

5.4 Culturally and Linguistically Diverse AOD client analysis

The content of this paper was developed in collaboration with the Victorian Alcohol and Drug Agency (VAADA) and the North West Melbourne Primary Health Network (NWMPHN).

This paper has been compiled by AOD Catchment Based Planning to present data and information related to Culturally and Linguistically Diverse (CALD) clients of alcohol and other drug (AOD) services in North and West Melbourne. CALD is an acronym that is used to describe people born overseas in countries other than those classified by the Australian Bureau of Statistics as “main English speaking countries”, which excludes Canada, New Zealand, the UK, USA and Ireland.

In order to understand the distinct and diverse needs of people with problematic AOD use living in the catchment, AOD Catchment Based Planning gathers and analyses relevant health and population data, with a particular focus on sub-groups within our populations who face significant disadvantage and discrimination. This includes CALD and refugee populations. We know that CALD groups can experience difficulty in accessing AOD services for a number of reasons related to

health literacy, language challenges, orientation to and trust of the service system, cultural shame and stigma and a number of other factors. This paper looks at some of the relevant data relating to CALD groups in an effort to ensure that AOD services and broader stakeholders have access to the data and information needed to design appropriate service responses and create funding submissions.

The client data within this analysis has come from the Intake and Assessment data of the North West Melbourne AOD Service Partnership. It includes all clients who accessed adult state-funded AOD treatment services across the North West Metro Region in 2016/2017.

Throughout this document, the acronym LOTE has been used as shorthand for Language Other than English.

Country of birth



Population

39.3% of the NW Melbourne population was born outside Australia.



Clients

but only **17.96%** of our clients were born outside Australia.

Language



Population

37.8% of the NW Melbourne population speak a language other than English at home.



Population

7.2% speak a language other than English at home and have little to no English skills



Clients

but only **4.4%** of clients have listed a language other than English as their preferred (↑ from 3.6%).

Countries of birth

Inner North

	Clients	Population
% born outside of Australia	16.2%	37.5%
Top 5 countries of birth in catchment	Not stated (0.78%)	China (5.48%)
	Sudan (0.65%)	Italy (2.96%)
	Vietnam (0.65%)	India (2.70%)
	Turkey (0.55%)	Malaysia (1.79%)
	India (0.41%)	Vietnam (1.60%)

North

	Clients	Population
% born outside of Australia	8.5%	29.8%
Top 5 countries of birth in catchment	Not stated (1.30%)	India (3.40%)
	India (0.63%)	Italy (2.82%)
	FYROM (0.55%)	China (2.36%)
	Italy (0.40%)	Greece (1.82%)
	Turkey (0.40%)	FYROM (1.35%)

North West

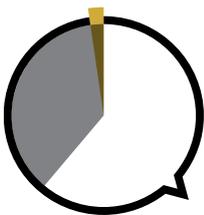
	Clients	Population
% born outside of Australia	15.4%	38.9%
Top 5 countries of birth in catchment	Vietnam(1.96%)	Vietnam (5.34%)
	India (0.99%)	India (4.32%)
	Not stated (0.84%)	Philippines (2.20%)
	Philippines (0.75%)	Iraq (1.90%)
	Sudan (0.63%)	Italy (1.36%)

South West

	Clients	Population
% born outside of Australia	14.4%	38.4%
Top 5 countries of birth in catchment	India (1.21%)	India (8.16%)
	Sudan (1.07%)	Philippines (2.21%)
	Philippines (0.67%)	China (2.15%)
	Vietnam (0.60%)	Italy (1.05%)
	Poland (0.54%)	Vietnam (1.00%)

Language

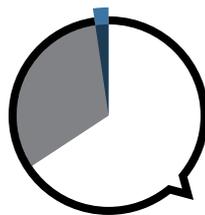
Inner North



Population-38.9% speak LOTE

Clients- 2.3% had their service delivered in LOTE

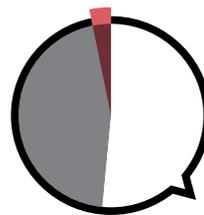
North



Population- 34.3% speak LOTE

Clients-2.5% had their service delivered in LOTE

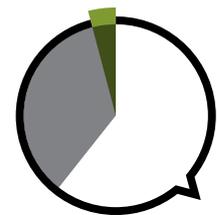
North West



Population-48.5% speak LOTE

Clients- 3.2% had their service delivered in LOTE

South West



Population-39.4% speak LOTE

Clients- 4.1% had their service delivered in LOTE

Mandarin	7.01%	Italian	4.78%	Vietnamese	7.97%	Punjabi	2.99%
Italian	5.12%	Greek	3.90%	Arabic	4.13%	Mandarin	2.91%
Greek	3.01%	Arabic	3.11%	Turkish	3.00%	Hindi	2.93%
Arabic	2.59%	Mandarin	2.91%	Italian	2.43%	Arabic	3.11%
Vietnamese	2.06%	Macedonian	2.66%	Punjabi	2.37%	Italian	1.82%

When we look at the rate of AOD clients recorded as having a LOTE as their preferred way to receive an AOD service, we can see that the numbers are very low. There is a range of possible explanations for this: we may be reaching fewer people who speak another language, or we may be failing to record language data sufficiently.

Use of interpreters

Through looking at interpreter service data, we can further explore the languages spoken by clients and the cultural appropriateness of AOD services.

Creditline or the Victorian Interpreting and Translating Service provides DHHS-funded interpreting services for free to all organisations that receive AOD funding from the state department. This data was provided to catchment based planning on request.

	North West region	Total in Victoria
Eligible organisations	18	66
Organisations that accessed interpreters	7	11
On-site interpreters provided	300	379
Telephone interpreters provided	100	108

The 2016/2017 data in this table shows that:

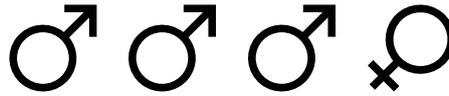
- There are 18 organisations eligible to access VITS/CreditLine/DHHS funded interpreter services in the NW region
- Of those 18, only 7 accessed interpreters in the 2016/17 year
- Only approximately 40% of eligible services utilised this resource, but it is a higher percentage than approximately 16% across Victoria
- The North West Region accounted for 79% of face-to-face interpreter services provided across the whole of Victoria, and 92.59% of the phone interpreters provided across the state
- Anecdotally, we understand that many times when AOD services call to access interpreters, their efforts are stifled by availability of interpreters. Our stakeholders have informed us that these figures would be higher if there were a larger number of interpreters available through the service and in a wider range of languages.

Gender

Gender imbalance is amplified for CALD clients



1 in 3 of our clients
identify as **female**



1 in 4 of our CALD clients
identify as **female**

Even when we look at the data for all clients, there is a gender divide between males and females. In all client data, about 35% of the people who access our services are women, which is approximately 1 in 3. However, this difference is exacerbated when we look at the data for CALD clients, with even fewer CALD women presenting to AOD services than their non-CALD counterparts.

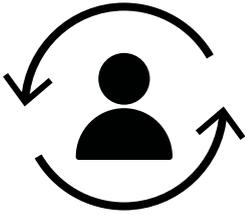
There are a number of possible factors that affect the choices available to women when accessing AOD service, including family and child care obligations and the mechanisms of violence and control as it relates to substance-use behaviours in relationships. We also know that some of our service sites aren't as accessible or appropriate for women as they are for men. Service waiting areas with lots of men in them can be intimidating for some women, especially those with a history of trauma.

Female clients tend to have a higher proportion of the caring responsibilities for children than male clients, so baby change tables, access ramps for prams, accessibility of public transport and parking available nearby are all priorities for service provision in accommodating female clients.

If non-CALD females are finding AOD service areas intimidating, we could assume that this experience may be even more real and complex for CALD women.

Source of referral

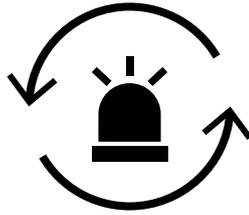
When comparing CALD clients to the general client population



Self refer

Less likely

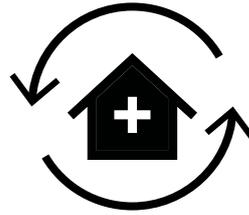
46.9% vs 58.9%



Police diversion

More likely

8.0% vs 3.7%



Hospital referred

More likely

11.1% vs 5.3%



Mode of service

When comparing CALD clients to the general client population



Phone intake

Less likely

22.9% vs 34.8%



Face-to-face intake

More likely

20.2% vs 12.4%



Drug use patterns

When comparing CALD clients to the general client population

Primary drug of concern

Alcohol

More likely

38.7% vs 29.6%



Methamphetamine

Less likely

19.9% vs 28.9%



Poly drug use

Not recorded

More likely

15.1% vs 11.1%



Poly drug use

Less likely

33% vs 45.8%

