

## Inquiry into support for older Victorians from migrant and refugee backgrounds

Ms Nada Filipovic

**Organisation Name:**  
**Your position or role:**

### YOUR SUBMISSION

**Submission:**

My mother is a resident of Mercy Place in Abbotsford. The issue of language and translation has been a concern since she first entered the facility in May 2020. I find it especially problematic as she deteriorates and is often moving between the two languages. A strong recommendation from her GP during lockdown that I be permitted to enter in order to provide support and care failed to even get acknowledged by the facility let alone put in place. Whilst a phone call is better than nothing...it is only barely so. Covid lockdowns would have, as is the case with my mother caused a great deal of added distress to those for whom English is not their first language...there needs to be interpreting services provided for all medical treatments...the elderly in these he's can't consent to something they do not understand...in addition there needs to be a regular process of consultation with an interpreter present for the residents to convey any issues they are having with any aspect of the care they are being given. Too often this rests with family members who hear the complaints from their loved ones and are then needing to decide whether or not to raise those concerns...not only is this not fair on the residents but it removes any power from them to maintain independence in relation to their concerns. Obviously this is not always an option...depending on the individual...but there are plenty who are capable of expressing themselves...no point in having a resident meeting if no resident attends or can understand it. My mother is at Mercy because physically her needs exceeded what I alone could provide...yet in terms of language...very little if any effort or initiative has been shown by the facility to accommodate this area of her care needs.

**Are you interested in appearing before the committee in person to talk about your submission?\***  
No

**Are you a carer/family member helping an older Victorian make a submission?\***  
No

**Are you an older Victorian from a culturally diverse background? If yes, what is your age and cultural background? \*:**  
No

### FILE ATTACHMENTS

**File1:**  
**File2:**  
**File3:**

**Confidentiality:**

**Signature:**  
Nada Filipovic