



## **PHCRED Annual Event**

**Crafting synergistic approaches to culturally appropriate evaluation  
in sensitive contexts: The Vietnamese Clean Needle Program in South  
Australia.**

**Paul Aylward**

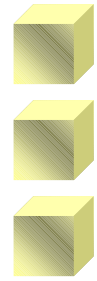
[paul.aylward@adelaide.edu.au](mailto:paul.aylward@adelaide.edu.au)





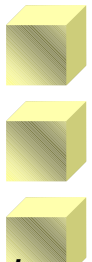
# Vietnamese in Australia

- 154,830 Vietnamese born people in Australia; 12,582 Vietnamese born people in South Australia (2001 census)
- Second largest non-English speaking born people after Italian
- 95.3% of those arriving in Australia 1991-1997 spoke little English (COSMIC Settlement Data bulletin Nov 1997)
- 74% speak Vietnamese at home as main language (1996 Census)
- Refugee Trauma issues past and present



# Socio-economic and cultural issues related to Illicit Drug Use Vietnamese people

- Unemployment/Employment Issues
- Inter-generational conflict, cultural contexts and acculturation
- Qualifications and Pressure for academic achievement
- Family obligations and duties
- Multiple health/social problems
- Social isolation and lack of support networks for those with drug problems
- Communication with mainstream services





# Vietnamese Community In Australia/SA Chapter Inc

- Established with settlement
- Strong support network – settlement and community services
- Hoi Sinh Committee established in 1994
  - Raising community knowledge and awareness
  - Increase harm minimisation
  - Assessment and referral process development
  - Promote community engagement around drug issues
  - Networking and strategies



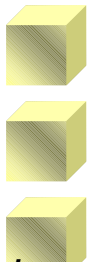
# Vietnamese CNP services

- COAG funding
- Running for over three years
- External Evaluation?
- Multifaceted services
- Ethos of Harm Reduction
- Education and prevention



## Project Goal

- **To reduce both the levels of injecting and behaviours which lead to the transmission of blood borne viruses amongst Vietnamese injecting drug users in outer metropolitan Adelaide.**





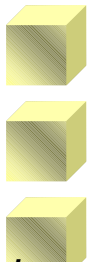
# Objectives:

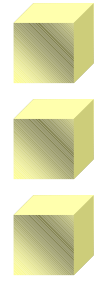
1. **To raise knowledge and awareness of harm reduction, safe disposal and the transmission of blood borne viruses amongst:**
  - Vietnamese IDU community
  - Wider Vietnamese community
  
2. **To reduce risk behaviour amongst Vietnamese IDUs which leads to transmission of blood borne viruses through:**
  - the distribution and safe disposal of injecting equipment
  - the empowerment of older and younger Vietnamese IDUs to address their personal drug related issues and become better equipped to choose healthier behaviours
  
3. **To increase the numbers in the target group voluntarily seeking access to health and drug treatment**
  
4. **To create stronger links between relevant agencies and organisations in order to enhance and inform suitable approaches to promote harm reduction amongst Vietnamese IDUs in metropolitan South Australia.**



# Requirements of External Evaluation

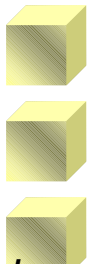
- Clearly demonstrate effectiveness - indicators addressed fully
- Full awareness/knowledge of complexities in the field
- Informed choice of techniques to access information
- Optimum output within budgetary boundaries
- Need to convince funder of rigor





# Evaluation - An Issue of Communication and Meaning?

- Accurate and valid information
- Clear messages / mutual understanding and meaning
- Co-operation and collaboration of subjects
- Openness Honesty and Trust
- Challenge of Post-Modern skepticism





# Other Barriers

- Political/Social Background:  
(Trauma/Torture/Interrogation)
- Mental distress / depression / guilt
- Social Isolation / shame
- Status change
- Experiences of racism (including ‘Institutional Racism’)
- Negative media and Political Discourse - de-valuation
- Fear of withdrawal of services or ‘punitive’ measures
- Associations of evaluator with establishment
- Illegal Activity
- Accessing participants (and non-users of the program)
- Cultural and language difficulties



# ‘Protective Gatekeepers’

- Empathize with vulnerable clients
- Fragility of hard won trust relationships
- Concerns over evaluation procedure and adequacy



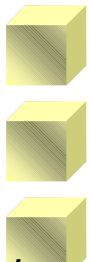
- Possible negative responses to ‘threats’

OBJECTIVE ONE To raise knowledge and awareness of harm minimisation, safe disposal and the transmission of blood borne viruses amongst: • Vietnamese IDU community • Wider Vietnamese community	Strategies	Process Indicators	Data Collection for Process	Outcome Indicators	Data Collection for Outcome
<p style="text-align: center;">▼</p> <p style="text-align: center;">▼</p>	Establish a suitable CNP site in an outer metropolitan suburb with a high concentration of Vietnamese people.	CNP site established Range of materials distributed and messages disseminated Client coverage	Document Review Interview: Welfare Director	Clients report increased knowledge and awareness of harm minimisation practices including: <ul style="list-style-type: none"> <li>• Reducing risk of overdose</li> <li>• Wound care</li> <li>• Safer disposal</li> <li>• Safer injecting practices</li> <li>• Reducing risk of virus transmission</li> </ul> Vietnamese Community support harm minimisation and are more aware of harm minimisation messages and the need to promote them.	Focus Groups: older and younger Vietnamese clients
	Employ trained peer educators to engage with younger and older Vietnamese IDUs	Vietnamese IDUs report satisfaction with CNP venue, services, approach, materials	In-Depth site visits		Focus Groups/ Evaluation Questionnaire
	Establish an appropriate CNP mobile outreach services	Number of peer educators recruited and training received	Document Review		
	Establish appropriate support groups for older and younger IDUs including range of activities and visiting speakers	Range/Scope of services provided by outreach service / Clients accessing service and satisfaction with service	Document Review/ Self-Completion questionnaire		
	Provide range of appropriate education and information materials to Vietnamese IDUs through fixed site CNP, outreach service and support groups	Number of support group sessions conducted, activities, areas covered materials used, visiting speakers, attendance	Document Review		
	Develop range of resources through consultation with local community and IDU	Participants value support groups; they meet their needs, the venue, timing, activities, materials, visiting speakers are appropriate	Focus Groups: older and younger Vietnamese clients		
	Provide appropriate education to wider Vietnamese community through forums and presentations	Consultations held and resources developed	In-Depth: Interview Facilitators/Peer Educators		
	Disseminate harm minimisation messages through mass media	Number of forums/presentations conducted, areas covered, attendance, Community satisfaction with messages, venue, approach and materials	Document Review		
Provide an IDU information stall at appropriate Vietnamese events	Media used and coverage				
	Number of events where stall provided/ Range of information supplied at stall	3 stratified Focus Groups of Vietnamese community			



# Interpretation

- Cost
- Differences with Interviewees:
- Relationship to community - confidentiality
- Skills to convey and express ‘meaning’ through ‘relaxed’ interview
- Degree of ‘interference’ / contamination in interview / conceptual equivalence
- Translation issues (recordings/questionnaires)





# Fostering relationships for Cross Cultural Evaluation

- Consultation and Inclusion
- Partnership – Symmetrical Communication
  - “Genuine sharing of power and responsibility” (Chesterton 1997)
- Evaluation Capacity building / training / design
- ‘Quasi Sponsors’
- Observation and participation
- ‘Mutual mentoring’ and accountability
- Translation of materials by committee
- External translation
- On-Going Critical Reflection – reflexivity
- ‘Participatory Action Research’

# Participation without Bias?

- Translation v Interpretation - clarify source of input
- ‘Testing’ and ‘Grounding’ of findings
- Ownership and Accountability
- Focus group interviews / Indirect questioning - ‘roles’, ‘improvements’, prompts and rephrasing
- Triangulation: ‘Process’ questionnaires, observation, dyads etc.
- Re-assurances, respect, confidentiality, freedom of expression
- On-going feedback – project development
- Supports from: feminism, constructivism, anthropology, ethnography, critical theory and critique of positivist orthodoxy.

# Conclusions

- Cultural + Language difficulties are compounded by other factors
- Integrate partnerships in evaluation from outset (PAR)
- Involvement and guidance from project workers - respectful and sensitive approach
- Explore relationships with groups + interpreters
- Using bi-lingual project worker as Interpreter and evaluation partner
- Mini group interviews and triangulation
- ‘Ground’ findings in data - Reflexivity
- **CANNOT BE DONE WITHOUT TRUSTING WORKING PARTNERSHIP**