



Northern
Settlement
Services Ltd



SUMMARY FINDINGS OF THE HUNTER/CENTRAL COAST HOME AND COMMUNITY CARE (HACC) BILINGUAL WORKERS RESEARCH PROJECT

**Project funded by: Ageing, Disability & Home Care, Hunter Region,
Department of Family and Community Services NSW.**

**Report by: Multicultural Access Project (MAP) Hunter &
Multicultural Access Project (MAP) Central Coast**

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ACRONYMS

ABS	Australian Bureau of Statistics
ADHC	Ageing, Disability and Home Care, Department of Family and Community Services NSW
CALD	Culturally and linguistically diverse
CLAS	Community Language Allowance Scheme
HACC	Home and Community Care
HNELHD	Hunter New England Local Health District
LOTE	Language/s other than English
MAP	Multicultural Access Project
NAATI	National Accreditation Authority for Translators and Interpreters
NESB	Non- English speaking background
NSS	Northern Settlement Services
TIS	Translating and Interpreting Service National

EXECUTIVE SUMMARY

The objective of this research is to develop a language profile of workers who are bilingual or multilingual in the Home and Community Care (HACC) service sector across the Ageing Disability and Home Care (ADHC) Department of Family and Community Services NSW Hunter Region that encompasses the Hunter and Central Coast.

The overall goal of the research is to increase the capacity and number of workers who are bilingual or multilingual in the HACC service sector. Initially the number of bilingual/multilingual staff and volunteers was mapped; followed by further investigation into factors underlying recruitment of bilingual employees with a culturally and linguistically diverse (CALD) background. The study will guide the development of recommendations and strategies to increase the HACC bilingual/multilingual staffing pool (including volunteers) in order to provide equitable access to culturally appropriate support services.

The Culturally and Linguistically Diverse Service Capacity Review Project Action Plan Hunter Region 2009-2011 (CALD Action Plan) commissioned by Ageing, Disability and Home Care (ADHC) Family and Community Services NSW is a collaborative initiative of the Hunter CALD Service Planning Group. This group is convened by ADHC Hunter and comprises representatives from Hunter New England Local Health District (HNELHD), ADHC, HACC, multicultural and ethno-specific service providers.

The purpose of the CALD Service Planning Group is to provide advice on service planning and access support for people from a culturally and linguistically diverse background.

The CALD Action Plan contains recommendations to address service gaps in supporting frail aged people, people with a disability and carers from a CALD background.

This research is an outcome of the following CALD Service Planning Group Recommendation.

Recommendation 6. Bilingual workers in the HACC services sector

Goal: To explore issues surrounding the recruitment of workers who are bilingual in the HACC service sector.

Purpose: Several challenges exist for attracting and recruiting workers who are bilingual within the HACC service sector. In particular, the perceptions of direct-service employment in local agencies, the appropriate promotion of the Ethnic Affairs Priority Statement and the insular characteristics of CALD communities were possible barriers to increasing recruitment. Whilst the Community Language Allowance Scheme may be accessed by NSW public sector employees with basic competencies in a language other than English; the overall goal would be to increase the quantity of workers who are bilingual in the HACC sector.

Further exploration is required into factors underlying recruitment of bilingual employees with CALD backgrounds and ascertaining these issues will facilitate in identifying the most effective strategies to increase the HACC bilingual staffing pool.¹

According to local peak organisations and state government representatives there are challenges in attracting and recruiting workers who are bilingual or multilingual within the HACC service sector such as negative views of direct care service, domestic assistance work and the insular characteristics of CALD communities as possible barriers to recruitment. Since many communities in the Hunter and Central Coast are relatively small compared to the metropolitan areas, this might influence the perceived need to recruit bilingual or multilingual staff.

Current recruitment policies and practice could also be a factor in attracting and recruiting people from a CALD background. For example standard job application and interviewing techniques might be unfamiliar to people whose skill and experience is gained through a different work culture. Additional assistance or reasonable adjustments might be needed so that applicants are able to present their suitability equitably such as conducting an information session for potential candidates; consider verbal application as an alternate to a written application for certain positions.²

DEMOGRAPHIC INDICATORS

Australia has a rapidly ageing population; older people aged 65 + from a CALD background are projected to increase substantially from 2011 to 2026. In 2016 it is projected that the proportion of older people from a CALD background will reach 22.8% before dropping slightly to 21.2% in 2026. The growth of the CALD population is even more significant in the age group aged over 80 years. By 2026 it is estimated that one in four people aged over 80 will be from a CALD background. In 1996 there were 64,000 people aged over 80 years from a CALD background, this is projected to increase to 269,600 in 2026 which represents a 321% growth rate over the period compared to a projected growth rate of 90% for Australian-born.³

The HACC CALD service sector have reported that with ageing and the onset of dementia many people revert to communicating in their first language.⁴

The incidence of disability increases as people age, the Australian Bureau of Statistics (ABS) 2009 Survey of Disability, Ageing and Carers estimated that one in five people in Australia had a disability representing approximately 4 million people with 52% aged over 60 years. Most (63%) did not need assistance to manage health conditions or cope with everyday activities. For those who did, the most commonly reported needs were help with property maintenance, household chores and mobility.

¹ The Culturally and Linguistically Diverse Service Capacity Review Project Action Plan Hunter Region 2009-2011 Version 1.0 Ageing, Disability and Home Care Department of Human Services NSW January 2009

² Bilingual Staff Research Project Report. Centre for Culture, Ethnicity and Health, Melbourne 2008

³ Projections of Older Immigrants 1996-2026. A report by the Australian Institute of Health Welfare prepared for the Department of Health and Aged Care.

⁴ Culturally and Linguistically Diverse Service Capacity Review Project, Key Insights 2008

There were 2.6 million carers in Australia who provided some assistance to others who needed help because of disability or old age. Around 55% of all carers were women.⁵

According to the ABS 2006 Census in the Hunter and Central Coast regions the largest overseas born populations live in Gosford, Lake Macquarie, Wyong and Newcastle. The largest numbers of people who speak a language other than English live in the same four local government areas but differ in order, namely Newcastle, Gosford, Lake Macquarie and Wyong.

The estimated number of people with a disability from a non-English speaking background, including second generation migrants and people with profound and severe restrictions in the Hunter and Central Coast is approximately 11,500⁶.

As people live longer the demand for culturally appropriate support services will increase analogously with these demographic changes. It is timely for mainstream HACC services to review their policies, practice and cultural competency to meet this growing demand and comply with the Principles of Multiculturalism which requires all NSW government agencies to consider in their planning and service delivery the needs of CALD people in compliance with the Principles of Multiculturalism enshrined in State legislation.⁷

The 2007 National Aged Care Workforce Census and Survey examined the paid workforce that provides care to dependent older Australians, whether in their homes or in residential aged care homes. Findings from this study found that the community based direct care workers frequently support and care for people born outside Australia and from diverse backgrounds. However the study found that although overseas born workers are important in the community aged care sector an estimated three quarters of direct care workers were Australian born. In addition there were another 12% born in English speaking countries such as New Zealand, the UK or South Africa. The study concluded that there has been a slight increase in new hires in both residential and community based aged care of people born outside Australia which could indicate the significance of migrants as a labour supply for direct care positions.⁸

⁵ ABS (2009) Survey of Disability, Ageing and Carers (cat.no.4430.0)

⁶ www.mdaa.org.au/publications/faq/figures.html

⁷ Community Relations Commission NSW Multicultural Policies and Services Program (formerly EAPS)

⁸ National Aged Care Workforce Census and Survey – Who Cares for Older Australians? A Picture of the Residential and Community Based Aged Care Workforce – Final Report Department of Health and Ageing 2007

RECOMMENDATIONS

Recommendation 1:

Further investigation is required to identify issues to do with access to interpreting services and sector training needs.

Recommendation 2

Service providers ensure their staff is trained and competent in accessing and the using interpreting services. *(Relates to Community Care Common Standards Self-Assessment Tool– Expected Outcome 1.4 Community Understanding and Engagement)*⁹

Recommendation 3

Investigate models appropriate to the Hunter/Central Coast region. Utilise existing resources such as “Guidelines for the Use of Brokerage Agreement”¹⁰ and NSS Brokerage Agreement (**Appendix C**)

Recommendation 4:

Clear policy and guidelines on the role and use of bilingual staff are essential to ensure compliance with privacy/confidentiality requirements; minimise the risk of a conflict of interest situation and/or arbitrary requests by clients or family members.

Recommendation 5:

Organisations may consider remunerating accredited staff for their professional contribution in a similar way to the Community Language Allowance Scheme (CLAS) when accredited staff are utilized, organizations may need to keep a record or register.

Recommendation 6:

Services that use bilingual or multilingual workers and/or volunteers to facilitate simple communication with clients should develop a Language Assistant Policy¹¹ and consider a reward and recognition initiative which acknowledges language and cultural skills and knowledge.

Recommendation 7

Identify and offer relevant professional development opportunities to bilingual/multilingual staff and volunteers such as Professional Boundaries Awareness training when working with their community members.

Recommendation 8

Investigate HACC recruitment and selection processes to identify enablers including incentives for people of CALD backgrounds.

⁹ Community Care Common Standards Guide – Department of Health and Ageing 2010

¹⁰ Guidelines for the Use of Brokerage Agreement – Central Coast Home and Community Care Development Project August 2001

¹¹ Bilingual Staff Research Project Report. Centre for Culture, Ethnicity and Health, Melbourne 2008

RESEARCH FRAMEWORK AND METHOD

The project commenced in February 2010 and information was gathered from May 2010 to April 2011 from two selective target groups.

The research was characterised by:

A broad consultative approach in order to:

- Encourage stakeholders to actively participate;
- Gain a commitment to the process and sector ownership of the outcomes and recommendations;

A rigorous but flexible framework which:

- Recognized the diversity of the Hunter and Central Coast Region HACC sector and workforce; and
- enabled consistency and analysis of the data collected.

A questionnaire was designed using the on-line survey tool Survey Monkey comprising a series of multiple choice answers, closed and open ended questions and comment/essay fields to elicit statistical data, professional/ and personal views and suggestions.

A pilot study was conducted with the MAP Hunter and MAP Central Coast Advisory Committees, amended and forwarded by email to 73 HACC funded services across the ADHC Hunter Region targeting executive officers, managers and co-ordinators to map the number of bi-lingual staff and volunteers currently working in the area.

There were some difficulties encountered with the survey, namely the initial timeframe had to be extended and the survey resent to services who had not responded by the deadline, this reminder had a positive outcome resulting in a response rate of 82 percent.

Based on the responses received a second survey was designed targeting workers who are bilingual or multilingual and/or volunteers directly. The format was similar to the initial survey again using Survey Monkey software comprising a series of multiple choice answers, closed and open ended questions and comment/essay fields.

This questionnaire was emailed to services who indicated they had bilingual staff and/or volunteers requesting that it be distributed to them either by hard or soft copy whichever was the most appropriate. The researchers found the second stage challenging as it was difficult to get responses from the target group.

Initially there were only six completed surveys returned and again the deadline had to be extended and other approaches implemented to elicit feedback. This involved

providing a clearer explanation about the proposed data base, contacting workers/volunteers directly via telephone and follow-up actions to volunteers by service co-ordinators. One service co-ordinator took a more direct approach by sending the hard copy survey with a stamped return envelope to the whole volunteer pool. The above strategies resulted in 21 completed surveys and a more representative response rate.

THE STUDY

Survey 1 – HACC Service Providers (Survey HACC Bilingual Workers Hunter and Central Coast Region 2010)

The researchers wish to record their appreciation to the 61 Hunter and Central Coast HACC service providers who participated in the initial survey resulting in an 82 percent response rate. **(Appendix A)** Of these services there were 14 (23%) with 1-5 employees, 28 (45.8%) with 6-20 employees, 12 (17.8%) with 21-50 employees and 7 (11.5%) with 50+ employees.

Key findings indicated that just over half of services (52.5%) have staff and/or volunteer/s who speak a language other than English (LOTE). Predominately bilingual staff are employed as direct care workers (58.6%) with volunteers (48.3%) being the next largest group with LOTE skills, followed by Manager/Co-ordinators or Team Leader (13.8%) and Organisational Support/Admin (13.8%).

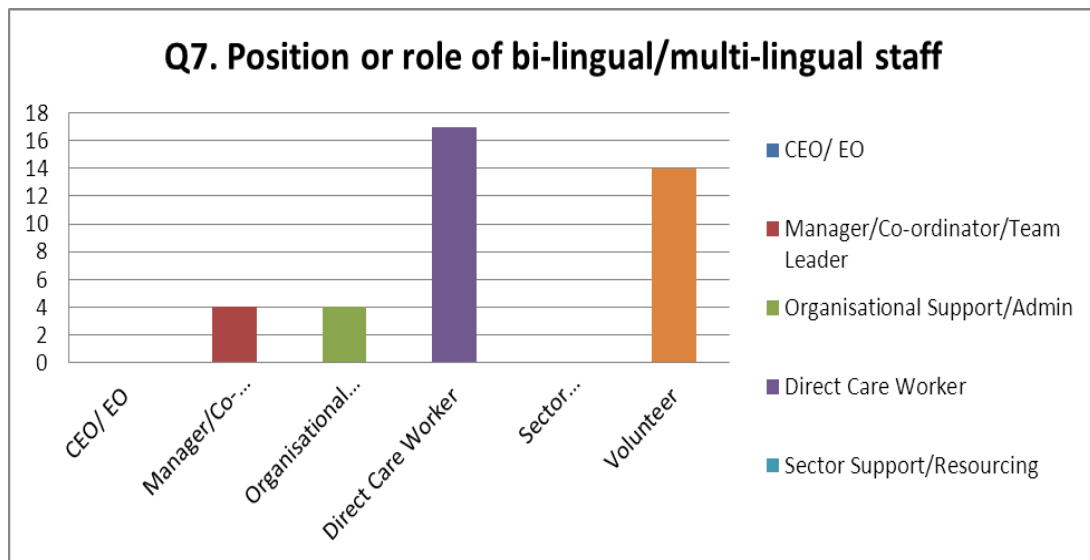


Figure 1 Source Survey HACC Bilingual Workers Hunter and Central Coast Region 2010

More than half of the services that have bilingual staff and/or volunteers (61.3%) indicated they have used their bilingual skills in their service area, mostly for providing information (87.5%), interpreting (25.0%), translating (25.0%) and assessment (12.5%).

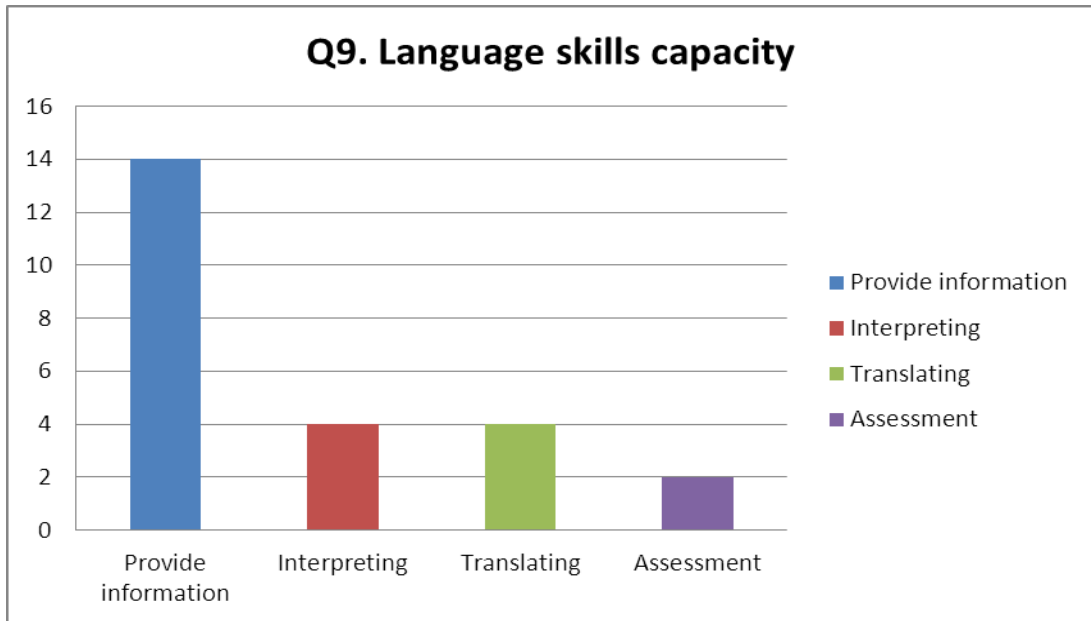


Figure 2 Source Survey HACC Bilingual Workers Hunter and Central Coast Region 2010

52 services (85%) indicated that they have or do provide a service to CALD clients and 48 (79%) had supported CALD client/s during the last two years. The country of birth of the five most prevalent numbers of clients came from Germany (69.4%), Italy (57.1%), Poland (53.1%), Netherlands and Greece (44.9%) respectively.

Other significant percentiles (32.7% - 20.4%) identified were Philippines, India, Croatia, Malta, China, Austria, France, Hungary, Egypt, Ukraine and the Russian Federation. Other countries of origin include Afghanistan, Bosnia and Herzegovina, Chile, Cyprus, Fiji, Former Yugoslav Republic of Macedonia, Hong Kong, Indonesia, Iran, Ireland, Japan, Korea, Lebanon, Malaysia, Mauritius, Portugal, Romania, Samoa, Singapore, South Africa, Spain, Sri Lanka, Thailand, Tonga, Turkey, Vietnam and South Eastern European countries.

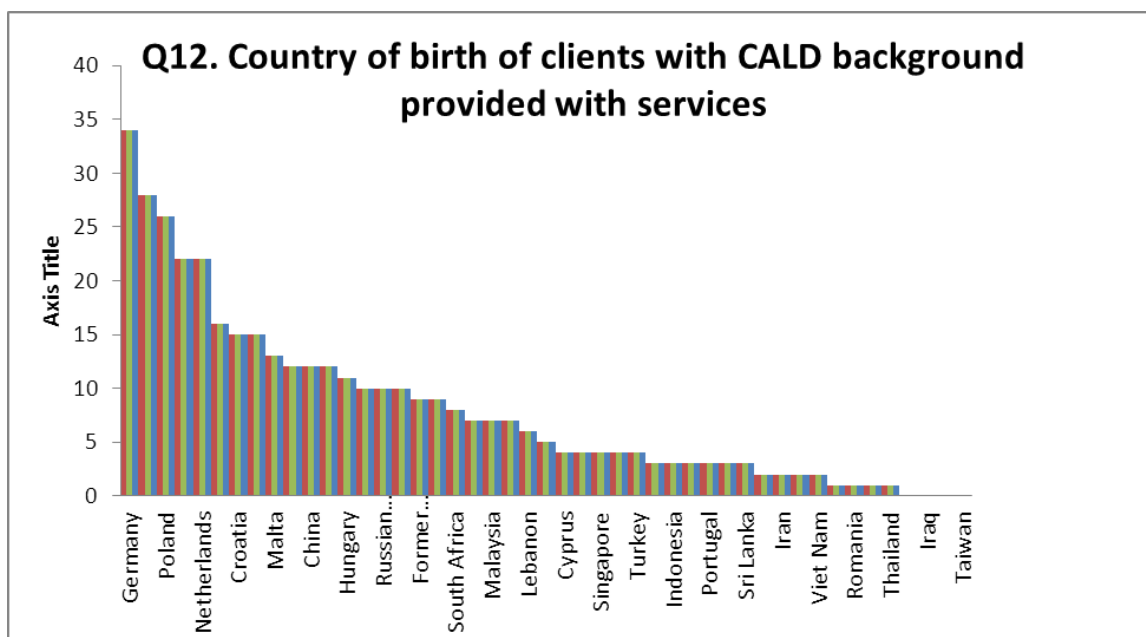


Figure 3 Source Survey HACC Bilingual Workers Hunter and Central Coast Region 2010

Given the above cultural diversity of clients from the 58 responses to the question “Have you used an accredited interpreter in the last two years?” only 15 (25.9%) services said yes; most (66.7%) used TIS National and 53.3% HNELHD Health Care Interpreter Service; three respondents used both the above interpreter services.

This somewhat limited use of interpreting services may indicate that some CALD clients speak English well and did not require interpreters for assessment; clients refused the use of an interpreter; services relied on client’s family or their bilingual staff to interpret; alternatively services may not be experienced and/or comfortable in accessing interpreters.

English proficiency varies among individuals and CALD communities. According to the 2006 Census data for the Hunter Statistical Division about half of the population of the Macedonian language group aged over 65 years speaks English “not well or not at all”. For the Cantonese group, the figure is higher (71%) and approximately one in four of the Italian group aged over 65 years speaks English “not well or not at all”. In the Central Coast the communities with low English proficiency includes Cantonese, Spanish and Greek whereas the German group speaks English well overall. ¹²

Currently using interpreter services training is available through the MAP and HACC Training Project. A “Working WITH Interpreters and Translators” Training Workshop was delivered in the Hunter in May 2011 and scheduled again in early 2012. An “Organizing and Working with Interpreters” training session is also available to Central Coast community care services on request. Anecdotal feedback indicates that when staff is trained in using interpreting services access and use improves.

Recommendation 1:

¹² Alt Beatty Consulting (2011) : Questions for Discussion with Service Providers for Dementia and Cultural Diversity in the Hunter & Central Coast

Further investigation is required to identify issues to do with access to interpreting services and sector training needs.

Recommendation 2:

Service providers ensure their staff is trained and competent in accessing and the using interpreting services. *(Relates to Community Care Common Standards Self-Assessment Tool– Expected Outcome 1.4 Community Understanding and Engagement)*¹³

Participant feedback in relation to the establishment of a HACC Bilingual Worker data base identified issues including:

- Confidentiality
- Protocols for working across services
- Experience working with people with dementia
- Cost e.g. brokerage model
- Fluency
- Maintaining and updating data
- Potential difficulties if using telephone i.e. hearing loss - face to face preferred.

However also expressed was some 'in principal support' for such an initiative with the following perceived benefits for both services and CALD clients:

- It would minimize waiting time
- It would provide a better service to clients from a CALD background
- Possibility of sharing between HACC services
- Good resource
- The need will arise when we have a client who doesn't have the ability to converse in English

Recommendation 3:

Investigate models appropriate to the Hunter/Central Coast region. Utilise existing resources such as "Guidelines for the Use of Brokerage Agreement"¹⁴ and NSS Brokerage Agreement (**Appendix C**)

Some service providers used their workers who are bilingual or multilingual for interpreting, translating and assessment. Evidently, there are bilingual or multilingual workers who have NAATI accreditation. However there appears to be some confusion

¹³ Community Care Common Standards Guide – Department of Health and Ageing 2010

¹⁴ Guidelines for the Use of Brokerage Agreement – Central Coast Home and Community Care Development Project August 2001

about the roles of bilingual staff and interpreters. Concerns were expressed about the danger of “blurring the roles”. Indeed the roles should never be blurred to safeguard both bilingual staff and clients.

The Languages Services Guidelines 2011 developed by ADHC clearly defines the role and how to use and work effectively with both interpreters and bilingual staff as language assistants¹⁵.

Interpreters predominately work in ‘one off’ situations. Bilingual staff or language assistants can add value to services through communication and support to clients from a CALD background on an ongoing basis. If services value their language, cultural knowledge and recognise these skills they could be utilised as educators to increase the cultural awareness and competence of other staff and in turn facilitate culturally appropriate support.

Recommendation 4:

Clear policy and guidelines on the role and use of bilingual staff are essential to ensure compliance with privacy/confidentiality requirements; minimise the risk of a conflict of interest situation and/or arbitrary requests by clients or family members.

Recommendation 5:

Organisations may consider remunerating accredited staff for their professional contribution in a similar way to the Community Language Allowance Scheme (CLAS) when accredited staff are utilized, organizations may need to keep a record or register.

Recommendation 6:

Services that use bilingual or multilingual workers and/or volunteers to facilitate simple communication with clients should develop a Language Assistant Policy¹⁶ and consider a reward and recognition initiative which acknowledges language and cultural skills and knowledge.

¹⁵ Language Services Guidelines, Community Access, Ageing, Disability and Home Care, Department of Human Services NSW 2011

¹⁶ Bilingual Staff Research Project Report. Centre for Culture, Ethnicity and Health, Melbourne 2008

Survey 2 - HACC Bilingual Staff and Volunteers (HACC Bilingual Workforce Survey 2010)

The second survey which targeted individual workers who are bilingual or multilingual and volunteers (**Appendix B**) elicited a limited response. Volunteers made up the majority of responses (42.9%) followed by Respite Care Workers (23.8%).

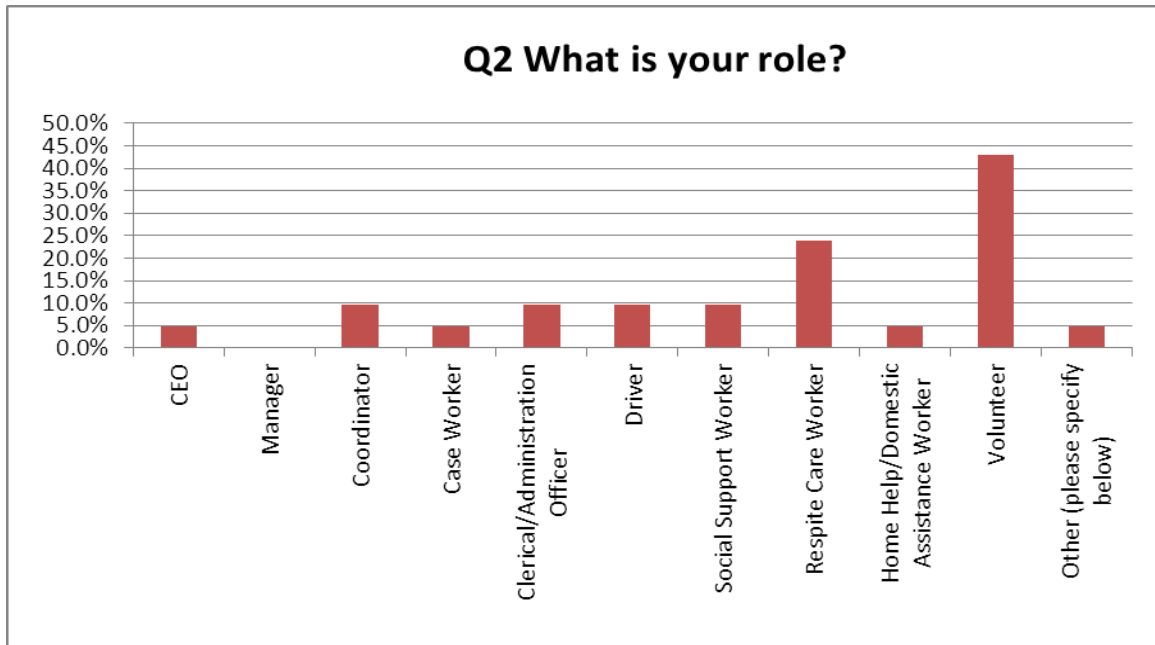


Figure 4 Source HACC Bilingual Workforce Survey 2010

Verbal feedback indicated that some workers who are bilingual or multilingual had not completed the survey because they were not sure about the commitment they were making in regard to a proposed data base. This issue was raised by the researchers with the CALD Service Planning Group prior to developing the survey however no clear direction was able to be provided given the uncertainty of funding to maintain a data base. To be sustainable and the currency of the data guaranteed, inter-sectorial support and commitment is essential; a provider identified to maintain and administer the data base and resources allocated to effectively undertake this, such as enhancement funding.

Languages spoken other than English by respondents - (some are multilingual) included, German, French, Dutch, Arabic, Italian, Polish, Greek, Spanish, Japanese, Tagalog (Filipino), Tongan, Slovakian and Czech, Sicilian (Calabrian), Serbian, Portuguese and Signing.

The level of fluency in the above languages range from NAATI (National Accreditation Authority for Translators and Interpreters) accredited (3), fluent (18), conversational (6) and basic (12).

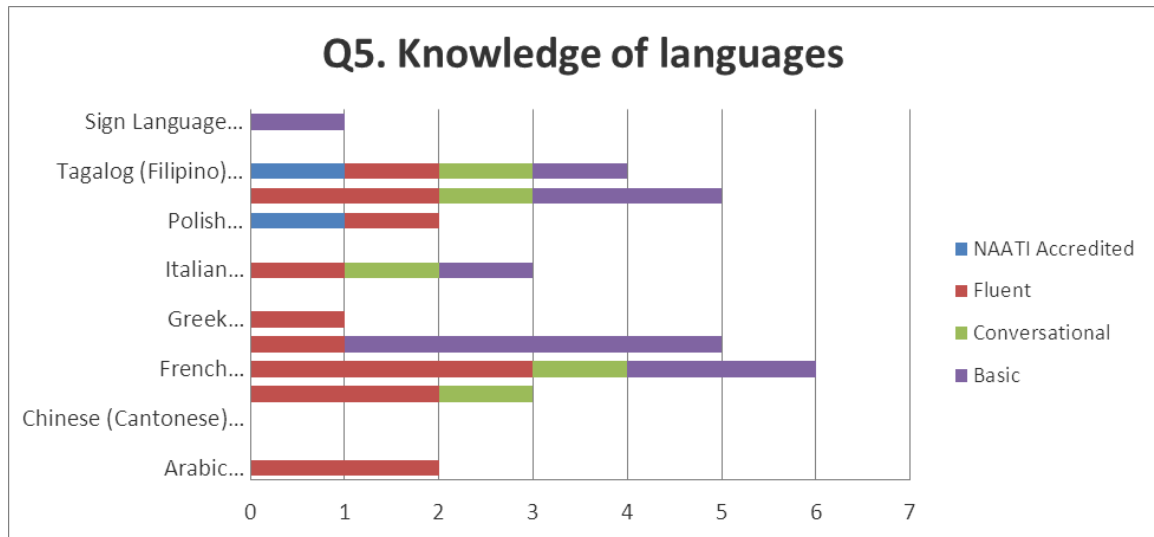


Figure 5 Source HACC Bilingual Workforce Survey 2010

Applying these language skills include; communicating with clients, social interactions, interpreting between client and staff, providing information, conversing with volunteers and tourism.

In response to the question: “*How often do you use a language other than English in your workplace?*” 14.3% said daily, 28.6% weekly, 14.3% fortnightly, 7.1% monthly, 7.1% occasionally and 28.6% rarely with 95% indicating they would be comfortable using their language skills in the current workplace.

In relation to any training required to work with clients who speak your language respondents commented:

- Training in medical terminology
- Refresher course to upgrade current skills
- Training on code of conduct; confidentiality and dealing with difficult clients.
- Workers need to be educated and empowered with relevant knowledge and information about the [service] system so they can educate service users on boundary issues and how to say “no’ safely.

Recommendation 7

Identify and offer relevant professional development opportunities to bilingual/multilingual staff and volunteers such as Professional Boundaries Awareness training when working with their community members.

Respondents also provided additional comments and strategies on increasing the number of bilingual/multilingual workers in the HACC service sector and better utilise their cultural knowledge and language skills, namely:

- More encouragement for people from a CALD background to apply for HACC positions.
- Workers who speak a second language need to seek permission from their employers to go into a local database.
- Suggest more workers who are bilingual or multilingual or volunteers in different nationality it helps a lot to other community e.g. new migrant to settle in Australia, some can't speak English. They speak their own languages to communicate.
- At the initial interview with new staff, employer should ask for any language skills, document and put on a register or the new data register.
- Staff would like to learn another language so perhaps HACC training could provide basics in foreign languages.
- Offer incentives including training opportunities. Acknowledge the cultural/linguistic knowledge and skills that workers who are bilingual or multilingual may be able to offer as assets for the organisation and incorporate this into recruitment processes.

The question: *“Are you interested in registering your details and language skills other than English on a Hunter/Central Coast HACC workers who are bilingual or multilingual database”* was to gauge the level of interest of workers who are bilingual or multilingual in sharing their language skills and cultural knowledge with 76.2% responding ‘yes’ which indicates a meaningful level of interest however, this requires further discussion and clarification by ADHC on how this might be implemented before the project could progress.

Recommendation 8

Investigate HACC recruitment and selection processes to identify enablers including incentives for people of CALD Backgrounds.

CONCLUSION

This project is the first tranche in an ongoing dialogue to achieve practical and effective outcomes for people from a CALD background in assessing and using early intervention support services in this case HACC. The research has predominately been a mapping exercise to identify the number of HACC bilingual and multilingual workers in the Hunter and Central Coast (ADHC Hunter Region Department of Family and Community Services NSW), LOTE spoken and level of proficiency. In addition views were canvassed on the efficacy of developing a data base of workers with cultural and language skills which could assist mainstream services in supporting clients from a CALD background.

Providing information in a language other than English is recognized as the primary benefit of using bilingual workers' skills. It is important to note that unless bilingual staff is professionally trained their roles should not be confused with the roles of professional interpreters and translators. Some bilingual staff is NAATI accredited (see Page 16) however, it is also essential to note that qualifications for interpreting and translating are distinct and services utilizing such accredited bilingual workers should be aware of the differences and record this.

It is also interesting to note that bilingual workers are not currently recognized by services as providing direct care using their cultural skills. Bilingual workers themselves are not recognizing this aspect of their skills set either, apart from "communicating with clients" and "social interactions". This might be due to the way the question was asked, stressing the linguistic aspect of skills set.

The research has identified a significant level of interest and co-operation across the region in providing culturally appropriate support, including establishing a data base of bilingual/multilingual workers. The challenge is how services would access a bilingual worker pool if one was established. No cost benefit analysis has been undertaken however there are examples of good brokerage models such as the Spectrum Migrant Resource Centre in Victoria who has a large pool of bilingual and bicultural home support workers fluent in more than 45 languages and experienced in working with people who are frail aged or have a disability and have specific cultural and language needs. <http://www.spectrumvic.org.au/>

Locally Northern Settlement Services (NSS) has employed a brokerage model since 2001 for Multicultural Community Aged Care Packages (CACPs) and the Hunter Multicultural Respite Service. This allows flexibility to meet clients' needs and/or cultural preferences and operates under an Agreement between NSS and the Brokerage Agency. **(Appendix C)**

Workforce development possibilities should be explored in particular recruitment and selection policy and practice which could disadvantage applicants from a non-English speaking background (NESB). Affirmative action in relation to people from a NESB is strongly recommended to increase the number of

bilingual and bicultural workers to better meet the need of rapidly ageing migrant communities.

Further to this the NSW MAP Network has recently initiated a small working group to look at issues and solutions to increase employment for people from CALD/NESB in community care. The purpose of this working group is to:

- Assist mainstream services to recruit and retain people from CALD backgrounds so that diversity (culture or ethnicity) is an asset
- Promote equal opportunity for all especially those most disadvantaged in recruitment processes (affirmative action model)

The Multicultural Access Project at the Central Coast Disability Network has received a HACC non-recurrent grant to create a resource guide for bilingual workers. The resource is to be completed by the end of 2012.

The research also identified some skills gaps such as working with interpreters, cultural competence and capturing and managing cultural diversity. To address this 'Working with Interpreters and Translators' training will be available to Hunter based community care services in 2012 and based on the level of interest expressed at recent CALD Dementia Research workshops by mainstream community care services 'Cultural Competency' training and mentoring will also be offered in 2012.

"Organising and Working with Interpreters" training, as well as a "Cross Cultural Awareness Workshop", is available for Central Coast based community care services from the Multicultural Access Project, Central Coast Disability Network. Both of these training opportunities are also offered through the HACC Training Calendar for 2012. <http://www.centralcoasthacc.com.au/media.php>

Where to from here?

Respondents to both surveys on the whole supported establishing a data base of bicultural/multicultural workers and that this would be a positive outcome for both HACC services and their clients however the following needs to be considered and clarified.

- The purpose defined - is it a resource for HACC services (multicultural, ethno specific and mainstream to tap into?)
- If so how?
- The role and function clarified
- Responsibility for developing and maintaining data allocated
- Cost – possible allocation of brokerage funds to access bilingual workers
- How would this work across service types?
- Potential review of Service Description Schedules to accommodate working across service types and geographic areas.

As responsibility for community aged care services transition to the Commonwealth it could be timely to initiate a conversation around extending the Aged Care Education and Training Incentive Program which is currently available to Commonwealth funded residential care services and Commonwealth funded community care or flexible aged care services to include HACC services.

<http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-rescare-servlist-download.htm>

NOTES

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APPENDICES

Survey - HACC Bilingual Workers Hunter Central Coast Region

The purpose of this survey is to develop a language profile of bilingual workers in the Home and Community Care (HACC) service sector across the Hunter and Central Coast region.

The overall goal of the research is to increase the quantity of bilingual workers in the HACC service sector. Initially the number of bilingual staff and volunteers will be mapped; followed by further investigation into factors underlying recruitment of bilingual employees with a culturally and linguistically diverse (CALD) background. The study will guide the development of recommendations and strategies to increase the HACC bilingual staffing pool to ensure equitable access to culturally appropriate support services.

The survey will take approximately 5-10 minutes to complete and your co-operation in returning the survey is appreciated. In order to progress through this survey, please use the following navigation links:

- Click the Next >> button to continue to the next page.
- Click the Previous >> button to return to the previous page.
- Click the Exit the Survey Early >> button if you need to exit the survey.
- Click the Submit >> button to submit your survey.

If you wish to retain a hard copy of your completed survey, please print each page individually as you complete it and prior to submitting it online by using either the Print Button or File Menu.

If you require any further information about this survey, please contact your local Multicultural Access Project (MAP) Worker.

MAP Hunter: Val Woodman, Northern Settlement Services
 Phone: 4969 3399
 Email: map@nsservices.com.au

MAP Central Coast: Keiko Clements, Central Coast Disability Network
 Phone: 4324 2355
 Email: keikoc@ccdn.com.au

*** 1. Please provide the following details for distribution of survey results.**

Name:	<input type="text"/>
Position:	<input type="text"/>
Organisation:	<input type="text"/>
Postal Address:	<input type="text"/>
Town:	<input type="text"/>
Postcode:	<input type="text"/>
Phone:	<input type="text"/>
Email:	<input type="text"/>
Website:	<input type="text"/>

Survey - HACC Bilingual Workers Hunter Central Coast Region

***2. What type/s of HACC Service does your organisation provide? Please indicate which best describes your service/s.**

- Aboriginal Access
- Multicultural Access
- Aged and Disability Worker
- HACC Training
- Allied Health
- Home Modification & Maintenance
- Case Management
- Dementia Support
- Linen
- Centre Based Day Care
- Nursing Counselling/support/information/advocacy
- Personal Care
- Domestic Assistance
- Respite Care
- Food Service
- Social Support
- Goods & Equipment Provision
- Transport
- HACC Development

Other (please specify)

3. Please indicate number of employees.

4. Number of volunteers?

***5. Does your organisation have any staff and volunteers who speak a language other than English?**

- No (go to Q.10)
- Yes

Survey - HACC Bilingual Workers Hunter Central Coast Region

6. Please indicate the number of staff/volunteers who speak a language other than English.

7. Please indicate the position or role of bi-lingual/multi-lingual staff by selecting the appropriate box or boxes below.

- CEO/ EO
- Manager/Co-ordinator/Team Leader
- Organisational Support/Admin
- Direct Care Worker
- Sector Support/Resourcing
- Volunteer

Other (please specify)

8. Have you used their language skills in your service area?

- Yes
- No

9. If yes in what capacity?

- Provide information
- Interpreting
- Translating
- Assessment

Other (please specify)

*** 10. Has your organisation provided or do you provide a service to clients from a CALD background?**

- Yes
- No (go to Q.13)

Survey - HACC Bilingual Workers Hunter Central Coast Region

11. Please specify the number of CALD clients in the last 2 years.

12. If you have provided a service to client/s from a CALD background please indicate their country of birth.

- | | | |
|--|---|---|
| <input type="checkbox"/> Afghanistan | <input type="checkbox"/> India | <input type="checkbox"/> Portugal |
| <input type="checkbox"/> Austria | <input type="checkbox"/> Indonesia | <input type="checkbox"/> Romania |
| <input type="checkbox"/> Bosnia and Herzegovina | <input type="checkbox"/> Iran | <input type="checkbox"/> Russian Federation |
| <input type="checkbox"/> Cambodia | <input type="checkbox"/> Iraq | <input type="checkbox"/> Samoa |
| <input type="checkbox"/> Chile | <input type="checkbox"/> Ireland | <input type="checkbox"/> Singapore |
| <input type="checkbox"/> China | <input type="checkbox"/> Italy | <input type="checkbox"/> South Africa |
| <input type="checkbox"/> Croatia | <input type="checkbox"/> Japan | <input type="checkbox"/> South Eastern Europe |
| <input type="checkbox"/> Cyprus | <input type="checkbox"/> Korea, Republic of (South) | <input type="checkbox"/> Spain |
| <input type="checkbox"/> Egypt | <input type="checkbox"/> Lebanon | <input type="checkbox"/> Sri Lanka |
| <input type="checkbox"/> Fiji | <input type="checkbox"/> Malaysia | <input type="checkbox"/> Taiwan |
| <input type="checkbox"/> Former Yugoslav Republic of Macedonia | <input type="checkbox"/> Malta | <input type="checkbox"/> Thailand |
| <input type="checkbox"/> France | <input type="checkbox"/> Mauritius | <input type="checkbox"/> Tonga |
| <input type="checkbox"/> Germany | <input type="checkbox"/> Netherlands | <input type="checkbox"/> Turkey |
| <input type="checkbox"/> Greece | <input type="checkbox"/> Papua New Guinea | <input type="checkbox"/> Ukraine |
| <input type="checkbox"/> Hong Kong | <input type="checkbox"/> Philippines | <input type="checkbox"/> Viet Nam |
| <input type="checkbox"/> Hungary | <input type="checkbox"/> Poland | |

Born elsewhere (please specify)

13. Have you used an accredited interpreter in the last 2 years?

- Yes
- No

Survey - HACC Bilingual Workers Hunter Central Coast Region

14. If yes, which service did you use?

- Translating and Interpreting Service (TIS)National
- Community Relations Commission (CRC)
- Hunter New England Health (HNEH) Health Care Interpreter Service

Other (please specify)

15. If a data base of HACC Bilingual Workers is established what issues would need to be considered? Please share your views/thoughts on this.

Bilingual Workforce Survey

1. Default Section

Further to our recent research on Home and Community Care (HACC) bilingual workers in the Hunter Central Coast region, we'd now like to invite staff and volunteers who speak languages other than English to complete this survey.

Your feedback is valuable to us and will assist HACC services in providing more culturally responsive services to people from culturally and linguistically (CALD) backgrounds.

Thank you for taking the time to complete this survey which should only take about 10 minutes of your time. You can return the survey online by following the directions below or by printing and completing a hard copy which can be faxed either to Val Woodman 4961 4997 if your organisation is located in the Hunter or Keiko Clements 4324 3187 for the Central Coast by 3 December 2010.

In order to progress through this survey, please use the following navigation links:

- Click the Next >> button to continue to the next page.
- Click the Previous >> button to return to the previous page.
- Click the Submit >> button to submit your survey.

Should you wish to retain a hard copy of your completed survey, please print each page individually as you complete it and prior to submitting it online by using either the Print Button or File Menu.

If you experience any difficulty in completing the survey or need any further information about this research, please contact your local Multicultural Access Project (MAP) Worker.

MAP Hunter: Valerie Woodman, Northern Settlement Services
Phone: 4969 3399
Email: map@nsservices.com.au

MAP Central Coast: Keiko Clements, Central Coast Disability Network
Phone: 4324 2355
Email: keikoc@ccdn.com.

Confidentiality:

All survey responses are Private and Confidential and your contact details are being collected for statistical purposes. The release of organisational details will only occur with your consent, for example should you decide to be included in a regional database of HACC bilingual workers.

* 1. Please provide the following details

Name:	<input type="text"/>
Position:	<input type="text"/>
Organisation:	<input type="text"/>
Postal Address:	<input type="text"/>
Town:	<input type="text"/>
Postcode:	<input type="text"/>
Phone:	<input type="text"/>
Email:	<input type="text"/>

Bilingual Workforce Survey

*2. What is your role?

- CEO
- Manager
- Coordinator
- Case Worker
- Clerical/Administration Officer
- Driver
- Social Support Worker
- Respite Care Worker
- Home Help/Domestic Assistance Worker
- Volunteer
- Other (please specify below)

Other

3. What language/s do you speak? Please tick box/es below.

- | | |
|--|---|
| <input type="checkbox"/> Arabic | <input type="checkbox"/> Italian |
| <input type="checkbox"/> Chinese (Mandarin) | <input type="checkbox"/> Maltese |
| <input type="checkbox"/> Chinese (Cantonese) | <input type="checkbox"/> Polish |
| <input type="checkbox"/> Dutch | <input type="checkbox"/> Spanish |
| <input type="checkbox"/> German | <input type="checkbox"/> Tagalog (Filipino) |
| <input type="checkbox"/> French | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> Greek | <input type="checkbox"/> Sign Language |
| <input type="checkbox"/> Hungarian | |

Other

4. If you speak dialects of any language/s please specify the name and where it is used.

Bilingual Workforce Survey

5. Which of the following best describes your knowledge of these languages? Please tick the appropriate level.

***NAATI (National Accreditation Authority for Translators & Interpreters)**

	NAATI Accredited	Fluent	Conversational	Basic
Arabic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chinese (Mandarin)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chinese (Cantonese)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dutch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
French	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
German	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greek	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hungarian	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Italian	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maltese	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Polish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spanish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tagalog (Filipino)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vietnamese	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sign Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please list & specify level of knowledge)

***6. Do you use a language other than English in your workplace?**

- Yes
- No (go to Q9)

7. If yes, how have you used your language skills? Please be specific.

8. How often do you use a language other than English in your workplace?

- Daily
- Weekly
- Fortnightly
- Monthly
- Occasionally
- Rarely

Bilingual Workforce Survey

9. Would you be comfortable in using your language skills in your current workplace or with another community based service?

Yes

No

Further comments

10. If you answered no to Q9 please tell us why?

Do not speak it well enough

Negative experience with client/s

Negative attitude of client/s

Negative experience with colleague/s

Negative attitude of colleague/s

Means extra work for me

No expressed need by clients

Other (please specify)

*** 11. Is there any training you would need to work with clients who speak your language?**

*** 12. Are you interested in registering your details and language skills other than English on a Hunter/Central Coast HACC bilingual workers database?**

Yes

No

Comments

Bilingual Workforce Survey

13. Based on your experience are there any additional comments and/or suggestions you would like to make on how to increase the number and better utilise the skills of bilingual workers in the HACC service sector?

**AGREEMENT between NORTHERN SETTLEMENT SERVICES and
..... (SERVICE PROVIDER)**

The Hunter Multicultural Respite Service (HMRS), auspiced by Northern Settlement Service (NSS), is a program funded by the Department of Ageing, Disability and Home Care, NSW Department of Family and Community Services under the Home and Community Care (HACC) Program.

This program is funded in response to a need identified by Day Care Centres for additional support for clients with high care/support needs.

The HMRS program is designed to provide respite care to frail older people or people with Dementia from non-English Speaking Background (NESB) experiencing difficulty in accessing or continuing to attend Day Care Centres, both ethnic and mainstream.

HOW THE PROGRAM OPERATES

Program staff:

- HMRS Coordinator – employed by Northern Settlement Service
- Care Workers – brokered by NSS through appropriate agencies

Scope of the program

The day to day operations of the program is the responsibility of a part time Coordinator – Tima 'Oto, whose role is to develop and maintain a close working relationship with Day Care Coordinators to identify clients who require additional support to be able to participate in the activities of the Centre. The additional support is designed to prevent the breakdown of an existing placement at a Centre as well as promoting the attendance of new clients to access Day Centres.

The Program provides a trained, fully insured care worker for up to 4 hours per week to assist identified clients with their care needs while they are attending Day Care Centre activities only, (outings may need to be negotiated on a case by case basis) There is no cost to the Day Care Centre or the client (other than the normal contribution set by the Centre). The care worker may be engaged to support one client or several clients depending on the level and nature of the support required.

Northern Settlement Services will contract and pay for the services of a care worker from such appropriate agencies. The agreements that NSS has with these agencies stipulates that they are the employing body responsible for Worker's Compensation, Public Liability insurance (to be sighted by HMRS

Coordinator) as well as supervision and all other employer related responsibilities, in relation to the care worker brokered through them.

However, as the people to be supported through this program will still be clients of the Day Care Centre, the Day Care Centre will continue have a Duty of Care towards those clients. The Day Care Coordinator will continue to record services hours for the purposes of MDS.

HMRS COORDINATOR (NSS)

- Promotion amongst Day Care Centres – both ethnic and mainstream
- Client assessments and referrals
- Liaison /cooperative working relationship with Day Care Coordinators
- Explain and provide a copy of this agreement to Day Centre Coordinators
- Coordination of services
- Response/resolution of issues of concern in consultation with Day Care Coordinator/ Executive Officer if necessary
- Contracting/Cancellation of care workers from brokerage Agencies
- Monitoring, review and prioritization – creation of waiting list

BROKERAGE AGENCY

- All employment related responsibilities for the care worker
- Ongoing supervision of care worker
- Provide feedback received from worker to HMRS Coordinator

CARE WORKER

- To provide appropriate and culturally sensitive respite support service to identified clients in a Day Care setting as outlined in the service request.
- Develop a cooperative working relationship with Day Centre staff and observe and comply with reasonable direction given from time to time by the Day Care Centre Coordinator and /or HRMS Coordinator.
- Keep an up to date client record of services provided (to be kept at the Day Care Centre)
- Provide feedback regarding issues of concern/ changing care needs of clients to the Day Care Centre Coordinator and Agency Supervisor who will pass them onto NSS.
- Sign on and off in Day Centre staff book for OH&S purposes- the worker is not to leave the premises during contracted hours of service.

DAY CARE COORDINATORS (in relation to HRMS program)

- Identify high care needs clients and referral to HRMS through CHIARR- Ensure **that the information in the CHIARR is up to date and comprehensive.**
- Cooperative working relationship and providing direction as needed to care worker.
- Ongoing liaison and feedback to HRMS Coordinator re issues of concern
- Ongoing and timely liaison with HRMS Coordinator re cancellation of day care on a particular day (e.g. Funeral) + any outings/ bus trips.
- Ongoing Duty of Care to clients

CANCELLATION PROCEDURES

The cancellation of services is the responsibility of the HRMS Coordinator, and may be necessary for the following reasons:

- Client unable to attend Day Care - Client/carer to sign initial agreement which outlines their obligations to notify the HRMS Coordinator as soon as possible if not able to attend Day Care.
- The Day Care is cancelled (e.g. due to funeral in the community) - Day Care Coordinator to inform HRMS Coordinator as soon as possible
- Outings, bus trips – again Day Care Coordinator to inform HRMS in advance - The care worker may be able to accompany a client to some outings- however this will need to be negotiated on a case by case basis
- If the usual care worker is not available (due to being away sick/ annual leave etc) the HRMS Coordinator will organize a replacement worker, if available and appropriate (in consultation with Day Care Coordinator)
- In the event that the language component is an essential element in the support provided and a replacement worker with the necessary language skills is not available, the service may need to be cancelled on that day. The HRMS Coordinator will inform the client and the Day Care Coordinator

AMENDMENT TO AGREEMENT- 30TH July 2008

- Due to OH & S considerations a ratio of one care worker to a maximum of 3 clients has been implemented
Any referrals received that exceed the 3 client limit per support worker will be put on a waiting list.
- If Day Care Centre Coordinators have any requests that fall outside our current arrangements, including care workers assisting additional clients, they need to make the request directly to the HMRS Coordinator- Tima Oto- and not to the care workers directly. ***The care workers can assist only the clients that have been assessed and approved for the program by the HMRS Coordinator***

Clarification of the role of Care Workers

- Some issues that have arisen as a result of feedback from care workers regarding particular requests made by Coordinators in the past e.g. the care worker has been asked to clean the toilet and the worker asked to clean up after someone had vomited at the Centre.

We believe that these requests are not appropriate under our existing arrangements, as the care workers are there to assist clients to access /participate in the social support aspects of the Centre and not be involved in the operational tasks involved in running the centre such as cleaning. The clients, although assisted by HMRS program, still remain clients of the Centre.

This agreement updated and signed on behalf of NSS HMRS Program:

Name: _____

Position _____ Date _____

Signature _____

On behalf of (Service Provider)

Name: _____

Position _____ Date _____

Signature _____

POPULATION STATISTICS

GOSFORD LGA

GOSFORD LGA

Overseas Born: Top 10 NESB Birthplaces, 2006 Census

Languages Other than English Spoken at Home: Top 10

	Total Persons	People 65 plus			Total Persons
		%	No.		
Germany	638	37.9	242	Italian	553
Netherlands	630	47.5	299	Spanish	524
Philippines	542	5.9	32	German	502
Italy	383	48.6	186	Greek	400
China	372			Cantonese	371
India	325			Dutch	294
Malta	207			French	265
Greece	203			Mandarin	230
Malaysia	185			Arabic	222
Korea	174			Tagalog	184

WYONG LGA

WYONG LGA

Overseas Born: Top 10 NESB Birthplaces, 2006 Census

Languages Other than English Spoken at Home: Top 10

	Total Persons	People 65 plus			Total Persons
		%	No.		
Netherlands	506	47.2	239	Italian	523
Germany	471	43.3	204	Spanish	377
Philippines	451	4.2	19	Greek	285
Italy	427	49.9	213	Cantonese	281
Malta	398	40.2	160	German	277
China	234			Maltese	258
India	211			Dutch	207
Greece	142			Arabic	197
Egypt	137			Mandarin	164
Croatia	113			Tagalog	127

Collated by Alt Betty Consulting for NSS from *The People of NSW* (CRC) which presents data from the 2006 Census.

NEWCASTLE LGA**Overseas Born: Top 10 NESB Birthplaces, 2006 Census**

	Total Persons	People 65 plus	
		%	No.
Italy	822	66.9	550
FYROM	740	30.9	229
Germany	604	27.6	167
China	555	8.8	49
Philippines	470	6.6	31
Greece	461	51.8	239
Poland	439	63.6	279
India	354		
Malaysia	339		
Sudan	259		

LAKE MACQUARIE LGA**Overseas Born: Top 10 NESB Birthplaces, 2006 Census**

	Total Persons	People 65 plus	
		%	No.
Germany	986	34	335
Netherlands	603	44.1	266
Italy	454	49.8	226
Philippines	387	4.9	19
Poland	297	58.9	175
FYROM	291		
China	241		
India	227		
Malaysia	216		
Austria	188		

NEWCASTLE LGA**Languages Other than English Spoken at Home: Top 10**

	Total Persons
Macedonian	1303
Italian	1035
Greek	930
Mandarin	591
Polish	467
Cantonese	457
Arabic	355
German	313
Spanish	267
Croatian	266

LAKE MACQUARIE LGA**Languages Other than English Spoken at Home: Top 10**

	Total Persons
Italian	600
Macedonian	519
German	514
Greek	345
Cantonese	333
Polish	304
Dutch	246
Spanish	244
Samoan	216
Mandarin	174

Collated by Alt Beatty Consulting for NSS from *The People of NSW* (CRC) which presents data from the 2006 Census

CESSNOCK LGA**Overseas Born: Top 10 NESB Birthplaces, 2006 Census**

	Total Persons	People 65 plus	
		%	No.
Germany	196	27	53
Philippines	86	7	6
Netherlands	80	28.8	23
China	47	12.8	6
Italy	37	35.1	13
Austria	34		
India	33		
Malta	30		
Poland	29		
Malaysia	26		

CESSNOCK LGA**Languages Other than English Spoken at Home: Top 10**

	Total Persons
German	78
Cantonese	62
Italian	50
Mandarin	34
Dutch	33
Polish	32
Greek	29
Spanish	27
Filipino	25
Tagalog	24

DUNGOG LGA**Overseas Born: Top 10 NESB Birthplaces, 2006 Census**

	Total Persons	People 65 plus	
		%	No.
Germany	25	12	3
Austria	13	30.8	4
Netherlands	12	33.3	4

DUNGOG LGA**Languages Other than English Spoken at Home: Top 10**

	Total Persons
German	24
French	13
Italian	10

Collated by Alt Beatty Consulting for NSS from *The People of NSW* (CRC) which presents data from the 2006 Census

MAITLAND LGA**MAITLAND LGA****Overseas Born: Top 10 NESB Birthplaces, 2006 Census****Languages Other than English Spoken at Home: Top 10**

	Total Persons	People 65 plus	
		%	No.
		Germany	288
Philippines	177	5.6	10
Netherlands	154	37	57
Poland	116	66.4	77
India	93	12.9	12
China	91		
Malaysia	54		
Italy	51		
Austria	46		
Thailand	41		

	Total Persons
Cantonese	155
Polish	132
German	124
Italian	86
Arabic	76
Tagalog	72
Greek	49
Spanish	48
Dutch	47
French	36

PORT STEPHENS LGA**PORT STEPHENS LGA****Overseas Born: Top 10 NESB Birthplaces, 2006 Census****Languages Other than English Spoken at Home: Top 10**

	Total Persons	People 65 plus	
		%	No.
		Germany	312
Netherlands	244	40.2	98
Philippines	146	4.1	6
Malaysia	127	2.4	3
Italy	116	52.6	61
Croatia	91		
Malta	78		
Poland	58		
Austria	56		
India	50		

	Total Persons
Italian	160
German	156
Croatian	101
Greek	87
French	86
Dutch	75
Spanish	72
Cantonese	57
Polish	51
Tagalog	51

Collated by Alt Beatty Consulting for NSS from *The People of NSW* (CRC) which presents data from the 2006 Census

MUSWELLBROOK LGA**Overseas Born: Top 10 NESB Birthplaces, 2006 Census**

	Total Persons	People 65 plus	
		%	No.
Netherlands	29	31	9
Philippines	23	13	3
Thailand	21	0	0
Germany	18	16.7	3
China	17	0	0
Austria	14		
Ukraine	14		
Lebanon	12		

MUSWELLBROOK LGA**Languages Other than English Spoken at Home: Top 10**

	Total Persons
Cantonese	29
Thai	17
Italian	16
German	13
Mandarin	10

SINGLETON LGA**Overseas Born: Top 10 NESB Birthplaces, 2006 Census**

	Total Persons	People 65 plus	
		%	No.
Philippines	61	0	0
Netherlands	55	36.4	20
Germany	55	16.4	9
China	25	24	6
Iraq	22		
Malta	20		
Hong Kong	16		
Malaysia	16		
Egypt	15		
France	12		

SINGLETON LGA**Languages Other than English Spoken at Home: Top 10**

	Total Persons
German	41
Cantonese	34
Afrikaans	34
Arabic	25
Dutch	21
Indonesian	18
Italian	17
Filipino	17
Maltese	17
Tagalog	16

Collated by Alt Beatty Consulting for NSS from *The People of NSW* (CRC) which presents data from the 2006 Census

UPPER HUNTER LGA**Overseas Born: Top 10 NESB Birthplaces, 2006 Census**

	Total Persons	People 65 plus	
		%	No.
Germany	36	25	9
Netherlands	32	43.8	14
Philippines	27	11.1	3
Korea	19	0	0
Italy	15	46.7	7
India	12		
Malta	12		

UPPER HUNTER LGA**Languages Other than English Spoken at Home: Top 10**

	Total Persons
Korean	19
Italian	18
Cantonese	18
Arabic	11

Collated by Alt Beatty Consulting for NSS from *The People of NSW* (CRC) which presents data from the 2006 Census

