially suggest using the service.

When widely promoting your service to people from CALD backgrounds it is preferable to use both ethnospecific media as well as mainstream media. This allows for greater information sharing between potential clients and their family and friends. Remember to include information regarding the availability of interpreters where necessary.

The following focuses on how to best utilise ethnic media. Different groups may prefer to use different media outlets and will respond better to some than to others. (It will become apparent which are the most effective ways of promoting your service to different groups.) Building relationships with contacts within the ethnic media and the leaders of communities and groups can also be very valuable.

A combination of the following options is likely to result in more effective and successful coverage of the target group. Contact details and information on how to contact your service using an interpreter should also be given with each approach.

Ethnic Radio Programs

Pros	Cons
Access for socially isolated members of the community	Largely depends on discretion of the producer, so there is no guarantee that it will be broadcast
Valuable for non-literate older members of communities	Not localised, so there is a possibility that there will be inquiries from outside of the service providers catchment area
Popular form of gaining information for many communities	Sometimes information can be edited without your knowledge i.e. the venue without the time etc
Points to Consider	
<ul style="list-style-type: none">★ Identify the most popular station and program for the identified community.★ Prepare a media / press release to fax to stations. Follow up with a phone call.★ It is important that the producer recognise the information as a 'community service announcement', rather than an advertisement.★ Material that is already translated may have a better chance of being announced.★ Depending on the relationship with those responsible, a series of reports / interviews may be possible.★ Bilingual staff can be interviewed.★ It is important to give a contact person and phone number in English as well as how to access an interpreter.	

Articles in Ethnic Newspapers

Pros	Cons
Identified as a popular medium for accessing information	In some languages there is more than one ethnic newspaper. Finding the one with relevant readership for your target audience is important. Contact ethno-specific agencies or community contact
There is generally a wide readership	Frequency of the papers may require planning. Lead time is very important, i.e. monthly / fortnightly publications
Translation of short community announcements may be able to be negotiated with the newspaper	Sometimes information can be edited without your knowledge i.e. the venue without the time etc
	Not localised, so there is a possibility that there will be inquiries from outside of the service providers catchment area
	Cost to have the information translated as well as the cost to include it in the newspaper
Points to Consider	
<ul style="list-style-type: none"> ★ The information needs to be identified as a community service announcement ★ If well planned it may be possible to arrange a series of reports or interviews ★ Bilingual staff can be interviewed ★ It is important to have a contact person / number and how to access an interpreter ★ Develop press releases (particularly for events and one off forums) ★ Local newspapers are an important source of information for second-generation children who may not read their parent's language. Having the same information in English is important so that someone in the family picks up on the information 	

Articles for Community Newsletters / Council Newsletters

Pros	Cons
Articles will be aimed at increasing the knowledge of other service providers, and / or the children of CALD clients	Articles will only be in English
Generally need articles, so will be able to accommodate community information	It is important to check the Council news lead times
Wide audience	
Points to Consider	
<ul style="list-style-type: none"> ★ Confirm the timelines with the contact person. 	

Articles in Social Club Newsletters

Pros	Cons
Can target specific audience	Very specific audience. Important to target relevant group
There is a sense of ownership and relevance in their own community newsletter	Frequency needs to be considered – how often the newsletters are produced
Loyal readership	Not every community / club has a newsletter
Points to Consider	
<ul style="list-style-type: none"> ★ Contact the President / contact person. ★ Confirm the timelines with the contact person. ★ Check whether the information needs to be translated. ★ Should be combined with a visit to the club, to expand on the information provided and answer any questions. 	

Promotion through Religious Leaders and Places of Worship

Pros	Cons
The leader is likely to be held in a position of respect	Visiting the place of worship does not automatically include the whole community
Leaders often have a good understanding of the community's needs through regular contact	To reach more of the community it is important that this strategy be part of a larger campaign, rather than the whole campaign
If you have a strong relationship with the leader, then the community is more likely to put their trust in you as well	
Importance of worship – for some socially isolated people going to worship can be their only outing of the week	
Points to Consider	
<ul style="list-style-type: none"> ★ It is important not to make assumptions about the religion or faith of communities. They can encompass many different faiths and attend different Churches. For example in the Chinese community faiths include Buddhist, Baptist, Christian etc. ★ It is important to consider age group and demographics of the 'congregation', to target the topic (i.e. a young group can be approached by explaining these are services we can provide to assist you to care for your parents). 	

<p align="center">Information provided to Bilingual GPs / Ethnospecific Workers</p>
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Pros	Cons
Health professionals and teachers hold positions of respect for many communities	The middle person may not have enough information / knowledge about the service to accurately inform the client
Points to Consider	
<ul style="list-style-type: none"> ★ Information can be provided in different formats, such as written information or a meeting or presentation could be held with ethnospecific workers. ★ Ethnospecific workers can pass on information to possible clients. ★ If sending written information, include a cover letter explaining your reason for writing and what information you wish to pass on. ★ Information should be linked to health care. ★ Can be posted on information boards but also provides information to the GP for future reference and referrals. ★ Bi-lingual GPs can be found by using the following search engine, http://vic.serviceseeker.com.au/, and entering the language required. 	

Ethnic Media List

Language	Press	Phone	Fax	Radio*	Phone	Fax	TV	Phone	Fax
African	The Ambassador	99264684	99264690						
Arabic	El Telegraph	9387 1590	9387 9119	3CR	9419 8377	9417 4472	Ch 31	9663 5831	9660 3100
Arabic	An Nahar	9383 7422	9383 7399	SBS	9949 2121	9949 2120	SBS	9949 2121	9949 2120
				3ZZZ	9415 1930	9415 1818			
Arabic	Egypt News	(02) 9625 8184	(02) 9675 2248						
Cambodian				SBS	9949 2121	9949 2120			
Chinese	Aust Chinese News	9663 8181	9600 0699	2AC	(02) 9267 7533	(02) 9264 4224	Ch 31	9663 5831	9660 3100
Chinese	Melbourne Chinese Post	9663 8455	9663 8209	3ZZZ	9415 1930	9415 1818	SBS	9949 2121	9949 2120
Chinese	The Tide	9329 8686	9329 5088	SBS	9949 2121	9949 2120			
Chinese	Chinese Australian		9663 1033	3AW	9243 2000	9690 0630			
Chinese	Chinese Commercial Weekly	9480 1919	9480 1958						
Chinese	Aust Chinese Daily	(02) 9261 3033	(02) 9261 3525						
Chinese	Pacific Times	9326 6466	9326 7499						
Chinese	21 st Century Chinese News	9663 6200	9639 0857						
Chinese	Chinese Herald	(02) 9212 7388	(02) 9281 8328						
Croatian	Croatian Herald	9481 8068	9482 2830	3ZZZ	9415 1930	9415 1818	Ch 31	9663 5831	9660 3100
Croatian	Spremnost Croatian Weekly	(02) 9150 4074	(02) 9150 4074	SBS	9949 2121	9949 2120			
Czech/Slovak	Noviny	(02) 9319 6380	(02) 9319 6380						
Dari				SBS	9949 2121	9949 2120			
Dutch	The Dutch Courier	9752 5955	9754 7242	3ZZZ	9415 1930	9415 1818			
Dutch	The Dutch Weekly	(02) 9569 4433		SBS	9949 2121	9949 2120			
Fijian/Indian	Fiji Tiimes	(02) 9718 7522							
Filipino	Philippine Times	9467 6896		3ZZZ	9415 1930	9415 1818	SBS	9949 2121	9949 2120
Filipino				SBS	9949 2121	9949 2120			
Finnish	Suomi	9572 2543	9563 6223						

* Check radio guides e.g. the Green Guide for times and days for language programs

Language	Press	Phone	Fax	Radio*	Phone	Fax	TV	Phone	Fax
French	Le Courrier Australien	(02) 4577 6726	(02) 4577 6725	SBS	9949 2121	9949 2120	Ch 31	9663 5831	9660 3100
French							SBS	9949 2121	9949 2120
German	Neue Heimat und Welt	9521 3366 & 9459 3571		3ZZZ	9415 1930	9415 1818	SBS	9949 2121	9949 2120
German	Die Woche in Australien	(02) 9792 6645	(02) 9792 8766	SBS	9949 2121	9949 2120			
Greek				3XY	9495 1422	9495 1424			
Greek	Ta Nea (The News)	9495 1422	9495 1422				Ch 31	9663 5831	9660 3100
Greek	Neos Kosmos (Greek Times)	9482 4433	9482 2962						
Greek	Ellinis	(02) 9566 0553	(02) 9660 5736						
Greek	The Greek Herald	9415 8588	9415 8944						
Hungarian	Hungarian Life	9521 3366 & 9557 2422	9521 3436	3ZZZ	9415 1930	9415 1818			
Hungarian				SBS	9949 2121	9949 2120			
Indian	Bharat Times	9689 6406	9689 6489						
Indian	South Asia Times	9893 4947	9893 4947						
Indian	Indian Voice	9576 5767	9557 7157						
Indonesian	Indo Media	(02) 9280 4688	(02) 9280 4988	3ZZZ	9415 1930	9415 1818	SBS	9949 2121	9949 2120
Indonesian				SBS	9949 2121	9949 2120			
Italian	Il Globo	9481 0666	9486 1412	Rete Italia	9481 0666	9486 1412	Ch 31	9663 5831	9660 3100
Italian							SBS	9949 2121	9949 2120
Japanese	Japan Australia News	(08) 9355 0111	(08) 9355 0333						
Jewish	Jewish News Melbourne	9525 8833	9525 9060						
Korean	Korean Times	(02) 9789 0066	(02) 9879 0022						
Lithuanian	Muso Pastoge	(02) 9790 2319	(02) 9790 3233						
Macedonian	Aust Macedonian Weekly	0411 136 151		3ZZZ	9415 1930	9415 1818	Ch 31	9663 5831	9660 3100
Macedonian	Today Denes	9404 2990	9436 5185	SBS	9949 2121	9949 2120			
Maltese	Maltese Herald	9359 2474	9359 2474	3ZZZ	9415 1930	9415 1818			
Maltese				SBS	9949 2121	9949 2120			
Persian/Farsi				SBS	9949 2121	9949 2120			
Persian/Farsi	Golchin (published monthly)	9464 2229	9464 2228						

* Check radio guides e.g. the Green Guide for times and days for language programs

Language	Press	Phone	Fax	Radio*	Phone	Fax	TV	Phone	Fax
Polish	Polish Weekly	9362 0128	9362 0108	3ZZZ	9415 1930	9415 1818	Ch 31	9663 5831	9660 3100
Polish				SBS	9949 2121	9949 2120			
Portuguese				3ZZZ	9415 1930	9415 1818			
Portuguese	O Portuguese Na Australia	(02) 95685911	9560 6044	SBS	9949 2121	9949 2120			
Russian	Unification	(02) 9618 0108	9605 4575	3ZZZ	9415 1930	9415 1818	Ch 31	9663 5831	9660 3100
Russian	Horizon	(02) 9369 4122	9387 1461	SBS	9949 2121	9949 2120	SBS	9949 2121	9949 2120
Russian	Panorama	9570 4656	9570 4656						
Serbian	World Serbian Voice	9521 3366	9521 3436	3ZZZ	9415 1930	9415 1818	Ch 31	9663 5831	9660 3100
Serbian	Novosti	(02) 9566 0553	(02) 9660 5736	SBS	9949 2121	9949 2120			
Spanish				3ZZZ	9415 1930	9415 1818	SBS	9949 2121	9949 2120
Spanish	Spanish Herald	(02) 9566 0553	(02) 9660 5736	SBS	9949 2121	9949 2120			
Sri Lankan	Pahana Light and Life	9793 1240	9793 1245						
Tamil				SBS	9949 2121	9949 2120	Ch 31	9663 5831	9660 3100
Tamil	Uthayam	9561 0242	9561 0242	3CR	9419 8377	9417 4472			
Tamil				3ZZZ	9415 1930	9415 1818			
Turkish	Turkish Report	9464 7782	9464 7783	3ZZZ	9415 1930	9415 1818	Ch 31	9663 5831	9660 3100
Turkish	Yeni Valan	(02) 9646 3039	(02) 9643 2361	SBS	9949 2121	9949 2120			
Vietnamese	TiVi Tuan San	9417 1292	9417 0655	PBS	8415 1067	8415 1831	Ch 31	9663 5831	9660 3100
Vietnamese	Human rights	9419 6793	9416 2920	3ZZZ	9415 1930	9415 1818			
Vietnamese	Dan Viet	(02) 9728 1666	(02) 9728 1600						
Vietnamese	Chieu Duong	(02) 9725 6444	9725 6446						
Vietnamese	TiVi Victoria	9795 2811	9795 2944						

* Check radio guides e.g. the Green Guide for times and days for language programs

Promoting Services and Building Relationships with Established CALD Groups

Utilising ethnic media is particularly useful in conveying general messages and making people within CALD communities aware of your service. However, meeting with and initiating discussion about what you offer, the process of application and eligibility gives people from CALD backgrounds the opportunity to ask questions and gives you an understanding of what some of the issues are for them. This also gives service providers the opportunity to address perceived barriers to accessing services.

It is important to invest time into forming a strong relationship with CALD groups. They are then more likely to feel comfortable in contacting service providers and accessing the service. They will also automatically have a link to your service if ongoing relationships are established.

It is often far more effective to arrange presentations or consultations with organised CALD groups such as Churches and Senior Citizen's groups, rather than holding your own information session and inviting people. That way you already have a guaranteed audience and members of the group will feel comfortable in a familiar environment.

The following details practical methods of contacting community groups and tailoring information sessions in accordance with the structure of the group.

Identify Target Audience

Identify which CALD community you would like to promote your service to, possibly based on the demographics of your catchment area. Decide whether you want to target Senior Citizen's groups or wider CALD organisations. The members of Senior Citizen's groups often include the most likely consumers for the near future and they are often interested in information and services that are relevant for them.

Identify CALD Community Groups

- The Ethnic Community Council of Victoria (ECCV) has developed the *Multicultural Aged Care Service Directory*, which is available at www.eccv.org.au.
- The Victorian Office of Multicultural Affairs has produced the *Victorian Multicultural Resources Directory*, available for purchase from Information Victoria (1300 366 356) or to download from www.voma.vic.gov.au/mrd. It contains a section on 'Ethnic Elderly Organisations' which is very useful when sourcing Senior Citizen's groups.
- The MIC (9873 1666) can also provide contact details of CALD communities within the Eastern region and advice on who to contact within identified communities.

Contacting CALD Community Groups

1. When you have details of the contact person, call initially without using an interpreter unless you are aware that you need one. Be prepared to call back with an interpreter if the contact person has limited English skills.
2. Explain your service briefly and arrange a time to meet to discuss providing information to the group. Many Senior Citizens' groups may be involved in such activities and presentations.
3. Make a time to meet the community leader or committee members to further understand the composition of the group and how best to present information.
4. Find out the most suitable community language for the group. Although people may be from the same cultural background this does not mean that they necessarily speak the same language.

Understand the Composition of the Group

1. Meet the president or committee members before the presentation if you can, or otherwise gather information about how the group operates over the phone from the contact person (see attachment section on page 43, for a list of useful questions).
2. Use a question sheet as a guide to gather relevant information about the group, such as how often they meet and where, what areas the members live in and the faiths of the members.
3. The composition of some groups or the age of general membership may affect the emphasis of the information distributed. For example, for some Senior Citizen's groups it may be important to stress that the information presented is to provide them with knowledge about their options for the future. Many of the people attending the presentation may not presently need home care or personal care services, but it is still important that they are aware of them for the future.
4. The initial meeting is aimed at building an understanding of the group you will be presenting to as well as providing them with the opportunity to get to know a bit about your organisation. You may also be able to identify some of the perceived community needs regarding your service. This session does not have to be long; half an hour may be sufficient, or longer with an interpreter. It is important that it is used to develop a shared understanding of both the group structure as well as what you hope to achieve by undertaking the presentations and discussions with the group.

Tailor Information Sharing Approach to suit Group

1. The information gathered about the group composition should indicate how the group usually come together, such as for meetings, recreation or lunch. This gives some idea about how to best present information to the group.
2. Information sharing may be formal or informal depending on the group structure. Some approaches include holding an information forum, hosting a morning tea or presenting during a regular activity for the group. This option is very useful because it means that regular members are likely to attend so you have a guaranteed audience.

**Information and Presentations held with clubs,
For example, Senior Citizen's Groups**

Pros	Cons
Targeted audience	Members may not feel comfortable to ask questions or discuss certain issues in front of the group
Direct personal contact can establish relationships with community members, giving them a familiar face when they approach a service	Fluctuating numbers of people, especially with smaller groups
Direct contact and word of mouth can be an effective approach due to limited literacy in their own language or impaired vision	Cost of the interpreter
	Can be time consuming for the worker, depending on the length of the session and the preparation involved
Points to Consider	
<ul style="list-style-type: none"> ★ Contact the President or contact person to arrange a time and date. ★ Organise information forums on a club day. ★ A presenter who speaks the same language of the audience would be ideal. If someone is not available be sure to book an interpreter – club or group members should not take this role. ★ Providing written material in both English and the community language is useful for the participants and their families. ★ Visual tools can be useful in maintaining interest, ie. posters, pamphlets etc. ★ Holding forum / information sessions at the regular meeting place is preferred to overcome transport issues. ★ Recommended time for the presentation is around 30-45 minutes, to maintain the interest of the audience. Any longer presentations should be negotiated with the contact person beforehand and the time it takes for interpreting should also be considered. ★ Personalise the information for the audience; consider length of time in Australia, migration experience, levels of use of services etc. ★ Distribute translated printed materials if available at the forum. English material should also be available. ★ Consider using evaluation forms in English and the community language in order to improve future presentations. ★ Revisiting the group on at least an annual basis can keep them informed of any service changes, reinforce the initial information about the service and most importantly maintain positive relationships. ★ Consider working with other service providers to promote similar or complimentary services. 	

Presenting to a Group with an Interpreter⁶

Points to consider before the presentation:

Before the presentation takes place, it is important to keep the following points in mind so that the presentation is clearly understood by all participants and so interpreters can pass on the information accurately.

- Allow for the extra time needed for your presentation to take place, as the interpreter needs to repeat each sentence. An estimation is usually double the usual presentation time.
- Before presenting, it is a good idea to read through your notes to ensure that the presentation is clear and that the message is conveyed in a straightforward and simple manner. Complicated language is sometimes lost in translation. The real trick is to be simple and non-patronising.
For example instead of saying "The Council's vision for the next five years is focused on increasing equity of access to HACC services for people from CALD backgrounds", it may be better to say, "Today we would like to talk with you about the services we have that help people to live at home, who is able to use these services and how you apply for them."
- Allow time before the presentation to provide the interpreter with information about what will be presented along with any written information. If you are holding a discussion, explain what type of feedback or responses you are hoping for from the group.
- Professional interpreters will only relay information to the audience exactly in the way it is stated by the presenter.
For example, if the presenter asks, "Do they understand me?" the interpreter will ask, "Do they understand me?" in the community language.
- Many services that exist in Australia do not exist in other countries and so there is no translation available. For example, home care and personal care services are often unfamiliar concepts. The presenter should explain the nature of the service before repeatedly using the same word.
- Service philosophy for health service providers also varies in diverse cultures. For example the western philosophy of aged care / disability services assisting people to be "as independent as possible" or "empowering people with disabilities" may not be understood in some cultures. It is a good idea to explain your philosophy and its importance at the beginning of your presentation.

⁶ Source: Action on Disability within Ethnic Communities (ADEC) July 2000

Points to consider during the presentation:

The following points will assist you in conveying your message clearly and accurately:

- Speak clearly and slowly. Do not shout.
- Say one sentence at a time. Wait for the interpreter to finish before you commence a new sentence.
- Jargon or complex (service specific) terms should be avoided or simplified.
- Jokes or humorous statements should be avoided as they often do not translate accurately and become "not funny".
- Avoid intonations in your speech. Intonations can sometimes change a statement to a question.
- Do not use "broken" sentences. This makes it confusing for the interpreter and can sometimes sound patronising.

Ask the audience whether you are speaking at an appropriate pace in the early stages of your presentation so the presentation can continue effectively.

Points to consider after the presentation:

- Ask the audience if there are any questions or if any clarification is needed for parts of the presentation.
- Allow time with the interpreter when the session and question time is finished. Some people may feel more comfortable asking for further information individually.
- Thank the audience / interpreters.

Evaluation

Evaluation sheets on the day can provide useful feedback on the participant's initial response to the information presented and what knowledge was gained regarding the service. They may also indicate what areas participants would like more information about. The sample evaluation in the Translated Information section (page 51) is in English, Chinese and Macedonian. Revisiting groups in the future is also particularly useful in addressing further questions that may have arisen, and in establishing ongoing networks with CALD groups.

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6 USEFUL LINKS

Action on Disability within Ethnic Communities (ADEC)

<http://www.adec.org.au/>

Adult Multicultural Education Services (AMES)

<http://www.ames.net.au/>

Australian Department of Health and Aging

<http://www.health.gov.au/acc/publicat/multilin.htm>

Links to multilingual publications on Aging.

Australian Institute of Health and Welfare

<http://www.aihw.gov.au/publications/age/poi/index.html>

Provides a link to report, 'Projections of Older Immigrants - People from Culturally and Linguistically Diverse Backgrounds, 1996 – 2026, Australia.' The report contains detailed projections for the 50 most common countries of birth, 34 languages and 30 religions for older immigrants in Australia.

Australian Multicultural Foundation

<http://www.amf.net.au>

Department of Human Services

Home and Community Care

<http://www.health.vic.gov.au/hacc/>

Department of Human Services

Statewide Service Coordination Tool Templates and Guidelines

<http://www.health.vic.gov.au/pcps/>

Scroll down to 'Service Coordination' – to 'Service Coordination Tool Templates and Guidelines'.

National Accreditation Authority for Translators and Interpreters (NAATI)

<http://www.naati.com.au/>

Office of Senior Victorians

www.seniors.vic.gov.au

This site includes an extensive list of links to other 'senior' sites and a link to 'A Guide to Services for Senior Victorians 2002' which can be downloaded in 13 languages.

Queensland State Government

<http://www.health.qld.gov.au/multicultural/default.asp>

Multicultural Health page that provides links to various information including, "A Guide for Working with Interpreters" and "Checklist for Cultural Assessment".

Victorian Multicultural Commission

<http://www.multicultural.vic.gov.au/index.htm>

Victorian Office of Multicultural Affairs

www.voma.vic.gov.au

In the publications section there are links to the 'Multicultural Resources Directory', 'Multicultural Victoria Community Facts Sheet' and 'The CALD Report', which provides information regarding CALD access to government services.

VITS Language Link

Victorian Interpreting and Translating Services

<http://www.vits.com.au/>

<http://www.vits.com.au/publications/guide.pdf>

7 ATTACHMENTS

The attachments included are designed to be used by home and personal care organisations to assist in providing culturally relevant services.

The following outlines how the attachments can be used within your organisation:

- Cultural Assessment Guide – is designed primarily for use by assessment officers in the initial stages of service delivery. The Guide is ready for use, as space has been left for assessment officers to write client information. The information obtained from clients such as best communication methods and which family members need to be involved in decision-making, can be used to help devise an effective care plan. This information should be made available to relevant care workers to continue appropriate service delivery.
- How to Access Interpreting Services – is an example of a protocol for the use of interpreters. It is particularly useful for administration staff or staff who are likely to be answering external calls. This sheet would be most useful if it were laminated and placed in relevant rooms particularly where telephone conferencing is available.
- Question Sheet to obtain initial information about CALD groups – provides a list of questions to find out more about the structure of CALD groups, such as Senior Citizen's groups, to determine the best information sharing approach.

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Cultural Assessment Guide

This Guide has been developed to assist staff when assessing clients from CALD backgrounds. Depending of the type of assessment and needs of the client, it may be used in part or as a whole.

Communication

Determine the correct language to communicate with the client: This should be determined at initial contact by the intake officer. Be careful not to make assumptions regarding the language spoken. For example, a Chinese person may speak Cantonese, Mandarin or another Chinese dialect.

Work with the client to decide whether a professional interpreter is required: Either on the phone and/or on site at the initial assessment visit.

When using professional interpreters:

What are the client's preferences? For example, would they prefer a male or female interpreter? If resources allow, try and provide the client with these preferences.

Appropriate way of addressing the client: Always use titles on the first meeting and ask the client how they prefer to be addressed. In some cultures the given name follows the family name. The client's preference can be asked in the initial assessment and the information passed on to relevant care worker/s.

Non-Verbal Communication: Be aware that in some cultures direct eye contact and physical contact, such as shaking hands, may be an unfamiliar custom. The assessment officer should provide home and personal care workers with information regarding relevant and appropriate methods of non-verbal communication.

Ethnicity

Which cultural group/s does the client identify with?

Country of Birth:

Preferred Language:

Other Languages:

Literacy:

Customs

Relationships, Roles and Decision Making: With the client, identify family members who will be involved in the decision-making regarding the client's care and therefore who it is important to consult with. Consider legal implications as well as who may act in an advocacy role.

Client History

Culture: Is there a specific culture that the client identifies with?

Migration History: Reasons and circumstances for the client's migration to Australia? How long they have been in Australia? Consider the possibility of traumatic experiences when assessing mental capabilities but recognise it may not be appropriate to ask clients directly about this.

Religious Practice

Prayer: Be aware of links of between religion and health. Ill health may be seen as a result of lack of prayer or faith. Is there a time of day that needs to be set-aside for prayer or other religious activities? Scheduling and rostering should take account of preferences and needs.

Diet: Ask if there are any dietary restrictions or particular methods of cooking.

Health and Culture

Health Practices: Consider a client's traditional health practices in relation to home and personal care services.

Client Expectations: In seeking information about the client's preferences in relation to home and personal care services, it may be necessary to explain exactly what your service entails as it may not have been available in the client's country of origin.

HOW TO ACCESS INTERPRETING SERVICES

REMEMBER: You can access an interpreter at any time – whether you are about to phone a client, are in the middle of a call or have a client with you.

When you are phoning a non-English speaking client:

- Call the (interpreting service) on (phone number) and quote the organisation's pin number _____.
- You will be asked for your name and organisation.
- Explain that you need them to connect you to the client and provide their phone number.
- You will be put through to the interpreter and asked to hold while they call your client.
- When the client has been connected the three-way conference will begin.

When you are in the middle of a call:

- Ask your client to hold, then press the flash / recall button.
- Call the (interpreting service) on (phone number) and quote the organisation's pin number _____.
- You will be asked for your name and organisation.
- Speak to the interpreter and let them know you have someone on the line.
- Press the flash / recall button, and your three-way conference will begin.

When your client is with you in person:

NOTE: If possible a hands-free phone is easier to use in this situation.

- Call the (interpreting service) on (phone number) and quote the organisation's pin number _____.
- You will be asked for your name and organisation.
- Once you have the interpreter on line, the three of you can speak by passing the phone between yourself and your client.

When you need an ON-SITE interpreter:

- If you know of a need for an interpreter to assist with a predetermined appointment you can book an On-site Interpreter in advance.
- It is advisable to book as far in advance as possible.

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Question Sheet to Obtain Initial Information About CALD Groups

- ◆ How many members are there in the Group?

- ◆ What is the main language spoken by the members?

- ◆ Is there a need for information to be translated or interpreters to be present? If so, which languages?

- ◆ What are the faiths represented in the Association's membership?

- ◆ Which local government areas do the majority of members live in?

- ◆ What type of migration experience do the members have? Including migration stream and length of time in Australia (Melbourne / the EMR).

- ◆ When do you regularly meet (and where)? Clarify meeting times when group is not available i.e. cultural festivals etc.

- ◆ What is the general understanding of the Group about Home Care & Personal Care and accessing services?

- ◆ What is the best way to present the information to the Group?

- ◆ Other issues:

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8 TRANSLATED INFORMATION

The translated information in this section has been specifically designed to be generic enough for wide usage among personal and home care services providers. Where appropriate, space has been left for the organisations title and logo.

The translated information includes:

- Definitions of home care and personal care:
English, Hindi, Macedonian and Spanish
- Definitions of personal care, home care and property maintenance:
English, Chinese, Greek, Italian, Laotian and Vietnamese
- Home and Community Care Information Forum Evaluations:
English, Chinese and Macedonian
- Letter to be included with the Survey regarding Services:
English, Chinese, Greek, Italian and Vietnamese
- Survey about the Services received:
English, Chinese, Greek, Italian and Vietnamese
- Invitation to meeting and refreshments (focus group):
English, Chinese, Greek, Italian and Vietnamese
- Reply sheet to focus group invitation:
English, Chinese, Greek, Italian and Vietnamese

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Home Care and Personal Care Services

This services outlined below are to assist frail older persons or persons with a disability to remain in their homes. They may vary slightly with every service provider. When a service is required please contact the local Council, who will provide further information. All clients are assessed to determine their eligibility for services and relative needs.

Personal Care

The aim of Personal Care is to enable frail older people and people with disabilities to live independently at home and in the community. Paid staff provide support with tasks that because of illness, disability or frailty, the client can no longer carry out without assistance. Staff are trained to provide assistance or supervision of tasks such as:

- Bathing, showering, shaving, hair grooming and toileting
- Dressing and undressing
- Mobility in bed and out of bed etc
- Eating and drinking, including cooking and preparation of food and special diets
- Other duties, as agreed upon at assessment

Home Care

This service supports individuals and families to remain living confidently in their homes, whilst maintaining a safe and hygienic environment. The workers are trained to assist with tasks such as:

- General Housekeeping
- Shopping
- Banking / Paying of Bills
- Assistance with Meal Preparation
- Washing / Laundry / Changing bed linen
- Other duties, as agreed upon at assessment

गृह सेवा और वैयक्तिक सेवा

वृद्ध, निर्वल, और अपने निवास-स्थल से बाहर निकलने में अक्षम विकलांग व्यक्तियों की सहायता के लिए निम्नलिखित सेवाएं उपलब्ध हैं। अलग-अलग सेवादायकों द्वारा उपलब्ध करायी गयी सेवाओं में थोड़ा-बहुत अंतर हो सकता है। जब सेवा की आवश्यकता हो, कृपया अपनी स्थानीय समिति से संपर्क करें, जो आपको अतिरिक्त सूचना देगी। इन सेवाओं व अपेक्षित आवश्यकताओं के लिए योग्यता-निर्धारण हेतु सभी व्यक्तियों का आंकलन किया जायेगा।

वैयक्तिक सेवा

वैयक्तिक सेवा का उद्देश्य वृद्ध, निर्वल, और विकलांग व्यक्तियों को अपने निवास-स्थल और समुदाय में स्वतंत्रता-पूर्वक रहने में सक्षम बनाना है। रोग, अपंगता, या वृद्धावस्था से ग्रस्त बिना सहायता के अपने कार्य-कलाप करने में अक्षम व्यक्तियों को वेतनरक्त कर्मचारी सहायता प्रदान करेंगे। सहायता या देख-भाल करने के लिए कर्मचारियों को प्रशिक्षण दिया गया है। उदाहरणतः

- नहलाना, स्नान कराना, दाढ़ी बनाना, बाल काढ़ना, और शौच में सहायता करना
- कपड़े पहनाना और उतारना
- बिस्तर पर लिटाना और उठाना
- खान-पान कराना, जिसमें खाना पकाना व विशिष्ट आहार तैयार कराना शामिल है
- योग्यता-निर्धारण के समय तय किये गये अन्य कार्य-कलापों में सहायता करना

गृह सेवा

यह सेवा व्यक्तियों व कुटुम्बों को अपने निवास-स्थलों पर आत्म-विश्वास के साथ सुरक्षित और स्वच्छ वातावरण में रहने में सहयोग देने हेतु उपलब्ध है। कर्मचारियों को सेवा प्रदान करने के लिए प्रशिक्षण दिया गया है। उदाहरणतः

- घर-बार संभालना
- खरीदारी करना
- बैंक के काम करना / खरीदारी की किश्तें चुकाना
- भोजन पकाने में सहायता करना
- बर्तन साफ करना, कपड़े धोना, और बिस्तर पर चादरें बदलना
- योग्यता-निर्धारण के समय तय किये गये अन्य कार्य-कलापों में सहायता करना

Услуги за лична грижа и помош дома

Долунаведените услуги се наменети за помош на постарите, трошни луѓе или онеспособените лица да останат во нивните домови. Тие може да се разликуваат малку во зависност од организацијата која ја пружа услугата. Кога ви треба некоја од овие услуги јавете се во вашата општина каде ќе добиете повеќе информации. Се врши проценка на секој клиент како би се одредило што му е потребно и што му следува.

Лична грижа

Целта на оваа услуга е да им се помогне на постарите, трошни лица или оние со онеспособености да живеат независно во своите домови и во заедницата. Платени лица им помагаат во оние работи кои клиентите заради болест, инвалидитет или трошност, не можат повеќе да ги извршуваат самите. Вработените се обучени да обезбедуваат помош или надзор за работи како што се:

- Капење, туширање, бричење, средување на косата и лична хигиена
- Облекување и соблекување
- Легнување и станување од кревет
- Хранење и пиење, како и готвење и подготовка на храна и посебна храна
- Други должности, како што е договорено на проценката

Помош дома

Оваа услуга им помага на луѓето и семејствата да продолжат да живеат во своите домови, а сепак да се одржува безбедна и чиста средина. Вработените се обучени да помагаат во работи како што се:

- Општо одржување на куќата
- Пазарување
- Работи во банка / плаќање сметки
- Помош во подготовка на храната
- Перење / пеглање / промена на постелнината
- Други должности, како што е договорено на проценката

Servicios de Atención en la Casa y de Atención Personal

Los servicios detallados más adelante son para asistir a las personas débiles de edad y a las personas incapacitadas para que puedan permanecer en sus casas. Pueden variar un poco según el proveedor del servicio. Cuando se necesite el servicio, póngase en contacto con el ayuntamiento de su localidad donde le ofrecerán mayor información. Todos los clientes son evaluados para determinar si tienen derecho al servicio y para determinar sus necesidades relativas.

Atención Personal

Los objetivos de la Atención Personal son permitir que las personas débiles de edad y las incapacitadas puedan vivir independientemente en sus casas y en la comunidad. Personal remunerado provee apoyo para llevar a cabo las tareas que el cliente ya no puede realizar debido a alguna enfermedad, incapacidad o debilidad. El personal está capacitado para proveer ayuda y supervisión en la ejecución de tareas tales como:

- Bañarse, ducharse, afeitarse, cuidado del cabello y aseo
- Vestirse y desvestirse
- Movilidad en la cama y fuera de ella etc.
- Comer y beber, incluso cocinar y preparar platos y dietas especiales
- Otras funciones, según se acuerde como resultado de la evaluación

Atención en la Casa

Este servicio ayuda a las personas y sus familias para que puedan vivir con confianza en sus casas al mismo tiempo que se mantiene un entorno seguro e higiénico. El personal está capacitado para poder ayudar en las tareas tales como:

- Limpieza general de la casa
- Hacer las compras
- Llevar las cuentas bancarias / Pagar las cuentas
- Preparar las Comidas
- Bañarse / Lavandería / Cambiar las sábanas de la cama
- Otras funciones, según se acuerde como resultado de la evaluación

Definition of Personal Care

Personal care services are those, which a person would normally do for themselves, however because of illness, disability or frailty they are unable to perform without the assistance of another person.

Personal care includes:

- Assistance (or supervision) with bathing, showering, or sponging.
- Assistance with dressing and undressing.
- Assistance with shaving, hair care and grooming.
- Limited nail care, only following appropriate professional assessment.
- Assistance with mobility (in bed and out of bed) such as to sit up, to turn, to stand and walk, to sit, to transfer to commode, wheelchair, chair or vehicle.
- Assistance with eating and drinking, including cooking and preparation of food and special diets.
- Assistance with toileting.
- Assistance with prescribed exercise or therapy program.
- Fitting and use of appliances such as splint and callipers or hoists.
- Assistance with hearing aids and communication devices.
- Monitoring self-medication.
- Assistance in undertaking the tasks of daily living.

Home Care and Property Maintenance

The service provides assistance with housecleaning and home maintenance tasks for frail older people, people with disabilities and their carers.

Service Aim and Objectives

The aim of home care and property maintenance is to maintain a safe, secure, healthy home environment to enable frail older people and people with disabilities to live independently at home and in the community.

The Objectives of the Service are to:

- Provide housecleaning services appropriate to the individual's level of physical functioning and their cultural norms;
- Ensure services are provided in a way which enhance and maintain an individual's abilities and independence;
- Undertake home maintenance tasks necessary to maintain the security and safety of consumers homes; and
- Support carers of frail older people and people with disabilities by providing assistance with tasks necessary to maintain a comfortable, healthy home environment.

個人護理的定義 (Definition of Personal Care)

個人護理服務所指的是一般人日常自己可辦理的事，但由於疾病，傷殘或老弱的原故必須依靠他人的協助才能辦到。

個人護理包括：

- 協助[或指導]洗澡。
- 協助穿衣及解衣。
- 協助刮鬍子，頭髮護理及梳頭髮。
- 有限度的指甲護理，只限於依照有關專業評定的準則。
- 協助活動[在床上或離床]，例如起坐，轉身，起立及行走，坐下，移動往便桶，輪椅，椅子或汽車等。
- 協助進食及飲料，包括烹調和預備食物及特別餐單。
- 協助往洗手間。
- 協助醫生吩咐的運動或治療計劃。
- 使用工具例如固定肢體的夾板，雙腳規形夾，升降板等。
- 協助配帶助聽器及溝通器具。
- 監察自行食葯。
- 協助日常生活的工作。

家居護理及家居維修 (Home Care and Property Maintenance)

本服務提供房屋清潔及家居維修的協助予年老體弱，傷殘人士及其照顧者。

服務目的與目標：

家居護理及家居維修服務之目的是為維持一個安全，安穩，健康的家居環境給予年老體弱及傷殘人士，促使他們能獨立居住於社區之內。

服務目標：

- 提供清潔家居服務以達至個人在家可運作自如及配合文化要求的情度。
- 確保服務之提供可促進及維持個人之能力及獨立。
- 維修家居工作以確保個人在家之安全及安穩。
- 支持年老體弱及傷殘人士之照顧者，提供必須的協助以維持一個舒適及健康之家居環境。

Ορισμός της Προσωπικής Φροντίδας

Greek

Η προσωπική φροντίδα είναι κάτι που συνήθως αναλαμβάνει ο καθένας για τον εαυτό του, όμως λόγω αρρώστιας, αναπηρίας ή ασθενικότητας υπάρχουν άνθρωποι που δεν μπορούν να την καταφέρουν χωρίς να τους βοηθά κάποιο άλλο άτομο. Στην προσωπική Φροντίδα συμπεριλαμβάνονται τα εξής:

- Βοήθεια (ή επίβλεψη) στο μπάνιο, ντουζ ή γενικό πλύσιμο με το σφουγγαράκι.
- Βοήθεια στο ντύσιμο και ξεντύσιμο.
- Βοήθεια στο ξύρισμα, φροντίδα μαλλιών και γενική περιποίηση.
- Ένα περιορισμένο όριο φροντίδας νυχίων, και μόνο έπειτα από την κατάλληλη επαγγελματική αξιολόγηση.
- Βοήθεια για κινητικότητα (μπαίνοντας και βγαίνοντας από το κρεβάτι) για παράδειγμα, στο σήκωμα σε καθιστή θέση, στρίψιμο, ορθοστασία και περπάτημα, κάθισμα κάτω, μεταφορά σε κομό, αναπηρική καρέκλα, αυτοκίνητο ή όχημα.
- Βοήθεια στο φαγητό και ποτό, όπως το μαγείρεμα και ετοιμασία των φαγητών και των ειδικών διαίτων.
- Βοήθεια στην ντουαλέττα.
- Βοήθεια με την υποχρεωτική εξάσκηση ή θεραπευτικό πρόγραμμα.
- Εφαρμογή και χρήση εξοπλισμού όπως την νάρθηκα, το καμπυλοσκελές στήριγμα και ανυψωτήρα.
- Βοήθεια με τα ακουστικά και τις συσκευές επικοινωνίας.
- Παρακολούθηση της αυτογιάτρευσης με φάρμακα.
- Βοήθεια στα καθημερινά καθήκοντα της ζωής.

Οικιακή Φροντίδα και Συντήρηση Οικίας

Η υπηρεσία παρέχει βοήθεια για το καθάρισμα του σπιτιού και δουλειές για την διατήρηση του σπιτιού σε ασθενικούς ηλικιωμένους, ανθρώπους με αναπηρίες και τα άτομα που τους φροντίζουν.

Στόχος και Αντικειμενικοί Σκοποί της Υπηρεσίας

Ο στόχος της υπηρεσίας οικιακής φροντίδας και συντήρησης είναι η διατήρηση ενός οικιακού περιβάλλοντος που είναι ασφαλές και υγιές ώστε οι ασθενικοί και ηλικιωμένοι και οι ανάπηροι να μπορούν να ζουν ανεξάρτητα στο σπίτι τους και στην κοινότητα.

Οι αντικειμενικοί σκοποί της Υπηρεσίας είναι:

- Η παροχή υπηρεσιών για το καθάρισμα του σπιτιού σύμφωνα με τις σωματικές ικανότητες του ατόμου και την κουλτούρα του.
- Να εξασφαλίσουμε ότι οι υπηρεσίες παρέχονται με τέτοιο τρόπο ώστε να επαυξάνονται και να διατηρούνται οι ικανότητες και η ανεξαρτησία του ατόμου.
- Να αναλαμβάνουμε τις δουλειές για την συντήρηση του σπιτιού όπως χρειάζονται ώστε να διατηρούνται τα σπίτια των πελατών μας σε ασφαλή κατάσταση.
- Να υποστηρίζουμε τα άτομα που φροντίζουν τους ασθενικούς και ηλικιωμένους και ανάπηρους με την παροχή βοήθειας για τις δουλειές που είναι απαραίτητες για την διατήρηση ενός άνετου, υγιές σπιτικού περιβάλλοντος.

Definizione di cura personale (Definition of Personal Care)

I servizi di cura personale comportano le attività di base che una persona normalmente fa da sè, ma che a causa malattia, disabilità o salute cagionevole, non riesce più a fare senza l'aiuto di un'altra persona. La cura personale include:

- Aiuto (o supervisione) per farsi il bagno, la doccia, o spugnature.
- Assistenza per vestirsi o svestirsi.
- Assistenza per farsi la barba, lavarsi i capelli e fare toeletta.
- Cura limitata delle unghie, soltanto dopo la valutazione di un professionista medico.
- Assistenza con la mobilità (salire e scendere dal letto) come sedersi, girarsi, alzarsi in piedi e camminare, sedersi, trasferirsi sulla comoda, sulla sedia a rotelle, su una sedia o in un veicolo.
- Assistenza per mangiare e bere, compresa la preparazione e la cottura dei pasti e diete speciali.
- Assistenza per andare a gabinetto.
- Assistenza nello svolgimento di esercizi o programmi terapeutici.
- Montatura ed uso di apparecchiature come tutore a calibro per la gamba o elevatori.
- Assistenza con gli apparecchi acustici e della comunicazione.
- Controllo dei medicinali.
- Assistenza per compiere le attività della vita quotidiana.

Servizio di manutenzione e di aiuto domestico (Home Care)

Il servizio fornisce pulizia domestica e manutenzione della proprietà agli anziani deboli di salute, alle persone affette da una disabilità ed alle persone che hanno l'incombenza di prendersene cura.

Obiettivi e scopo del servizio

Lo scopo del servizio di manutenzione e di aiuto domestico è di mantenere l'ambiente domestico in buone condizioni e privo di pericoli in modo da consentire agli anziani ed alle persone affette da disabilità di rimanere a vivere in autosufficienza nella comunità.

Gli obiettivi del servizio sono:

- Fornire servizi che siano appropriati al livello di funzionalità fisica dell'individuo ed ai suoi costumi culturali;
- Fornire i servizi in modo da accrescere l'autonomia e le capacità dell'individuo;
- Svolgere mansioni che sono necessarie ai fini della sicurezza degli utenti del servizio; e
- Sostenere le persone che hanno l'incombenza di prendersi cura di persone anziane e di persone affette da una disabilità, mediante lo svolgimento di mansioni che rendano l'ambiente convortevole e sicuro.

ການດູແລເຮືອນ ແລະ ສ້ອມແປງຊັບສິນ

ບໍລິການນີ້ໃຫ້ຄວາມຊ່ວຍເຫລືອດ້ານການ ທຳຄວາມສະອາດ ແລະ ສ້ອມແປງເຮືອນ ແກ່ຜູ້ເຖົ້າທີ່ອ່ອນແອ, ຜູ້ທີ່ມີຄວາມພິການ ແລະ ຜູ້ດູແລພວກເຂົາ.

ເປົ້າໝາຍ ແລະ ຈຸດປະສົງຂອງບໍລິການ

ເປົ້າໝາຍຂອງການດູແລ ແລະ ສ້ອມແປງເຮືອນນີ້ ແມ່ນເພື່ອປ້ອງກັນເຮືອນໃຫ້ປອດພິຍ ແລະ ມີສະພາບແວດລ້ອມທີ່ອົດົມສົມບູນເພື່ອພວກຜູ້ເຖົ້າທີ່ອ່ອນແອ ແລະ ພວກທີ່ມີ ຄວາມພິການຈະໄດ້ຢູ່ຢ່າງເປັນເອກກະຣາດຢູ່ໃນເຮືອນຂອງຕົນເອງໃນຊຸມຊົນ.

ຈຸດປະສົງຂອງບໍລິການກໍຄື:

- ໃຫ້ບໍລິການ ການທຳຄວາມສະອາດເຮືອນທີ່ເໝາະສົມຕາມຂັ້ນຂອງການທຳ ງານຂອງຮ່າງກາຍ ແລະ ວັທນະທັມຂອງພວກເຂົາ
- ໃຫ້ແນ່ໃຈວ່າບໍລິການຕ່າງໆທີ່ໃຫ້ມັນແມ່ນໃນທາງທີ່ເພີ່ມພູນແລະຮັກສາຄວາມ ສາມາດ ແລະ ຄວາມເປັນເອກກະຣາດຂອງບຸກຄົນນຶ່ງ
- ຮັບຮັກສາທີ່ສ້ອມແປງເຮືອນທີ່ຈຳເປັນເພື່ອຮັກສາ ຄວາມໝັ້ນຄົງ ແລະ ຄວາມ ປອດພິຍ ໃນເຮືອນຂອງຜູ້ໃຊ້ບໍລິການ ແລະ
- ອົມຊຸຜ່ໃຫ້ຄວາມດູແລຜູ້ເຖົ້າທີ່ອ່ອນແອ ແລະ ຜູ້ທີ່ມີຄວາມພິການ ດ້ວຍການໃຫ້ ຄວາມຊ່ວຍເຫລືອໃນໜ້າທີ່ທີ່ຈຳເປັນເພື່ອຮັກສາສະພາບແວດລ້ອມທີ່ມີຄວາມຢູ່ ດີ ແລະ ອົດົມສົມບູນ

ຄຳອະທິບາຍ ຂອງ ການດູແລຕົວເອງ

ການບໍລິການ ການດູແລຕົວເອງ ແມ່ນການດູແລທີ່ ບຸກຄົນນຶ່ງຈະເຮັດໃຫ້ຕົວເອງຕາມ ບົກກະຕິ, ແຕ່ວ່າ ຍ້ອນຄວາມເຈັບປ່ວຍ, ຄວາມພິການ ຫລື ຄວາມອ່ອນແອ ເຂົາຈຶ່ງ ບໍ່ສາມາດເຮັດໄດ້ໂດຍປາສຈາກຄວາມຊ່ວຍເຫລືອຈາກຄົນອື່ນ.

ການດູແລຕົວເອງນັ້ນ ຮວມເຖິງ:

- ຄວາມຊ່ວຍເຫລືອ (ຫລື ຄວບຄຸມ) ໃນ ການອາບນ້ຳໃນອ່າງ, ອາບນ້ຳ, ຫລື ຮກຖູດ້ວຍຟອງນ້ຳ.
- ຄວາມຊ່ວຍເຫລືອໃນ ການນຸ່ງເສື້ອຜ້າ ຫລື ຖອດເສື້ອຜ້າ.
- ຄວາມຊ່ວຍເຫລືອໃນການ ໂກນຫນວດ, ຮັກສາ ແລະ ຕົກແຕ່ງຜົມ.
- ການຮັກສາເລັບແບບຈຳກັດ, ພຽງແຕ່ເຮັດຕາມການປະເມີນຂອງຜູ້ຊຳນານ ເທົ່ານັ້ນ
- ຄວາມຊ່ວຍເຫລືອໃນການເຄື່ອນຍ້າຍ (ເຂົ້າຕຽງແລະອອກຈາກຕຽງ) ເຊັ່ນ ເພື່ອລຸກຂຶ້ນນັ່ງ, ປິ່ນ, ລຸກຂຶ້ນແລະຍ່າງ, ນັ່ງ, ລຸກໄປຫ້ອງນ້ຳ, ຕັ້ງລ້ຽຍ, ຕັ້ງຫລືຮືຖ.
- ຄວາມຊ່ວຍເຫລືອໃນການກິນ ແລະ ດື່ມ, ຮວມເຖິງ ການກຽມແລະປຸງອາຫານ ແລະ ການກິນອາຫານແບບພິເສດ.
- ຄວາມຊ່ວຍເຫລືອໃນເລື່ອງການໄປຖ່າຍ.
- ຄວາມຊ່ວຍເຫລືອໃນເລື່ອງອອກກຳລັງກາຍ ຫລື ໂຄງການຮັກສາຮ່າງກາຍ
- ການແປງແລະການໃຊ້ ເຄື່ອງໃຊ້ຕ່າງໆເຊັ່ນ ເຟືອກ, ເຫລັກດາມກະດູກ ແລະ ຫລັກຕາກເສື້ອຜ້າ.
- ຄວາມຊ່ວຍເຫລືອໃນເລື່ອງເຄື່ອງຊ່ວຍໃນການຟັງ ແລະ ການສົນທະນາ.
- ການຄວາມຄຸມການກິນຢາດ້ວຍຕົນເອງ.
- ຄວາມຊ່ວຍເຫລືອໃນການປະຕິບັດໜ້າທີ່ຂອງການໃຊ້ຊີວິດປະຈຳວັນ.

Định Nghĩa sự Chăm Sóc Cá Nhân

Dịch vụ chăm sóc cá nhân là dịch vụ giúp một người làm những công việc mà trong trường hợp bình thường họ đều có thể làm cho chính mình, tuy nhiên vì lý do bệnh hoạn, khuyết tật hay ốm yếu nên họ không thể làm được nếu không có người khác giúp đỡ. Sự chăm sóc cá nhân bao gồm những công việc như sau:

- Giúp đỡ (hay trông coi) việc tắm rửa trong bồn, tắm vòi sen hay lau mình.
- Giúp mặc và cởi quần áo
- Giúp cạo râu, chăm sóc đầu tóc và chải chuốt.
- Giúp chăm sóc móng tay trong giới hạn do sự thẩm định của nhân viên chuyên môn.
- Giúp việc di chuyển và thay đổi tư thế (khi ở trong giường và khi ra khỏi giường), như ngồi dậy, quay người, đứng dậy và đi, ngồi xuống, đi ra chỗ để bộ, ra xe lăn, ghế ngồi hay xe hơi.
- Giúp ăn uống, gồm cả việc nấu nướng và chuẩn bị đồ ăn và những phần ăn kiêng cử.
- Giúp đi tiêu, tiểu.
- Giúp tập tành theo những chương trình vận động và trị liệu đã được ấn định.
- Gắn và sử dụng những trợ cụ như thanh nẹp để kẹp chân tay bị thương, callipers (cây bằng kim loại để chống đỡ chân bị gãy hoặc có tật) hoặc giày đeo để nâng đỡ tay bị thương hay bị gãy.
- Giúp sử dụng dụng cụ trợ thính (máy nghe) và dụng cụ để truyền đạt ý tưởng.
- Theo dõi việc uống thuốc.
- Giúp đỡ trong những công việc sinh sống hàng ngày.

Chăm sóc tại gia và Bảo trì nhà cửa

Dịch vụ còn giúp đỡ người già yếu, khuyết tật và những người có nhiệm vụ chăm sóc họ trong việc lau chùi quét dọn và bảo trì nhà cửa.

Mục Tiêu Phục Vụ

Mục tiêu của dịch vụ chăm sóc tại gia và bảo trì nhà cửa là nhằm duy trì một môi trường sạch sẽ và có an ninh và an toàn ở nhà cho người già yếu và khuyết tật hầu giúp họ sống tự lập tại gia và ở trong cộng đồng.

Mục đích của dịch vụ là nhằm:

- Cung cấp dịch vụ quét dọn, làm sạch sẽ thích hợp với khả năng thể chất của từng cá nhân và theo tập tục về văn hoá.
- Bảo đảm là những dịch vụ được cung cấp theo những phương cách để phát triển và duy trì khả năng và sự độc lập cá nhân.
- Thực hiện công tác bảo trì nhà cửa cần thiết để duy trì an ninh và sự an toàn tại nhà của người được dịch vụ giúp đỡ; và
- Hỗ trợ người có nhiệm vụ chăm sóc người già yếu và khuyết tật trong những công việc cần thiết để duy trì một môi trường sống tại nhà thoải mái và sạch sẽ.

EVALUATION FORM

Home and Community Care INFORMATION FORUM

Thank you for attending today's session. Please complete this form, as it will help us better respond to your needs. Your comments will be confidential. Please tick (✓) the boxes most applicable to you or make other comments if you wish.

Q1 I am:

Less than 20 years old	<input type="checkbox"/>	20 –29 years old	<input type="checkbox"/>	30 – 39 years old	<input type="checkbox"/>
40 – 49 years old	<input type="checkbox"/>	50 – 59 years old	<input type="checkbox"/>	60 –69 years old	<input type="checkbox"/>
70 – 79 years old	<input type="checkbox"/>	80 years or more	<input type="checkbox"/>		

Q2 I am:

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
------	--------------------------	--------	--------------------------

Q3 I thought that today's session overall was:

Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Poor	<input type="checkbox"/>
-----------	--------------------------	------	--------------------------	---------	--------------------------	------	--------------------------

Q4 I thought today's speakers were:

Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Poor	<input type="checkbox"/>
-----------	--------------------------	------	--------------------------	---------	--------------------------	------	--------------------------

Q5 I think the information provided today will be:

Very Useful	<input type="checkbox"/>	Useful	<input type="checkbox"/>	Not Useful	<input type="checkbox"/>	Unsure	<input type="checkbox"/>
-------------	--------------------------	--------	--------------------------	------------	--------------------------	--------	--------------------------

Q6 Did you know about any of services we talked about, before today?

No ☐

Yes ☐

If yes, which services did you know about before?

.....

Q7 Have you, a family member or friend ever used any of the services mentioned today?

No ☐

Yes ☐

If yes, which services?

.....

Q8 To help us plan other forums in the future, what type of information would you like to know about? You can tick (✓) more than one box.

Disability services	
Centrelink services	
Men's health	
Women's health	
Mental health	
Nursing homes	

Other

Q9 Other comments?

.....

.....

.....

.....

.....

THANK YOU FOR YOUR TIME AND CONTRIBUTION

意見調查表

家居與社區照顧資訊講座

多謝參與今天的講座,請填寫此表格,有助我們了解您的需要,請於合適的
空格打上(✓)號或可寫上任何意見.

Q1 我是:

20歲以下	<input type="checkbox"/>	20至29歲	<input type="checkbox"/>	30至39歲	<input type="checkbox"/>
40至49歲	<input type="checkbox"/>	50至59歲	<input type="checkbox"/>	60至69歲	<input type="checkbox"/>
70至79歲	<input type="checkbox"/>	80歲或以上	<input type="checkbox"/>		

Q2 我是:

男 ☐ 女 ☐

Q3 我認為今天的講座整體上是:

非常好☐ 好☐ 一般☐ 差劣☐

Q4 我認為今天的講員是:

非常好☐ 好☐ 一般☐ 差劣☐

Q5 我認為今天所提供的資料:

非常有用處☐ 有用處☐ 沒有用處☐ 不知道☐

請轉下頁

Q6 在今天之前, 您有沒有聽過今日所講的任何服務呢?

沒有 ☐ 有 ☐

如果有, 您聽取過何種服務呢? _____

Q7 您自己或您的家人或您的朋友有沒有曾經使用過今天所講的任何服務呢?

沒有 ☐ 有 ☐

如果有, 是何種服務呢? _____

Q8 以協助我們計劃未來的講座, 您想多些了解那類資訊呢?
請於合適的空格打上 (✓) 號, 可選多個空格.

傷殘人仕服務	
Centrelink 服務	
男士健康	
婦女健康	
精神健康	
老人院舍	

其他: _____

Q9 其他意見:

多謝您的時間及貢獻

ФОРМУЛАР ЗА ПРОЦЕНКА

Грижа во домот и заедницата
ИНФОРМАТИВЕН ФОРУМ

Ви благодариме на денешната посета. Ве молиме потполнете го формуларот, тоа ќе ни помогне подобро да одговориме на вашите потреби. Вашите коментари ќе останат доверливи. Одбележете со знакот (✓) во квадратчињата кои ви одговараат и дајте други коментари ако сакате.

П1 Јас сум:

Помлад од 20 год.	<input type="checkbox"/>	20 – 29 год.	<input type="checkbox"/>	30 – 39 год.	<input type="checkbox"/>
40 – 49 год.	<input type="checkbox"/>	50 – 59 год.	<input type="checkbox"/>	60 – 69 год.	<input type="checkbox"/>
70 – 79 год.	<input type="checkbox"/>	80 год. и повеќе	<input type="checkbox"/>		

П2 Јас сум од:

Машки пол	<input type="checkbox"/>	Женски пол	<input type="checkbox"/>
-----------	--------------------------	------------	--------------------------

П3 Сметам дека денешната сесија во целина беше:

Одлична	<input type="checkbox"/>	Добра	<input type="checkbox"/>	Просечна	<input type="checkbox"/>	Слаба	<input type="checkbox"/>
---------	--------------------------	-------	--------------------------	----------	--------------------------	-------	--------------------------

П4 Сметам дека говорниците беа:

Одлични	<input type="checkbox"/>	Добри	<input type="checkbox"/>	Просечни	<input type="checkbox"/>	Слаби	<input type="checkbox"/>
---------	--------------------------	-------	--------------------------	----------	--------------------------	-------	--------------------------

П5 Сметам дека добиените информации се:

Многу корисни	<input type="checkbox"/>	Корисни	<input type="checkbox"/>	Не се корисни	<input type="checkbox"/>	Не знам	<input type="checkbox"/>
---------------	--------------------------	---------	--------------------------	---------------	--------------------------	---------	--------------------------

П6 Знаевте ли порано за некои од услугите за кои зборувавме денес?

Не ☐ Да ☐

Ако е да, за кои услуги знаевте порано?

.....

П7 Дали вие, член на семејството или некој пријател има користено некои од услугите за кои зборувавме денес?

Не ☐ Да ☐

Ако е да, кои услуги?

.....

П8 За да ни помогне да ги планираме наредните форуми, кои информации ве интересираат? Можете да изберете (✓) повеќе од едно квадратче.

Услуги за онеспособени	
Услугите на Centrelink	
Здравјето на мажите	
Здравјето на жените	
Ментално здравје	
Домови за згрижување	

Друго

П9 Други коментари?

.....
.....
.....
.....
.....

ВИ БЛАГОДАРИМЕ ЗА ВРЕМЕТО И ДОПРИНОСОТ

Dear Client's name

SURVEY ABOUT SERVICES

As a valued client of Organisation's title services we would like to know what you think of the services we provide to you.

Please find enclosed a survey regarding the Home / Personal / Respite Care services and assistance that you currently receive from Organisation's title

Your answers and comments will help the agency to improve these services.

Completing the survey is optional. You may also leave out any questions you would rather not answer. Your responses will be confidential and your participation will not affect you receiving the service.

Please complete the survey and return it in the reply paid envelope provided. You do not need to include a stamp.

This survey is being conducted by Independent Organisation title on behalf of Organisation's title

If you have any questions you can contact the Independent Organisation title on Phone number. If you require an interpreter to talk to Independent Organisation title please call TIS on 131 450 and ask them to contact the above number.

Your views are important to us and we look forward to receiving your reply.

Regards

親愛的 Client's name

服務問卷調查

您既為 Organisation's title 服務的重要顧客，
我們希望聽取您對服務提供的想法。

請見附上有關家居/個人護理/暫休服務以及您現行向 Organisation's title
領取協助的問卷。

您的答案及評語將協助機構改善服務。

填寫本問卷是自願性質，您可以不作答任何問題，您的意見將會
絕對保密，您的參與亦不會影響您現行領取的服務。

請填妥問卷及用回郵信封寄回，不用貼上郵票。

本問卷是由 Independent Organisation title 統籌，
為 Organisation's title 代表辦理。

如有任何疑問請與 Independent Organisation title 聯絡，電話 Phone number。
如果您需要傳譯員，請先致電TIS 131 450 找傳譯員為您打以上的
電話號碼。

您的意見與評語對我們來說是非常重要的，我們期待收到您的回覆。

謹上

Αγαπητέ / ή Client's name

ΔΗΜΟΣΚΟΠΗΣΗ ΓΙΑ ΤΙΣ ΥΠΗΡΕΣΙΕΣ

Ως πολύτιμος πελάτης των υπηρεσιών Organisation's title
θα θέλαμε να μάθουμε τις απόψεις σας για τις υπηρεσίες που σας
παρέχουμε.

Σας επισυνάπτουμε μια δημοσκόπηση σχετικά με τη βοήθεια και τις
υπηρεσίες Οικιακής / Προσωπικής / Φροντίδας Ανάπαυλας που λαβαίνετε
τώρα από: Organisation's title

Οι απαντήσεις και τα σχόλιά σας θα βοηθήσουν τον οργανισμό να
καλυτερεύσει αυτές τις υπηρεσίες.

Η συμπλήρωση της δημοσκόπησης είναι προαιρετική. Μπορείτε επίσης να
μην απαντήσετε οποιαδήποτε ερώτηση που θα προτιμούσατε να μην
απαντήσετε. Οι απαντήσεις σας θα είναι εμπιστευτικές και η συμμετοχή σας
δεν θα επηρεάσει την υπηρεσία που λαβαίνετε.

Παρακαλείστε να συμπληρώσετε τη δημοσκόπηση και να την επιστρέψετε
στον παρεχόμενο φάκελο αποστολής. Δεν χρειάζεται να βάλετε
γραμμάτισμο.

Αυτή η δημοσκόπηση διενεργείται από Independent Organisation title
εκ μέρους Organisation's title

Αν έχετε οποιαδήποτε απορία μπορείτε να επικοινωνήσετε με Independent Organisation title
στο Phone number. Αν χρειάζεστε διερμηνέα για να μιλήσετε με Independent
Organisation title μπορείτε να τηλεφωνήσετε στο TIS στον αριθμό 131 450 και
πέστε τους να καλέσουν τον παραπάνω αριθμό.

Οι απόψεις σας είναι σημαντικές για εμάς και προσμένουμε να λάβουμε την
απάντησή σας.

Με εκτίμηση

Greek Letter - Survey

Gentile Client's name

SONDAGGIO SUI SERVIZI

In qualità di cliente dei servizi Organisation's title
vorremmo sapere che cosa ne pensi dei servizi che ti vengono forniti dalla
nostra organizzazione.

Accluso alla presente c'è un sondaggio che riguarda i servizi di Aiuto
Domestico / Personale / "Respite" e l'assistenza che attualmente ricevi da
Organisation's title

Le tue risposte e i tuoi commenti saranno utili all'agenzia per poter
migliorare i servizi.

Il sondaggio non è obbligatorio e se ci sono delle domande alle quali non
vuoi rispondere, puoi lasciarle in bianco. Le tue risposte rimarranno
riservate e la tua partecipazione al sondaggio non influirà minimamente sui
servizi che ricevi attualmente.

Dopo aver completato il sondaggio spediscilo nella busta pre-pagata. Non
c'è bisogno del francobollo.

Il sondaggio viene condotto da Independent Organisation title
per conto di Organisation's title

Se vuoi fare domande puoi contattare Independent Organisation title

Tel. Phone number . Se hai bisogno di un interprete per parlare con Independent Organisation title
chiama il Servizio Interpreti Telefonico (TIS) 131 450 e chiedi all'operatore di
metterti in comunicazione con il numero sopraindicato.

Le tue opinioni e i tuoi commenti sono molto importanti per noi per cui ci
auguriamo di ricevere la tua risposta.

Cordiali saluti

Italian Letter- Survey

Kính gửi Client's name

THĂM DÒ Ý KIẾN VỀ DỊCH VỤ

Vì quý vị là một khách hàng quan trọng của dịch vụ Organisation's title chúng tôi muốn biết là quý vị nghĩ gì về những dịch vụ do chúng tôi cung cấp cho quý vị.

Chúng tôi xin đính kèm bản thăm dò ý kiến về các dịch vụ Chăm Sóc Tại Gia / Chăm Sóc Cá Nhân / Chăm Sóc Để Thân Nhân Được Nghỉ Ngơi (*Home / Personal / Respite Care*) và những sự trợ giúp mà quý vị hiện đang nhận được từ Organisation's title

Những câu trả lời và ý kiến của quý vị sẽ giúp cơ quan cải tiến những dịch vụ này.

Quý vị không bắt buộc phải điền bản thăm dò ý kiến này. Quý vị cũng có thể không trả lời bất cứ câu hỏi nào nếu không muốn. Tất cả những câu trả lời và ý kiến của quý vị đều được giữ kín và việc tham dự của quý vị sẽ không ảnh hưởng gì tới các dịch vụ quý vị được trợ giúp.

Xin điền bản thăm dò ý kiến này và gửi lại cho chúng tôi bằng bao thư đã trả tiền tem sẵn. Quý vị không cần phải dán tem.

Cuộc thăm dò ý kiến này do Independent Organisation title thực hiện, thay mặt cho Organisation's title

Nếu quý vị có bất cứ thắc mắc gì, xin liên lạc với Independent Organisation title qua điện thoại số Phone number. Nếu cần thông ngôn viên để nói chuyện với Independent Organisation title xin gọi cho Dịch Vụ Thông Ngôn Điện Thoại (TIS) qua số 131 450 và yêu cầu họ liên lạc với số điện thoại trên cho quý vị.

Quan điểm của quý vị rất quan trọng đối với chúng tôi và chúng tôi mong chờ nhận được ý kiến của quý vị.

Trân trọng

Please answer the following questions about the services you receive from

Organisation's title

Please tick ✓ the box of the answer most appropriate to you.

1: Service Provision / Satisfaction

No.	Question	Yes	No	Not Sure	Not Relevant
1.	When the agency first visited your home did they listen to your ideas on type of help you required?				
2.	Did you receive clear information about what help the agency would give you?				
3.	Are the services you receive from the agency reliable?				
4.	Does the agency provide you with help in the way they said they would?				
5.	Are your expectations of the service being met?				
6.	Does the service use interpreters when contacting you with important information?				
7.	Would you like an interpreter to be used in these situations?				
8.	Is the agency sensitive and responsive to your culture and traditions?				

2: Rights and Information

No.	Question	Yes	No	Not Sure	Not Relevant
1.	Are you satisfied that your information kept by the agency is private and confidential?				
2.	Do you know who to contact within the agency for particular queries or problems?				
3.	If you were not happy about the service you received, would you contact staff at the agency to discuss your concerns?				
4.	Do you know of any other places you can go to raise concerns about the service you receive?				
5.	Have you received any information from the agency about how you could obtain or use an advocate?				

An advocate is a person you can choose to represent your rights, and negotiate on your behalf. This may be a friend, a family member or an advocacy service.

3. Overall Satisfaction					
No.	Question	Excellent	Good	Average	Poor
Please rate your level of overall satisfaction with:					
1.	- the services you receive				
2.	- the amount of information provided by the agency				
3.	- how easy the information received from the agency is to understand				
4.	- the contact you have with staff from the agency (not your care worker)				
5.	- the contact you have with your care worker				
6.	- the accuracy and timeliness of the bills you receive from the agency				

4. Social Contact			
No.	Question	Yes	No
1.	Do you participate in any planned activity groups?		
2.	Are you a member of a senior citizen's group?		
3.	Are you aware of social or recreational activities available in your area?		

If there is more information you would like to give us please use this space.

.....

.....

.....

.....

.....

Thank you for your time.

請作答所有問題, 該問題是有關於您在下列機構所領取之服務

Organisation's title

請在最合適的空格中打上 ✓ 號

1: 服務提供 / 滿意					
編號	問題	是	不是	不肯定	不適用
1.	當機構第一次探訪您家的時候,他們有沒有聽取您對那種協助需求的意見?				
2.	您有沒有收到有關於機構可提供那些幫助的清楚資料?				
3.	機構所提供給您的服務是否可靠?				
4.	機構所提供的幫助是否如他們所說的那麼樣?				
5.	機構有沒有達成您對他的期望?				
6.	當有重要資料需要跟您聯絡的時候,機構有沒有用傳譯員?				
7.	您希望有此情況下用傳譯員嗎?				
8.	機構對您的文化及傳統保持敏銳和反應靈敏嗎?				

2: 權利及資料					
編號	問題	是	不是	不肯定	不適用
1.	機構把您的資料保持絕對保密,您是否滿意呢?				
2.	如果您有任何疑問或問題,您知不知道向機構的那一位工作員查詢呢?				
3.	如果您對領取的服務不高興,您會不會聯絡機構的工作員商討您的顧慮?				
4.	您知不知道其他地方也可以提出您對服務的顧慮?				
5.	您有沒有從機構獲得有關於您可以找倡導者的資料?				
倡導者是一個可代表您的權利的人,他可以代表您向其他人商討事情. 他可以是您的朋友,家人或倡導服務人員.					

3. 整體滿意程度					
編號	問題	非常好	好	一般	差劣
請評估整體上的滿意程度					
1.	- 您所領取的服務				
2.	- 機構所提供給您的資料數量				
3.	- 機構所提供給您的資料是否容易理解				
4.	- 您與機構工作人員的接觸 (不包括您的照顧員)				
5.	- 您與照顧員的接觸				
6.	- 機構給您的賬單是否正確及準時				

4. 聯誼			
編號	問題	是	否
1.	您有沒有參與任何計劃活動小組?		
2.	您是否長者會的成員?		
3.	您有沒有留意在您鄰近的聯誼或康樂的活動?		

如有任何其他的資料,可寫於下列空白部份.

.....

.....

.....

.....

.....

謝謝您的時間!

Σας παρακαλούμε απαντήστε στις παρακάτω ερωτήσεις σχετικά με τις υπηρεσίες που λαβαίνετε από

Organisation's title

Βάλτε τικ ✓ στο τετραγωνάκι της απάντησης που είναι καταλληλότερη για εσάς

1: Παροχή Υπηρεσιών / Ικανοποίηση					
Αρ.	Ερώτηση	Ναι	Όχι	Δεν γνωρίζω	Δεν ισχύει
1.	Όταν η υπηρεσία σας επισκέφθηκε για πρώτη φορά στο σπίτι σας, άκουσε τις ιδέες σας για το είδος της βοήθειας που χρειαζόσασταν;				
2.	Σας έδωσαν ξεκάθαρες πληροφορίες για τη βοήθεια που θα παρείχε η υπηρεσία;				
3.	Είναι αξιόπιστες οι υπηρεσίες που λαβαίνετε απ' τον οργανισμό;				
4.	Σας παρέχει η υπηρεσία τη βοήθεια με τον τρόπο που σας είπαν ότι θα σας την παρείχαν;				
5.	Ικανοποιούνται οι προσδοκίες σας για την υπηρεσία;				
6.	Χρησιμοποιεί η υπηρεσία διερμηνείς όταν θέλει να σας δώσει σημαντικές πληροφορίες;				
7.	Θα θέλατε να χρησιμοποιείται διερμηνέας στις περιπτώσεις αυτές;				
8.	Ανταποκρίνεται και σέβεται ο οργανισμός την κουλτούρα και τις παραδόσεις σας;				

2: Δικαιώματα και πληροφορίες					
Αρ.	Ερώτηση	Ναι	Όχι	Δεν γνωρίζω	Δεν ισχύει
1.	Είστε ικανοποιημένοι ότι τα στοιχεία που διατηρεί η υπηρεσία είναι προσωπικά και εμπιστευτικά;				
2.	Γνωρίζετε με ποιο άτομο μπορείτε να επικοινωνείτε μέσα στην υπηρεσία για συγκεκριμένες απορίες ή προβλήματα;				
3.	Αν δεν ήσασταν ικανοποιημένοι με την υπηρεσία που λαβαίνετε, θα επικοινωνούσατε με το προσωπικό του οργανισμού για να συζητήσετε τα προβλήματά σας;				
4.	Γνωρίζετε πού αλλού μπορείτε να πάτε για να εκφράσετε τα προβλήματά σας σχετικά με την υπηρεσία που λαβαίνετε;				

5.	Έχετε λάβει κάποιες πληροφορίες από την υπηρεσία για το πώς θα μπορούσατε να βρείτε ή να χρησιμοποιήσετε έναν υποστηρικτή δικαιωμάτων;				
Υποστηρικτής δικαιωμάτων είναι ένα άτομο που μπορείτε να διαλέξετε για να υπερασπίζεται τα δικαιώματά σας και να διαπραγματεύεται εκ μέρους σας. Αυτό το άτομο μπορεί να είναι κάποιος φίλος, μέλος της οικογένειας ή υπηρεσία υποστηρικτών δικαιωμάτων.					

3. Γενική ικανοποίηση					
Αρ.	Ερώτηση	Εξαιρετικό	Καλό	Μέτριο	Κακό
Βαθμολογείτε το επίπεδο της γενικής ικανοποίησής σας για:					
1.	- τις υπηρεσίες που λαβαίνετε				
2.	- την ποσότητα των πληροφοριών που παρέχει η υπηρεσία				
3.	- το πόσο ευκολοκατανόητες είναι οι πληροφορίες που λαβαίνετε από την υπηρεσία				
4.	- την επαφή που έχετε με το προσωπικό της υπηρεσίας (όχι το φροντιστή σας)				
5.	- την επαφή που έχετε με το φροντιστή σας				
6.	- την ακρίβεια και τις προθεσμίες των λογαριασμών που λαβαίνετε από την υπηρεσία				

4. Κοινωνικές επαφές			
Αρ.	Ερώτηση	Ναι	Όχι
1.	Συμμετέχετε σε οποιεσδήποτε ομαδικές προγραμματισμένες δραστηριότητες;		
2.	Είστε μέλος κάποιου συλλόγου ηλικιωμένων;		
3.	Γνωρίζετε για τυχόν κοινωνικές και ψυχαγωγικές δραστηριότητες που διατίθενται στην περιοχή σας;		

Αν θέλετε να μας δώσετε περισσότερες πληροφορίες γράψτε τις παρακάτω.

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Σας ευχαριστούμε για το χρόνο σας.

Per cortesia rispondi alle domande sui servizi che ricevi da

Organisation's title

Spunta ✓ la casella che fa al caso tuo.

1: Servizi / Soddisfazione					
No.	Domanda	Sì	No	Non so	Non pertinente
1.	Quando gli operatori dell'agenzia ti hanno fatto visita a casa hanno ascoltato le tue idee sul tipo di aiuto richiesto.				
2.	Hai ricevuto informazioni chiare sull'aiuto che l'agenzia ti avrebbe dato?				
3.	I servizi che ricevi dall'agenzia sono affidabili?				
4.	L'agenzia ti dà aiuto nel modo in cui è stato pattuito?				
5.	I servizi rispondono alle tue aspettative?				
6.	L'agenzia usa gli interpreti quanto ti contatta per darti importanti informazioni?				
7.	Vorresti un interprete in queste situazioni?				
8.	Il personale è sensibile alla tua cultura e alle tue tradizioni?				

2: Diritti e Informazioni					
No.	Domanda	Sì	No	Non so	Non pertinente
1.	Sei soddisfatto che le informazioni tenute presso l'agenzia rimangono private e confidenziali?				
2.	Sai a chi rivolgerti nell'agenzia se hai problemi o difficoltà?				
3.	Se non fossi soddisfatto dei servizi che ricevi, contatteresti il personale dell'agenzia per discutere della faccenda?				
4.	Conosci altri posti dove puoi rivolgerti se non sei soddisfatto dei servizi che ricevi?				
5.	L'agenzia ti ha dato informazioni su come puoi ottenere o farti rappresentare da un patrocinatore?				

Il patrocinatore è una persona scelta da te per poter rappresentare i tuoi diritti, e per poter negoziare con altre persone per tuo conto. Il patrocinatore può essere un amico, un familiare o un operatore di un servizio di patrocinio.

3. Grado di soddisfazione generale					
No.	Domanda	Ottimo	Buono	Discreto	Scarso
Per cortesia dai un giudizio sul tuo grado di soddisfazione generale per quanto riguarda:					
1.	- I servizi che ricevi				
2.	- La quantità di informazioni che ti ha dato l'agenzia				
3.	- Se le informazioni che ti ha dato l'agenzia erano facili da capire				
4.	- Il contatto che hai con il personale dell'agenzia (non con la persona che si prende cura di te)				
5.	- Il contatto che hai con la persona che si prende cura di te				
6.	- L'accuratezza e la puntualità con cui ricevi le bollette dall'agenzia				

4. Contatto sociale			
No.	Domanda	Sì	No
1.	Partecipi a gruppi di attività pianificate?		
2.	Sei socio di un circolo per gli anziani?		
3.	Sai se nel tuo quartiere sono disponibili attività ricreative?		

Se ci vuoi dare ulteriori informazioni usa questo spazio.

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Grazie della tua collaborazione.

Xin trả lời những câu hỏi sau đây về những dịch vụ quý vị nhận được từ

Organisation's title

Xin đánh dấu ✓ vào ô của câu trả lời nào quý vị thấy thích hợp nhất.

1: Việc cung cấp dịch vụ / Sự hài lòng					
13	Câu hỏi	Có	Không	Không biết	Câu hỏi không liên quan
1.	Lần đầu khi nhân viên cơ quan đến thăm quý vị tại nhà, họ có lắng nghe ý kiến quý vị về những gì quý vị cần được giúp đỡ không?				
2.	Quý vị có nhận được những thông tin rõ ràng về những sự giúp đỡ nào mà cơ quan sẽ cung cấp cho quý vị không?				
3.	Những dịch vụ mà quý vị nhận được từ cơ quan có đáng tin cậy không?				
4.	Cơ quan có cung cấp cho quý vị những sự giúp đỡ theo cách mà mà họ hứa không?				
5.	Dịch vụ có đáp ứng được những mong muốn của quý vị không?				
6.	Dịch vụ có sử dụng thông ngôn viên khi liên hệ với quý vị để phổ biến những thông tin quan trọng không?				
7.	Quý vị có muốn sử dụng thông ngôn viên trong những trường hợp này không?				
8.	Cơ quan có tế nhị và thích ứng được với văn hoá và truyền thống của quý vị không?				

2: Quyền của quý vị và các Thông tin					
Số	Câu hỏi	Có	Không	Không biết	Câu hỏi không liên quan
1.	Quý vị có hài lòng là các thông tin cá nhân của quý vị được cơ quan giữ trong vòng kín đáo và riêng tư không?				
2.	Khi có câu hỏi đặc biệt nào hoặc có khó khăn gì, quý vị có biết phải liên lạc với ai trong cơ quan không?				
3.	Nếu quý vị không hài lòng với dịch vụ nhận được, quý vị có liên hệ với nhân viên làm tại cơ quan để nêu lên sự quan ngại của quý vị không?				
4.	Quý vị có biết bất cứ nơi nào khác mà quý vị có thể đến để bày tỏ quan ngại của mình về dịch vụ mà quý vị đã nhận được không?				

5.	Quý vị có nhận được thông tin nào của cơ quan cho biết là làm cách nào để quý vị có thể xin hoặc nhờ một người để ủng hộ và bênh vực quyền lợi cho mình không?				
<i>Người ủng hộ và bênh vực là một người quý vị có thể lựa chọn để đại diện cho quyền lợi của quý vị và người này đại diện quý vị trong những cuộc thương thảo. Người này có thể là một người bạn, người thân trong gia đình hoặc là một dịch vụ phụ trách ủng hộ và bênh vực những người như quý vị</i>					

3. Sự hài lòng tổng quát					
Số	Câu hỏi	Rất tốt	Tốt	Trung bình	Tệ
Xin cho biết mức độ hài lòng nói chung của quý vị đối với:					
1.	- dịch vụ quý vị nhận được				
2.	- số lượng thông tin do cơ quan cung cấp				
3.	- mức độ rõ ràng, dễ hiểu của những thông tin do cơ quan cung cấp				
4.	- sự liên hệ của quý vị với nhân viên của cơ quan (không phải với người chăm sóc quý vị)				
5.	- sự liên hệ của quý vị với người phụ trách chăm sóc quý vị				
6.	- mức độ chính xác và thời gian quý vị nhận được các hoá đơn của cơ quan				

4. Giao Tiếp			
Số	Câu hỏi	Có	Không
1.	Quý vị có tham gia vào nhóm sinh hoạt nào không?		
2.	Quý vị có phải là thành viên của một nhóm người cao niên nào không?		
3.	Quý vị có biết những sinh hoạt xã hội hoặc giải trí trong vùng quý vị ở không?		

Nếu quý vị có thêm những thông tin nào muốn cho chúng tôi biết, xin điền vào khoảng trống dưới đây.

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Cám ơn quý vị.

Dear Client's name

INVITATION TO MEETING AND REFRESHMENTS

As a valued client of Organisation's title services we would like to know what you think of the services we provide to you.

We would like to invite you to come and tell us what you think of the services you receive. If you want an interpreter please let us know by ticking the box on the attached sheet. Your comments will be confidential and your participation will not affect you receiving the service.

The session will include refreshments and an opportunity to meet talk with other clients. The time, venue and further details for the session are in the attached flyer.

This session is being conducted by Independent Organisation title on behalf of Organisation title

If you are interested in participating, please fill out the form on the flyer and return the letter in the reply paid envelope provided. You do not need to include a stamp.

If you have any questions you can contact the Independent Organisation title on Phone number. If you require an interpreter to talk to Independent Organisation title please call TIS on 131 450 and ask them to contact the above number.

Your opinions and comments are important to us and we look forward to meeting you at this session.

Regards

親愛的 Client's name

邀請出席會議及茶聚

您既為 Organisation's title 服務的重要顧客，
我們希望聽取您對服務提供的想法。

我們誠意邀請您出席及告訴我們您對領取的服務之想法。如果您需要傳譯員，請於附表上顯示。您的意見將絕對保密，您的參與亦不會影響您現行領取的服務。

本分享會將有茶點招待以及有機會與其他服務領取者傾談。分享會的時間、地點及詳情已列於附中。

本分享會將由 Independent Organisation's title 統籌，
為 Organisation's title 代表辦理。

如果您有興趣參與，請填妥附表及用回郵信封寄回，不用貼上郵票。

如有任何疑問請與 Independent Organisation title 聯絡，電話 Phone number。
如果您需要傳譯員，請先致電TIS 131 450 找傳譯員為您打以上的電話號碼。

您的意見與評語對我們來說是非常重要的，我們期望在分享會中見到您。

謹上

Αγαπητέ / ή Client's name

ΠΡΟΣΚΛΗΣΗ ΣΕ ΣΥΝΑΝΤΗΣΗ ΚΑΙ ΑΝΑΨΥΚΤΙΚΑ

Ως πολύτιμος πελάτης των υπηρεσιών Organisation's title
θα θέλαμε να μάθουμε τις απόψεις σας για τις υπηρεσίες που σας
παρέχουμε.

Θα θέλαμε να σας προσκαλέσουμε να έρθετε και να μας πείτε τι νομίζετε
για τις υπηρεσίες που λαβαίνετε. Αν χρειάζεστε διερμηνέα ενημερώστε μας
σημειώνοντας στο τετραγωνάκι στην επισυναπτόμενη φόρμα. Οι απόψεις
σας θα είναι εμπιστευτικές και η συμμετοχή σας δεν θα επηρεάσει την
υπηρεσία που λαβαίνετε.

Στη συνάντηση αυτή θα σερβιριστούν αναψυκτικά και θα έχετε την ευκαιρία
να συναντήσετε και να μιλήσετε με άλλους πελάτες. Η ώρα, το μέρος και
περισσότερες λεπτομέρειες για τη συνεδρία αναφέρονται στην
επισυναπτόμενη φόρμα.

Αυτή η συνεδρία διενεργείται από Independent Organisation title
εκ μέρους Organisation's title

Αν ενδιαφέρεστε να έρθετε, συμπληρώστε το απόκομμα της φόρμας και
επιστρέψτε την επιστολή στον παρεχόμενο φάκελο αποστολής. Δεν
χρειάζεται να βάλετε γραμματόσημο.

Αν έχετε οποιαδήποτε απορία μπορείτε να επικοινωνήσετε με Independent Organisation title
στο Phone number. Αν χρειάζεστε διερμηνέα για να μιλήσετε
με Independent Organisation μπορείτε να τηλεφωνήσετε στο ΤΙΣ στον αριθμό
131 450 και πέστε τους να καλέσουν τον παραπάνω αριθμό.

Οι απόψεις σας είναι σημαντικές για εμάς και θα χαρούμε να σας δούμε στη
συνάντηση αυτή.

Με εκτίμηση

Greek Letter - Feedback Session

Gentile Client's name

INVITO A UN INCONTRO E A UN RINFRESCO

In qualità di cliente dei servizi Organisation's title vorremmo sapere che cosa ne pensi dei servizi che ti vengono forniti dalla nostra organizzazione.

A tale scopo vorremmo invitarti a partecipare ad un incontro per poter esprimere la tua opinione sui servizi. Se hai bisogno di un interprete ti preghiamo di comunicarcelo mettendo una crocetta sulla casella nel volantino ivi accluso. I tuoi commenti verranno trattati con la massima riservatezza e la tua partecipazione all'incontro non influirà minimamente sui servizi che ricevi attualmente.

Durante l'incontro verrà servito un rinfresco e avrai la possibilità di conoscere e di parlare con altri clienti. L'orario, la sala ed ulteriori dettagli relativi all'incontro sono inclusi nel volantino accluso.

La sessione viene condotta da Independent Organisation title
per conto di Organisation's title

Se sei interessato a parteciparvi, riempi il modulo incluso nel volantino e spedisilo nella busta pre-pagata. Non c'è bisogno del francobollo.

Se vuoi fare domande puoi contattare Independent Organisation title
Tel. Phone number. Se hai bisogno di un interprete per parlare con Independent Organisation title chiama il Servizio Interpreti Telefonico (TIS) 131 450 e chiedi all'operatore di metterti in comunicazione con il numero sopraindicato.

Le tue opinioni e i tuoi commenti sono molto importanti per noi per cui ci auguriamo che tu possa partecipare all'incontro.

Cordiali saluti

Kính gửi Client's name

THƯ MỜI THAM DỰ BUỔI HỌP VÀ TIỆC TRÀ

Vì quý vị là khách hàng quan trọng của dịch vụ Organisation's title chúng tôi muốn tìm hiểu xem quý vị nghĩ gì về dịch vụ do chúng tôi cung cấp.

Chúng tôi thân mời quý vị tới dự buổi họp để nói cho chúng tôi biết quý vị nghĩ gì về những dịch vụ mà quý vị đã nhận được. Nếu muốn có thông ngôn viên, xin quý vị cho chúng tôi biết bằng cách đánh dấu vào ô trên phiếu đính kèm. Những ý kiến của quý vị sẽ được giữ kín và việc quý vị tham gia cuộc tham khảo ý kiến này sẽ không ảnh hưởng gì tới việc quý vị được dịch vụ giúp đỡ.

Buổi họp sẽ có các món ăn nhẹ và giải khát và sẽ là cơ hội để quý vị gặp gỡ và chuyện trò cùng những người khác cũng sử dụng dịch vụ như quý vị. Thời gian, địa điểm và chi tiết khác của buổi họp được ghi trong tờ thông tin đính kèm.

Buổi họp này do Independent Organisation title điều hành
thay mặt cho Organisation's title

Nếu quý vị muốn tham dự, xin điền vào mẫu đơn trong tờ thông tin đính kèm và gửi lại cho chúng tôi bằng bao thư đã trả tiền tem do chúng tôi cung cấp. Quý vị không cần phải dán tem.

Nếu có thắc mắc, quý vị có thể liên hệ với Independent Organisation title qua điện thoại số Phone number. Nếu cần thông ngôn viên để tiếp xúc với Independent Organisation title, xin gọi cho Sở Thông Ngôn Qua Điện Thoại (TIS) số 131 450 và yêu cầu người thông ngôn liên lạc với số điện thoại nêu trên.

Ý kiến đóng góp của quý vị rất quan trọng đối với chúng tôi và chúng tôi mong được gặp gỡ quý vị trong buổi họp này.

Trân trọng

Vietnamese Letter - Feedback Session

“Tell us what you think about our services”

We would like to invite you to a session where we can listen to what you think about our services. Delicious food and drinks will be served.

Date:

Time:

Venue:

Contact Person:

Contact Telephone number:

If you are interested in attending this session or any future activities please cut this form and return the bottom section in the envelope provided.

✂ - - - - -

Name:_____ **Phone Number:**_____

- **I would like to attend the session**

☐

Yes

☐

I am unable to attend this session. However I am interested in participating in future sessions

- **If yes, do you need transport to the venue**

☐

Yes. *If yes, we will contact you to arrange transport to the session.*

☐

No

- **Would you like an interpreter present at the session?**

☐

Yes. If yes, which language do you require? _____

☐

No

“告訴我們您對 我們的服務之想法”

我們誠意邀請您來參加一個分享會，在此我們可聽取您對我們的服務之想法。美味茶點招待。

日期：

時間：

地點：

聯絡人：

聯絡電話：

如果您有興趣參加此分享會或未來的活動，請剪下本表格及用附上的信封寄回下列表格。

✕-----

姓名：_____ 電話：_____

• 我將會參加分享會

☐ 會

☐ 我不能參加是次分享會，但是我有興趣參與未來的活動。

• 如果會，您需要交通接送到會場嗎？

☐ 要，如果需要，我們將會跟您連繫安排交通接送到會場。

☐ 不需要

• 您喜歡在分享會中有傳譯員到場嗎？

☐ 要，如果需要，您需要那一種語言？_____

☐ 不需要



"Πέστε μας τις απόψεις σας για τις υπηρεσίες μας"

*Θα θέλαμε να σας προσκαλέσουμε σε μια συνεδρία για να
ακούσουμε τις απόψεις σας για τις υπηρεσίες μας. Θα σερβιριστούν
γευστικότατα φαγητά και αναψυκτικά.*

Ημερομηνία:

Ώρα:

Μέρος:

Αρμόδιο άτομο:

Αριθμός τηλεφώνου για επικοινωνία:

Αν ενδιαφέρεστε να έρθετε στη συνεδρία αυτή ή σε οποιοσδήποτε μελλοντικές δραστηριότητες κόψτε το παρακάτω απόκομμα και στείλτε το στον παρεχόμενο φάκελο.

✂ - - - - -

Όνομα: _____ Αριθμός τηλεφώνου : _____

- **Θα ήθελα να έρθω στη συνεδρία**

☐

Ναι

☐

Δεν μπορώ να έρθω στη συνεδρία αυτή. Ενδιαφέρομαι όμως να πάρω μέρος σε μελλοντικές συνεδρίες.

- **Αν ναι, χρειάζεστε μεταφορικό μέσο για να έρθετε;**

☐

Ναι. Αν ναι, θα επικοινωνήσουμε μαζί σας για να κανονίσουμε μεταφορικό μέσο για τη συνεδρία.

☐

Όχι

- **Θα θέλατε να παρευρίσκεται διερμηνέας στη συνεδρία;**

☐

Ναι. Αν ναι, ποια γλώσσα μιλάτε; _____

☐

Όχι



“Comunicaci che cosa ne pensi dei nostri servizi”

*Ti invitiamo a prendere parte a una sessione
per poter sentire cosa ne pensi dei nostri servizi. Verranno
servite bevande e pietanze deliziose.*

Data:

Orario:

Luogo:

Persona da contattare:

Numero di telefono di contatto:

**Se ti interessa partecipare a questa sessione o a future attività, stacca questo
modulo e spediscilo nella busta acclusa.**

✂ -----

Nome: _____ **Numero di telefono:** _____

• **Vorrei partecipare alla sessione**

☐

Sì

☐

Non posso partecipare a questa sessione, ma mi interesserebbe
partecipare alle sessioni future

• **Se sì, hai bisogno del trasporto?**

☐

Sì. Se sì, ti contatteremo per organizzare il trasporto.

☐

No

• **Hai bisogno di un interprete?**

☐

Sì. Se sì, che lingua parli? _____

☐

No



**“Hãy cho chúng tôi biết ý kiến của quý vị
về dịch những dịch vụ do chúng tôi cung cấp”**

Chúng tôi muốn mời quý vị tới dự một buổi họp để chúng tôi có thể lắng nghe ý kiến của quý vị về những dịch vụ do chúng tôi cung cấp. Chúng tôi sẽ cung cấp nước giải khát và thức ăn ngon miệng.

Ngày:

Giờ:

Địa điểm

Nhân viên liên lạc:

Số điện thoại liên lạc:

Nếu quý vị muốn tham dự buổi họp này hoặc bất cứ sinh hoạt nào trong tương lai, xin cắt mẫu này và gửi phần dưới cho chúng tôi bằng bao thư do chúng tôi cung cấp.

✂-----

Tên: _____ Số điện thoại: _____

• **Tôi muốn tham dự buổi họp**

☐

Có

☐

Tôi không thể tham dự buổi họp này. Tuy nhiên tôi muốn tham dự những buổi họp tương tự trong tương lai.

• **Nếu đồng ý tham dự, quý vị có cần phương tiện chuyên chở tới địa điểm họp không**

☐

Có. Nếu cần, chúng tôi sẽ liên lạc với quý vị để sắp xếp phương tiện chuyên chở đưa quý vị tới địa điểm họp.

☐

Không

• **Quý vị muốn có thông ngôn viên trong buổi họp không?**

☐

Có. Nếu có, xin cho biết quý vị cần ngôn ngữ nào? _____

☐

Không

