



Australian Government

CRS Australia

Provision of Vocational Rehabilitation Services to Clients from a Vietnamese Community Background.

Jennifer Young (BEd-BPsych)
Senior Rehabilitation Consultant
CRS Australia

Rehabilitation ■
Employment ■
Independence ■

Background Information

- ♣ **CRS Australia is the largest provider of vocational rehabilitation programs in Australia with a 60-year history of providing quality services**
- ♣ **Vocational rehabilitation helps people manage the effects of their injury, disability or health condition to benefit their quality of life and help them to get or keep a job**

Case Management Practises for Working with Vietnamese Clients

- ♣ **Purpose of Review - Evaluate and identify optimal case management practises for working with Vietnamese clients**
- ♣ **Methodology – Semi structured interviews, data review, literature reviews and thematic analysis of this qualitative and quantitative data**
- ♣ **Findings – Strategies for optimal case management**

Themes for discussion regarding Excellence in Case Management

Major themes

- ♣ Using professional interpreters
- ♣ Importance of building rapport and trust
- ♣ Communication differences
- ♣ Program planning, monitoring and evaluation
- ♣ Cultural differences in goal setting
- ♣ Role of the 'professional'
- ♣ View of disability
- ♣ Vocational rehabilitation specifics

Using Interpreters

Strategies

- ♣ Use an accredited professional interpreter
- ♣ Try and match gender
- ♣ Determine if pre-existing relationship exists
- ♣ Discuss confidentiality
- ♣ Rebook if successful
- ♣ Debrief interpreter

Strategies for Building Rapport and Trust

- ♣ Naming conventions (family, middle then first)
- ♣ Self disclosure
- ♣ Importance of family
- ♣ Nguyen and Bowles (1998) identify three important processes:
 - *How the counsellor presents themselves*
 - *How they approach a problem; and,*
 - *How they help the client work through an issue*

Communication

Communication Differences

- ♣ Awareness not all terminology is directly translatable from English into Vietnamese
- ♣ Non-directive, inferred style
- ♣ 'Yes' and its potential meaning
- ♣ Timeliness of responses
- ♣ Non-verbal communication differences

Strategy

- ♣ Importance of 'active listening and feedback'

Program Planning, Monitoring and Evaluation

Goal setting difficulties and strategies

- ♣ Importance of family
- ♣ Cultural differences – interdependence
- ♣ Passivity in planning – limited knowledge of services
- ♣ Goal setting for future vs here and now
- ♣ Concurrent program activities – pacing of program

Role of treating professionals

- ♣ Authority figures

Program Planning, Monitoring and Evaluation continued

View of disability

- ♣ Non-specific understanding
- ♣ Western medical model vs Chinese medical model
- ♣ Mental health – stigma and shame

Vocational rehabilitation specifics

- ♣ Formal vocational assessments are rarely useful
- ♣ Functional capacity evaluations – keep in mind cultural specifics regarding dress and requests, client self report of pain

Successful Case Management

- ♣ Acknowledgement of the variety of outcomes for Vietnamese clients through case management processes

Useful Internet Resources

Cultural awareness, diversity and competence

- ❁ Queensland Health community health profile – Vietnamese <http://www.health.qld.gov.au/multicultural/cultdiv/pdf/viet.pdf>
- ❁ University of Washington Harborview Medical Centre Vietnamese cultural profile ethnoMed: Vietnamese – Cultural Profile http://www.ethnomed.org/ethnomed/cultures/vietnamese/vietnamese_cp.html
- ❁ Hunt, PC 2002, 'An introduction to Vietnamese culture for rehabilitation service providers in the U.S.' <http://www.cirrie.buffalo.edu/vietnam.html>.
- ❁ Postgraduate Medical Council of New South Wales cultural diversity in health – Vietnamese <http://www.diversityinhealth.com/regions/asia/vietnamese.htm>
- ❁ Queensland Health cultural diversity – A guide for health professionals <http://www.health.qld.gov.au/multicultural/cultdiv/default.asp>
- ❁ Multicultural Disability Advocacy Association of New South Wales' cultural competence works <http://www.mdaa.org.au/publications/manual/index.html>
- ❁ Australian Resource Centre for Healthcare Innovations (ARCHI) – cultural competence <http://www.archi.net.au/content/index.phtml/itemId/172334>

Hints for using interpreters

- ❁ NAATI's guide for working with translators and interpreters in Australia http://www.naati.com.au/documents/manuals/concise_guide_for_working_with_t&i_in_australia.pdf
- ❁ Multicultural Disability Advocacy Association's using interpreters successfully <http://www.mdaa.org.au/publications/faqs/interpreters.html>
- ❁ Queensland Health's guidelines to practice - language <http://www.health.qld.gov.au/multicultural/guidelines/language.asp>

Health related websites

- ❁ Multicultural Mental Health Australia – Vietnamese literature http://www.mmha.org.au/ResourceDatabase/resource_search
- ❁ South Cove Community Health Centre and Tufts University Hirsh Health Sciences Library's Selected patient information resources in Asian languages <http://www.library.tufts.edu/hsl/spiral/vietnamese.html>
- ❁ Thai, HC 2003, 'Traditional Vietnamese medicine: historical perspective and current usage', University of Washington and Harborview Medical Centre http://healthlinks.washington.edu/ethnomed/clin_topics/viet/trad_viet_med.html

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Useful Internet Resources

Torture and trauma information

- ♣ Queensland Health community health profile – torture and trauma <http://www.health.qld.gov.au/multicultural/cultdiv/trauma.asp>

Journal and internet articles

- ♣ Nguyen, T & Bowles, R 1998, 'Counselling Vietnamese refugee survivors of trauma: points of entry for developing trust and rapport', *Australian Social Work*, vol. 51, no. 2, pp. 41-47. (Highly recommended)
- ♣ Degotardi, V 2002 *Vietnamese asylum-seekers in Hong Kong: cultural attitudes to mental illness and health-seeking behaviour*, viewed 2002, www.apacforum.unimelb.edu.au/New_Pages/degotardi1a.html (This website is no longer available. A copy of this article is accessible via the CRS Australia Inala Unit).
- ♣ Fouad, N 1993, 'Cross-cultural vocational assessment', *The Career Development Quarterly*, vol. 42, pp. 4 -13.
- ♣ Hunt, P 2002, *An Introduction to Vietnamese Culture for Rehabilitation Service providers in the U.S.*, [Center for International Rehabilitation Research Information and Exchange](http://www.cirrie.buffalo.edu/vietnam.html), viewed 28 June 2005, <http://www.cirrie.buffalo.edu/vietnam.html>.
- ♣ LaBorde, P 1996 *Vietnamese cultural profile*, University of Washington/Harborview Medical Center, viewed 28 June 2005, http://www.ethnomed.org/ethnomed/cultures/vietnamese/vietnamese_cp.html.
- ♣ Munoz, C 2001, 'Addressing the linguistic and cultural needs of case management clients', *TCM- The Case Manager*, vol. 12, no. 6, pp. 58 -63.
- ♣ Ngo-Metzger, Q, Massagii, M, Clarridge, B, Manocchia, M, Davis, R, Iezzoni, L & Phillips, R. 2003, 'Populations at risk: linguistic and cultural barriers to care - perspectives of Chinese and Vietnamese immigrants', *Journal of General and Internal Medicine*, vol. 18, pp. 44-52.
- ♣ Thompson, V 1997 'Cultural views of self: independent and interdependent views of self - implication for culturally sensitive vocational rehabilitation services', *Journal of Rehabilitation*, vol. 63, no. 4, pp:16-20.
- ♣ University of Washington and Harborview Medical Centre 2005, *Communicating with Your Vietnamese Patient*, viewed 26 June 2005, http://depts.washington.edu/pfes/pdf/VietnameseCultureClue4_05.pdf .

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