

Home and Community Care Program Culturally Equitable Gateways Strategy

The Culturally Equitable Gateways Strategy aims to improve access to mainstream Home and Community Care (HACC) services for people from Culturally and Linguistically Diverse (CALD) backgrounds.

Evidence shows that people from CALD backgrounds are relatively under represented in using HACC services compared with people whose first language is English.

The Minister for Aged Care has approved \$6.2 million over 3 years for the Strategy.

Local governments are the main providers of basic HACC services such as home care, personal care, respite, delivered meals and property maintenance. The Strategy's objective is to improve the responsiveness of local governments to people from CALD communities through local governments and ethno specific agencies working in local partnerships.

The Strategy includes the following components:

- \$1,128,000 to help selected local councils provide a culturally friendly gateway to HACC services with the assistance of ethno specific agencies that cater for the needs of ethnic communities resident in those local government areas
- \$550,000 to help selected ethno-specific agencies to provide practical, hands-on support to local councils to offer culturally appropriate services and support service linkage
- \$140,000 for leadership and sectoral development by the Municipal Association of Victoria and the Ethnic Communities Council of Victoria
- \$150,000 to support the recruitment of bilingual and multicultural staff to deliver HACC services
- \$100,000 to increase the ability of agencies servicing small and emerging communities to respond flexibly to people eligible for HACC services from those communities. \$18,000 to be initially allocated in 2003-04

The Strategy will operate for three years and will be evaluated in its third year. Funding will be available for successful agencies from January 2004.

Culturally Equitable Gateways Strategy

Summary of Proposals

NB: the allocations quoted here are for the first full year only – all projects will be funded for the full three years.

(1) Local Government funding for Culturally Appropriate Assessment and Care Management

Western Metropolitan Region Councils

The local councils and ethno specific and multicultural agencies in the Western Metropolitan Region have jointly developed a model that outlines the partnership between local government and the ethnic sector in response to the Culturally Equitable Gateways Strategy

Participating agencies have signed a memorandum of understanding as evidence of their commitment to working collaboratively. In effect the local model has two prongs:

- Local government will build capacity to assertively outreach to CALD people in the HACC target group and be responsive in assessing these people to systematically increase uptake of HACC basic Services.
- Ethno specific agencies will provide hands on support to councils to identify CALD clients in need of service and assist workers to be more responsive in assessment and care management so that there will be an increased uptake of HACC basic service by CALD people

Participating Western Councils:

Brimbank City Council \$88,900 Contact: John MacDonagh Ph: 9249 4000

Hobsons Bay City Council \$82,500 Contact Peter Hunt Ph: 9932 4040

Maribyrnong City Council \$82,600 Contact Kerry Thompson Ph: 9688 0200

Moonee Valley City Council \$79,000 Contact Pam Regan Ph: 9243 8888

Northern Metropolitan Region

Northern Metropolitan Region Local Governments have adopted a collaborative process with ethnic and multicultural agencies that resulted in a framework within which agencies in the Northern Region have responded to the strategy.

The framework has four components:

- Planning and evaluation – collaborative planning to understand critical barriers to service and through changes to identification and referral practice to increase access to HACC basic services
- Referral, assessment and care planning – to develop structures and processes to increase culturally sensitive practice
- Promotion and education – through community education and workforce development to increase awareness of the cultural needs of the client group
- Partnership, communication and learning – develop and initiate projects to enhance communication, problem solving and develop a consistent approach in meeting the diverse needs of the community through joint planning.

Participating Northern Councils:

Banyule City Council \$30,000 Contact: Darnelle Eckersal Ph: 9490 4222

City of Darebin \$79,000 Contact: Philip Shanahan Ph: 9230 4692

Hume City Council \$79,000 Contact: Frank Joyce Ph: 9205 2504

Moreland City Council \$ 85,600 Contact: Jennifer Merkus Ph: 9240 1266

Whittlesea City Council \$64,000 Contact: Neville Kurth Ph: 9217 2328

Yarra City Council \$30,000 Contact: Craig Kenny Ph; 9205 5450

Southern Metropolitan Region

Bayside City Council: \$30,000

Council and ethno-specific agencies will work together to provide joint assessment and establish stronger links with the ethno-specific sector to overcome language, literacy and cultural barriers.

Contact: John Enright Ph: 9599 4444

City of Stonington: \$30,000

To develop a service pathway for CALD clients and to provide assistance so that CALD clients can navigate the service system with more confidence.

Contact: Madeline Grove Ph: 8290 1288

Glen Eira City Council: \$63,500

To create a gateway into HACC services that is responsive and culturally sensitive to residents from CALD backgrounds. This gateway will be enhanced by building on the links and partnerships between council and the key ethno-specific agencies.

Contact: Michelle Marr Ph: 9524 3359

Greater Dandenong/City of Casey/City of Kingston – a Joint application with the City of Greater Dandenong as lead council: \$166,714

In conjunction with the South East Region Migrant Resource Centre, provide a culturally appropriate comprehensive assessment of CALD clients that takes into account cross cultural issues in providing care and services to CALD older people and their carers. This will be supplemented by education and training opportunities for council workers in cross cultural issues and multilingual communication.

Contact: Jan Martin Ph: 9239 5342

Eastern Metropolitan Region

City of Manningham and City of Monash - a joint application with the City of Manningham as lead council: \$87,200

To increase culturally aware assessment and care management practice through cultural orientation and training for staff. This will be augmented by a comprehensive marketing strategy with CALD agencies to ensure services are well promoted and that CALD clients clearly understand how to access these services.

Contact: Tess Tsindos Ph: 9841 5044

Barwon South West

City of Greater Geelong: \$50,000

In partnership with the Geelong Ethnic Communities Council, City of Greater Geelong will improve staff performance in connecting and engaging local community organisations in monitoring HACC services to the CALD community.

An audit of assessment and care management services provided to people from ethnic communities will be undertaken with the aim of establishing an agreed baseline for aged care service provision. A report will document the strengths and weaknesses of service provision for people from CALD backgrounds highlighting opportunities and strategies for improvement.

Contact Brad Sadler Ph: 5277 0719

(2) Ethno-specific agencies to be funded to work with targeted local governments to help them deliver culturally appropriate HACC services

Australian Greek Welfare Society Ltd, Brunswick

\$40,000 to develop and implement operating frameworks with targeted local governments across the four Department of Human Services metropolitan regions to assist local governments to make their services more culturally and linguistically responsive.

Contact: Voula Messimeri-Kianidis Ph: 9388 9998

Co As It Italian Assistance Association, Carlton

\$30,400 to work in partnership with local governments to promote HACC services to the Italian aged in the targeted regions utilising a community development and outreach service model. Develop culturally appropriate models of service delivery.

Contact: Emma Contessa Ph: 9399 9000

Victorian Arabic Social Services Inc, Broadmeadows

\$50,000 to work with 12 local governments in Northern Metropolitan Region and the Western Metropolitan Region to conduct cultural training sessions, information sessions for Arabic speaking communities, identify barriers to access through research and feedback from community. Promote HACC services to the community.

Contact: Leila Alloush Ph: 9309 0055

Australian - Polish Community Services Inc, Footscray

\$50,000 to work with local governments and other ethno-specific agencies in the Northern, Western and Southern Metropolitan Regions to raise the profile of provision of, and access to, HACC services by Polish and other Eastern European communities. To work with the City of Greater Geelong and the Geelong Ethnic Community Council.

Contact: Wendy Bennett Ph: 8371 2306

Australian Croatian Community Services Inc, Footscray

\$50,000 to assist local governments in Northern, Western and Southern Metropolitan Regions with relevant training and support to council staff to deal with the target communities in a culturally appropriate way. Form sustainable partnerships with local governments and other ethno-specific and multicultural agencies.

Contact: Mirjana Berisic Ph: 9689 8419

Australian Vietnamese Women's Welfare Association Inc, Richmond North

\$30,000 to develop sustainable partnerships with local governments in Northern and Western Metropolitan Regions. Provide specialist assistance to these local governments to develop and improve culturally sensitive models service delivery to Vietnamese clients.

Contact: Cam Nguyen Ph: 9428 9078

Filipino Community Council of Victoria Inc, Footscray

\$15,000 to assist Western Metropolitan Region local government workers with providing information and referrals, provide cross-cultural awareness training, and overall enhance the relationship with local government using the expertise of a ethno-specific provider.

Contact: Connie San Jose Ph: 9687 9011

Macedonian Community Welfare Association of The West, St Albans

\$50,000 for the formation of sustainable partnerships with relevant local governments and other multicultural agencies. Working with clients on a one to one basis to assist them in accessing services.

Contact: Menka Karadovska Ph: 9367 6044

Maltese Community Council of Victoria Inc, Parkville

\$15,000 to establish sustainable partnerships with local governments in Western and Northern Metropolitan Regions to enhance the delivery of HACC services for the Maltese community. Assist with staff awareness of cultural sensitivities of the Maltese community.

Contact: Michael Caruana Ph: 9387 8922

Russian Ethnic Representative Council of Victoria Inc, Fitzroy

\$15,000 to work collaboratively with local governments and other agencies across the four metropolitan regions and Geelong to provide cross cultural awareness and increase service usage by the Russian community.

Contact: Alexander Abramoff Ph: 9415 6444

Serbian Social Services and Support Inc, St Albans

\$15,000 to work collaboratively with local governments in Western Metropolitan Region to assist in the expansion of services to the Serbian community, through assistance with marketing to the community, cross cultural training and as a link for local governments.

Contact: Milan Pualic Ph: 9356 4555

Spanish Latin American Welfare Centre Inc (CELAS), Footscray

\$40,800 to form partnerships with Western Metropolitan Region local governments and other agencies to actively facilitate client entry into the system by assisting them to be more culturally responsive. Develop more culturally appropriate models of service delivery. Assist in training staff.

Contact: Rolando Garay Ph: 9687 0181

Geelong Ethnic Communities Council Inc, Geelong West

\$15,300 to develop partnership between the Geelong Ethnic Community Councils and the City of Greater Geelong to provide enhanced outcomes for the five identified large under serviced ethnic communities. Encourage culturally sensitive practice. Explore barriers to access.

Contact: Jordan Mavros Ph: 5223 3222

Fronitha Care Inc, Clayton South

\$40,000 to provide targeted information to the Greek community outlining HACC services. Provide a user-friendly point of entry to the system for Greek community. Provide expertise and assistance for people navigating the system.

Contact: Peter Gogorosis Ph:9552 4100

Jewish Care (Victoria) Inc, Melbourne

\$28,000 to work in conjunction with participating Southern Metropolitan Region local governments, develop more culturally responsive services and increase local government staff understanding of Jewish culture, community and needs.

Contact: Odette Waanders Ph: 8517 5955 and Noreen Roberts Ph: 8517 5777

Lao Elderly Association Inc, Mitcham

\$15,500 to form sustainable partnerships with local governments in Western and Eastern Metropolitan Regions. Work with councils to facilitate access to HACC services for Lao community. Provide information to the Lao community.

Contact: Khamko Synaphet Ph: 9873 2267

Chinese Community Social Services Centre Inc

\$50,000 to work in partnership with the Cities of Monash and Manningham to improve access to services for the Chinese community.

Contact: Fred Chua Ph: 9890 1888

(3) Funding for the Small and Emerging Ethnic Communities

Migrant Resource Centre, North-West Region Inc, St Albans

Organisation: Sri Lankan/ Indian Support Program

\$5,944 to support a community worker to liaise with the community and relevant local governments to raise awareness of community.

Contact: Margaret Rutherford Ph: 9367 6044

Migrant Resource Centre, North-West Region Inc, St Albans

Organisation: African Community Elderly Association

\$6,980 to support a community worker to work with two relevant local governments and host local government staff at group activity site. Individual support to the community in accessing HACC services.

Contact: Margaret Rutherford Ph: 9367 6044

Migrant Resource Centre, North-West Region Inc, St Albans

Organisation: St Mary's Coptic Church

\$4,540 to support a community worker to work with three relevant local governments and host local government staff at group activity site. Individual support to the community in accessing HACC services

Contact: Margaret Rutherford Ph: 9367 6044

(4) Bilingual/Multicultural funding to Migrant Resource Centres

Under this project \$50,000 each will be allocated to one Migrant Resource Centre in each of Western, Northern and Southern Metropolitan Regions for better recruitment & retention of bilingual/multicultural HACC staff.

North Eastern Region Migrant Resource Centre Inc, Preston
\$50,000

Contact: Ms Fiona Tinney Ph: 9484 7944

South Eastern Region Migrant Resource Centre, Dandenong
\$50,000

Contact: Mr Jacob Lee Ph: 9706 8933

Migrant Resource Centre, North West Region Inc, St Albans
\$50,000

Contact: Margaret Rutherford Ph: 9367 6044

(5) Leadership and sectoral development

Under this project \$140,000 will be allocated to the MAV and the ECCV to help implement the Strategy; including membership of a working group that will:

- monitor how the CEGS is being implemented;
- Link the CEGS with other relevant statewide initiatives such as Primary Care Partnerships and HARP;
- support partnerships with information, advice, and ongoing evaluation of projects.
- Advise on and oversee appropriate research projects, and an evaluation framework for the strategy.

Municipal Association of Victoria (MAV)

\$70,000

Contact: Clare Hargreaves Ph: 9667 5543

Ethnic Community Council of Victoria (ECCV)

\$70,000

Contact: Taimor Hazou Ph: 9349 4122