**DSS – Care and Support Tagalog Case Study - English Transcript**

**JACKIE:** I am Jackie. I am an aged care worker and I’ve been working here for four years. I chose aged care because it is in the Filipino nature to take care of the elderly.

I think there is a need for workers coming from different cultures. Because most ageing

people in Australia come from diverse cultures, and they are glad to have carers who know

their languages and cultures.

Because I come from a different culture, I can easily understand them and I enjoy it more

because I also learn their cultures.

**MARIA:** I am Maria, 80 years old.

**OFF-SCREEN INTERPRETER:** Why is it important you have an aged care worker who understands your culture?

**MARIA:** Because we understand each other. And we are happy because we tell stories about the early days. Because I’m already old and I need help because I’m sick.

I have a little garden in the backyard. I like my orchid flowers. Every morning, I get out

there and speak with my plants.

The help is important to me here.

**JACKIE:** When I’m here, I give her a shower. I help her with house chores like vacuuming, washing the dishes, making the bed and listening to her stories.

**MARIA:** We tell each other stories

**JACKIE:** and then laugh at our funny experiences.

‘Nanay’ (mother), do you remember when we went to a shopping centre, and then when I

opened the car door, I could not fit in and you laughed a lot?

**MARIA**: Oh yes, isn’t it? And you cannot get out! (LAUGHTER)

**JACKIE:** She’s kind. Funny. She laughs a lot and is cheerful. One thing I have learned from ‘Nanay’ is to be happy in life. Whatever the problem.

**MARIA:** She’s so important for me because she’s very caring. She’s respectful. She calls me ‘Nanay’, she’s like a daughter to me. I am very happy.

**JACKIE:** It is rewarding to work in aged care because you can help the elderly. Many people are getting old in Australia, therefore jobs in aged care are also increasing.