

# Cultural diverse families dealing with dementia: Multicultural workers perspectives

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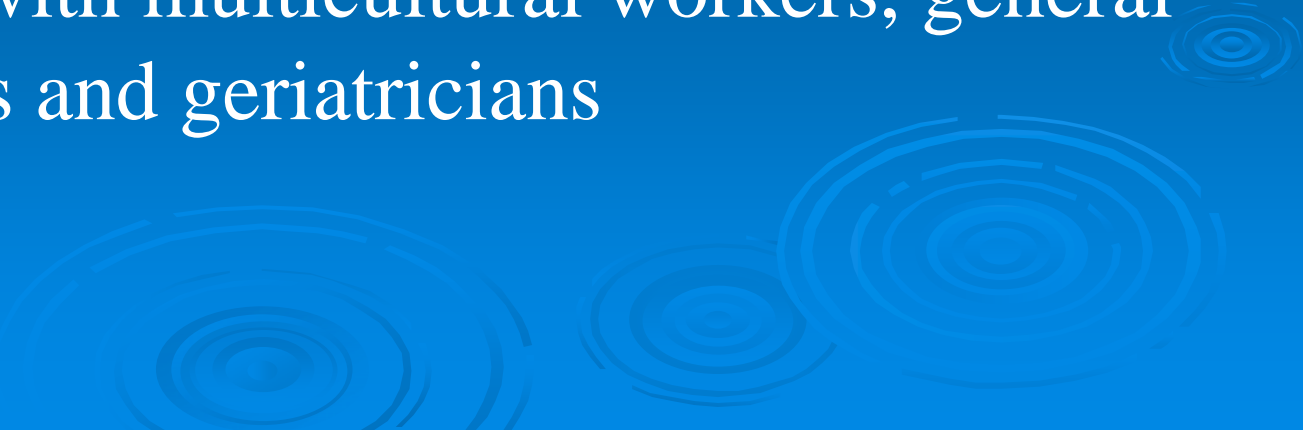
# Background

A research project on family care giving for dementia in four CALD communities – Arabic, Chinese, Italian and Spanish-speaking – living in south western Sydney

# The terms: bilingual/bicultural - Multicultural worker

- were chosen as an inclusive term irrespective of the organisation they worked for
- they are employed specifically to bridge the divide between different cultural worlds

# Methods

- Ethics approval from hospital/university
  - Focus groups with family carers (four per language, using bi-lingual fieldworkers)
  - Interviews with multicultural workers, general practitioners and geriatricians
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# Multicultural Workers

- This presentation focuses on the role of Multicultural Workers in dementia education, support and care with CALD communities. to build an understanding of key aspects of their work role

# Multicultural Workers

<b>Ethnicity</b>	<i>Arabic</i>	<i>Chinese</i>	<i>Italian</i>	<i>Spanish</i>
	6	7	4	7
<b>Organisation</b>	<i>Health</i>	<i>Mainstream</i>	<i>Multicultural</i>	<i>Ethno-specific</i>
	3	5	2	14 (2 res)
<b>Role type</b>	<i>Dementia specific</i>	<i>Aged</i>	<i>Mental Health</i>	<i>Generalist</i>
	6	9	1	8
<b>Gender</b>	<i>Male</i>	<i>Female</i>		
	2	22		

# What MW do in dementia care (MW)

- Family , culture and service
- Working with families, building trust, using cultural insights to deliver information and education effectively

*‘by understanding the culture and what is acceptable and what not, you are able to deliver that information’*

# What MW do in dementia care <sup>(MW)</sup>

*(Delia, Italian MW)*

- Linking the community and services, cultural brokerage

*we can be a better link, between services and clients in order to provide education, information, and in order to refer people. Because, we; how can I say, because we know them and they will feel more comfortable talking to us (Alandra, Spanish BBW)*

- Constantly having to maintain and negotiate an Insider/Outsider stance



# What MW do in dementia care (MW)

- Providing (formal) services, informal support of families

*'Quality of service for me is not only in the day-care centre, but actually the emotional support of carers is very important' (Catherine, Chinese MW)*

# Some key implications-1

- Multicultural workers play a vital role in educating & supporting Family Carers
- concerned about dementia, although may not realise implications of the disease
- facilitate culturally appropriate health promotion, information and education about dementia
- assisting so information can be more widely available to CALD communities and presented in an accessible manner

## Some key implications-2

- MW can facilitate use of informal and formal support
- CALD communities are willing to use aged care services that are culturally appropriate
- CALD families need education and support to consider residential care, support should continue after placement

# Some of key implications-3

- Play advocate and community development role
- The role of MW should be acknowledged/valued  
often need to navigate between their roles as insider of the community and outsider as a health/welfare professional.
- There is a need to improve communication between groups of health professionals in dementia care including working closer to MW

# Thank you for listening

Please ask any questions

We have reports available on the key issues for each CALD communities; [yvonne.santalucia@sswahs.nsw.gov.au](mailto:yvonne.santalucia@sswahs.nsw.gov.au)

There are a number of papers coming out, first to be published:

- Experiences and perceptions of culturally and linguistically diverse family carers' of people with dementia, June 2011 issue of The American Journal of Alzheimer's Disease and other Dementias
- The role of the Bilingual/Bicultural Worker in dementia education and care, American Journal of Alzheimer's Disease & Other Dementias