

**HOME AND COMMUNITY CARE PROGRAM
CULTURALLY EQUITABLE GATEWAYS STRATEGY**

**LEADERSHIP AND SECTORAL DEVELOPMENT
PROJECT DESCRIPTION**

BACKGROUND

This project forms part of the Culturally Equitable Gateways Strategy, which aims to expand and improve the use of mainstream Home and Community Care (HACC) Program services by people from culturally and linguistically diverse (CALD) backgrounds.

In recognition of the underutilisation of HACC services by people from CALD backgrounds, the Minister for Aged Care approved the allocation of \$1.89 million Victorian Labour Financial Statement (LFS) funds for the Culturally Equitable Gateways Strategy which comprises the following elements:

- a) Capacity building to local governments to provide a culturally-friendly gateway to HACC services and ensure appropriate linkage with ethno-specific agencies
- b) Capacity building for ethno-specific and agencies to provide practical, hands-on support to local councils to offer culturally appropriate services and enhance service linkage
- c) Funding for flexible service responses to support the needs of small and emerging ethnic communities
- d) Leadership and sectoral development within and across ethno-specific, multicultural and local government sectors to improve service provision
- e) Strategy for recruitment of bilingual/multicultural staff in HACC

In addition, the following projects are compatible with the Culturally Equitable Gateways Strategy. These projects are subject to joint Ministerial approval of the Annual Plan, 2003-04:

- f) Scholarships for bilingual staff working in HACC funded agencies
- g) CALD communication strategy
- h) CALD research project
- i) Rural aged care support and mentoring project.

\$140,000 of the State unmatched funds has been allocated for leadership and sectoral development within and across ethno-specific, multicultural and local government sectors to improve service provision.

In Victoria, the major mainstream provider for the core HACC services, Home Care, Delivered Meals, Personal Care, In-home Respite and Property Maintenance is local government.

DHS funds 60 ethnic-specific and multicultural agencies to provide culturally appropriate services to people from CALD in the HACC target group. Funding is mainly for social support activities such as Planned Activity Groups (PAGs) and Volunteer co-ordination (Friendly Visiting, Telelink etc). Only Jewish Care is funded to provide the core services of Home Care and Personal Care.

PROJECT AIM/PURPOSE

To achieve greater representation of people aged 65+ from CALD backgrounds among those using core HACC services primarily provided by local governments.

To provide the capacity in the two relevant peak bodies, the Municipal Association of Victoria (MAV) and the Ethnic Communities' Council of Victoria (ECCV) to contribute to the implementation of the CALD-related reform program over three years 2003-2004 to 2005-2006, including the development of appropriate and timely research and evaluation of the strategy at a Statewide systemic level.

To oversee the implementation of the wider Culturally Equitable Gateways Strategy, and ensure that individual projects are linked to statewide directions in workforce development, assessment practices, reporting requirements and quality frameworks, and to evaluate the outcomes.

PROJECT REQUIREMENTS

The Department of Human Services (DHS) will convene a Working Group to oversee the Strategy. The scope of this Working Group will not duplicate the work of the Ministerial Advisory Council on Cultural and Linguistic Diversity. The MAV and the ECCV will each nominate an appropriate representative. In light of the underutilisation of HACC Nursing services by older people from CALD backgrounds, an additional representative will be invited from the Royal District Nursing Service.

The Manager, Coordinated and Home Care will chair the Working Group. DHS will also nominate a representative from Central Office HACC Service Development and Operations, and one from each of Northern, Southern and Western metropolitan DHS regional offices.

The Working Group will work cooperatively with a range of other stakeholders, communicate effectively and make a positive contribution to the strategy.

The Working Group, in consultation with the sector more broadly, will identify the priority areas for research, including documentation of good practice to facilitate greater participation in and use of services by older people from CALD backgrounds. It will also advise on and oversee an evaluation of the projects and progressively report on the implementation of the strategy.

In addition to the Working Group, there will be a wider Consultation Network, which will meet quarterly to act as a prime information and communication resource for the strategy. Self-selected representatives will be invited from:

- local government
- larger and well-established ethno-specific providers and communities
- small and emerging ethno-specific providers and communities
- multicultural providers

KEY TASKS

The Working Group will:

- meet as required to monitor the direction and progress of the implementation of the Culturally Equitable Gateways Strategy.
- link the Statewide HACC Culturally Equitable Gateways Strategy 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.

The Consultation Network will report on the impacts of implementation on the ground and assist with specific tasks as requested by the Working Group

KEY DELIVERABLES

Demonstrated increase in the numbers of people from CALD backgrounds using core HACC services provided by local government.

Regular 6 monthly written reports to the Minister for Aged Care on progress of the strategy.

Formation of sustainable partnerships between relevant local governments, ethnic-specific and multicultural agencies.

Evaluation of the outcomes of the strategy and recommendations for future directions in years 2 and 3.

TIMELINES

The funds are recurrent for a fixed three-year term from 2003/2004 to 2005/2006.

FUNDS ALLOCATION

Direct allocation of \$70,000 each per annum for three years to the Municipal Association of Victoria (MAV) and the Ethnic Communities Council of Victoria (ECCV) to employ project workers.

PROJECT MANAGEMENT

All elements of the Culturally Equitable Gateways Strategy will be managed by the Manager Coordinated and Home Care Unit, advised by the Working Group.

Each individual project funded will be managed by the lead local government or ethnic-specific/multicultural agency.

EVALUATION

The Working Group will advise on and oversee an appropriate evaluation framework for the strategy in the context of statewide systemic improvement.