

**Submission  
No 56**

**INQUIRY INTO SUPPORT FOR OLDER VICTORIANS FROM MIGRANT  
AND REFUGEE BACKGROUNDS**

**Name:** Name withheld

**Date Received:** 10 January 2022

Name  
withheld

1. Name \*

2. Email \*

3. Postal address \*

4. Phone number

5. Are you a carer/family member helping an older Victorian fill in this survey?

6. Are you an older Victorian from a culturally diverse background? If yes, what is your age and cultural background?

7. What are some of the everyday challenges for you and your parents/grandparents?

Mother with vascular dementia, unable to communicate in care facility due to loss of language. For me, others lack of awareness of cultural differences

8. What makes you feel safe in your community?

Adequate and targeted help and support for disadvantaged and alienated youth

9. Do you have access to adequate healthcare?

Yes, to date I have no serious health conditions that need ongoing treatment

10. Do you know where to find support?

For what? I used to design surveys etc, this survey needs a bit of tweaking! Yes, mostly I do know where to find support - only because I had to learn to help my Mum through her end of life care, and used to work in Fed Govt and know how to navigate through Govt info to find what I need. I'm new to Victoria and it's taken me some time to learn how things work here. And it took me persistence to find this survey - it's inexplicably buried in the submissions page, which I would not usually open - I don't wish to make a submission!

11. How can services be improved?

Increased transparency, meaning better information, more specific culturally appropriate and translated information, better and smarter use of digital and IT information (hopefully meaning no survey is ever buried in a submissions page) etc... there's so much relevant research, hopefully there are expert staff looking at this, building an evidence base to inform future Govt actions and policies

12. Do you have access to, and know how to use a computer? What would help you do this?

Yes

13. What do you do to keep socially, physically and mentally active?

Tai Chi, gardening, cleaning, baking, art and writing, local environmental group,. Most of my friends live elsewhere. As I have chronic fatigue, I'm happy to have long distance friendships and a few local connections

14. What more could be done to help you live happily?

Looking into the future, a Govt service that automatically provides an annual health and welfare check on people over 65, and or maybe for men, over 60 would be a useful way to flag possible health issues, dietary and home help - to avert complicated and expensive health issues. People needing ongoing support or more intensive help could also be identified this way. Using ABS LGA data would help connect those who need it with others from their home country

15. Is there anything else you would like to add? \*

As I said, I'm disappointed in the design of this survey, and how hard it was to find the survey. The Vic Govt website is not the most user friendly, and it's only by thinking creatively and clicking into submissions that the survey appears - why no direct link? And where is the specific info required by human research ethics wrt privacy, confidentiality etc? I'm assuming existing research and evidence will actively be used to develop future policies and programs. I'd like to see more proactive approach to health management for over 60s, knowing the bulk of health care expenditure goes to over 60 age group. Local services that automatically kick-in to manage health and welfare in for over 60s would help identify issues / potential problems early, and allow management plans to be implemented. The blurb about how my submission will be treated is also confusing, and should be at start of survey as oart of ind8vidual agreeibg to complete survey. Clearer language is particularly important in this context of migrant and refugee people! eg what is the difference in submission being made public and being published? Why is it called a submission and not a survey response?